

# Newcastle Voice

Customer Service & Communication



December 2010

## Table of Contents

Executive Summary .....	2
Introduction .....	4
Methodology .....	5
Survey Findings .....	8
Service Experience .....	8
Overall Satisfaction .....	17
Communication from Council .....	21
Council Website .....	28
Online Secure Transactions .....	31
Preferred Future Methods of Communication .....	33
Suggestions for Improvements.....	34
Reputation/Perception of Place.....	37
Appendix I – Questionnaire	
Appendix II – Demographics of Sample and Respondents	
Appendix III – Quantitative Results - Topline Report	
Appendix IV – Quantitative Analysis	
Appendix V – Qualitative Results - Open-Ended Questions	

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## Executive Summary

Consultation was conducted with the community to gather opinion on the current customer service and communication standards and activities in Council, as well as the perception of Newcastle.

Customer service remains a high priority for Council. In 2009, a benchmark survey was issued to the community to test community expectation and satisfaction with Council customer service. This report summarises the results of the survey which was conducted within the Newcastle LGA, through the Newcastle Voice community reference panel. This survey was sent to 2240 Newcastle Voice members, with a response received from 676 panel members.

## Service Experience

Overall, there is a very slight increase in the perception of the quality of council's customer service overall (up 2.37% on 2009), which is a heartening result in the absence of any major customer service initiatives in 2010. This overall perception was investigated in six aspects: response time, willingness to help and understand, professional approach, information provided by staff, follow-up and overall handling of contact.

- 63% had contact with Council staff within the last week, month or last 6 months
- 42% had contact with Council to obtain information or make a request
- Library staff, Building and Development staff, Customer Service staff and Parks and Gardens staff were the areas of Council which had the most frequent contact with the community (13.30%, 11.66%, 11.17%, 9.03% respectively)

## Communication at Council

Communications from Council are slightly improved (1.03% up on last year), with the re-introduction of the quarterly Council News perhaps contributing to this result.

- 37% of respondents said that Council keeps residents/ratepayers well informed about services provided.
- 53% are satisfied with the level of information received about Council activities.

The top five ways the community currently gets most of its information about Council are as follows, in order:

1. Local newspaper (Newcastle Herald)
2. Free newspapers – Star and Post
3. Local TV news
4. Local radio
5. Council brochures or leaflets with rates notices

Below are the results from respondents who indicated that the following communication tools would be extremely, highly or moderately useful to them:

- 70% - On street signage at Council projects
- 50% - Virtual tours of Council facilities, such as parks
- 40% - Videos on Council website
- 39% - Streaming of Council meetings

The following remain important to respondents in 2010: accurate information about Council's events, activities and forthcoming plans in more communication channels – as well as a more transparent, honest approach to communicating with ratepayers. Communication activities which are widely called for from respondents – a weekly email newsletter, an online events calendar and a quarterly print newsletter – are already in place.

## Council's website

- 84% have visited Council's website within the last week, month, or last 6 months
- 49% find it easy to locate information on Council's website
- 69% found what they were looking for during their last visit to Council's website
- 63% found the information on Council's website to be relevant

## Reputation

Respondents were asked to rate the Newcastle LGA on 22 elements. The city's reputation remains virtually unchanged in 2010, with each of the dimensions investigated reporting a slight drop or static result on findings from last year. Below are the top five elements:

1. With good schools and learning opportunities
2. That is friendly
3. With great parks, sporting facilities and bushland
4. That is affordable
5. That is a healthy place

## Introduction

The City of Newcastle is committed to providing exceptional customer service to residents and ratepayers. Council staff provide information and assistance to thousands of people each year.

Council is also committed to keeping residents and ratepayers informed about Council services, decisions and activities. Council does this through the media, the website, newsletters and advertisements.

## Report Purpose

The Sustainability Review conducted in 2009 identified the need to improve customer service across Council.

The purpose of this survey was to gather feedback from the local government area (LGA) about their customer service and communications experiences and expectations – and compare those results with results from 2009. The survey findings will help Council identify and focus on initiatives to improve customer service in the next 12 months. The survey will also identify how the community receives Council information. This will ensure that Council is using the right mix of communication tools.

This community consultation will help Council:

- Find out what is important to the community
- Monitor the effectiveness of its services
- Plan services to meet the community's needs and expectations.

It is Council's intention to revisit this survey in another 12 months, after various initiatives to improve customer service and communications have been actioned.

Council was also interested in the opportunity to benchmark perception of place – or reputation - results. Newcastle Voice panel members were asked to rank 22 key elements describing the Newcastle LGA. The information gained from this question will provide a better understanding on how residents perceive the Newcastle LGA.

As a leader, advocate and service provider, Council could have a significant impact on specific outcomes-based areas. The information can be used, along with input from other community consultations, to focus efforts on lifting key areas of dissatisfaction.

## Methodology

### Data Collection

A survey, using a structured questionnaire with a total of 26 questions, was sent to all active Newcastle Voice members. The survey was developed using the following headings: service experience, communication from Council, Council's website, online account, future communications and reputation. There were four open-ended questions to record additional comments. To control order bias, the Sparq system automatically rotated the presentation of items within certain questions on a random basis. A copy of the survey is provided in Appendix I.

A survey was open from 15 November to 3 December 2010. Electronic reminders to those online members who had not yet completed the survey were sent on 19 November, 24 November and 26 November 2010. The survey was duplicated, printed and distributed in hard copy to those Newcastle Voice members who requested printed surveys. The survey was mailed out on 12 November 2010. A pre-paid envelope was included to encourage their return.

### Survey Area

Residents and ratepayers from the City of Newcastle LGA were consulted, through the Newcastle Voice community reference panel. The breakdown of the demographics by suburb is provided in Appendix II.

### Sample Selection

A total of 2240 Newcastle Voice members were surveyed. This number represents all active on-line and off-line panel members.

### Representation

Although sampling 2240 panel members represents over 1.5% of the Newcastle LGA population, the sampling frame for this survey was not statistically representative of the population. This is due to the fact that all active Newcastle Voice members, on-line and off-line were surveyed.

With the exception of Inner City South and Inner City North, the other planning districts are underrepresented. Responses are over-represented from Ward 1 and Ward 2, while they are under-represented in Wards 3 and 4. Furthermore, panel members in the 16-24 and 70+ age brackets are also underrepresented.

## Participants

The breakdown of the demographics by gender, age and employment status is provided for the sample as well as for the respondents in Appendix II. The demographic information is managed in Sparq. In brief, results show that:

- 63.23% of respondents are employed full or part-time
- 69.07% of respondents have lived in Newcastle LGA for more than 10 years.
- A relatively even proportion of respondents were 40-54 years old and 55-69 years old (28.55% and 39.35% respectively).
- 10.08% of respondents live in Merewether, 5.60% in New Lambton, 5.28% in Mayfield, 5.76% in Wallsend and 4.64% in Newcastle (CBD).
- The gender split was 48% males and 52% female which is consistent with the gender split for the Australian population.

It should be noted that being a Newcastle Voice member is voluntary, and therefore participation in its activities is also voluntary. The survey was open to Newcastle Voice members only.

## Data Handling and Analysis

The data handling and analysis was carried out using Sparq software. Trend analysis was conducted from the open-ended question responses. All responses are treated in confidence to ensure the anonymity of respondents, and edited only for grammar and spelling if inserted as verbatim comments into the body of the report.

## Response Rate

The survey had a 30% completion rate (676 out of 2240) and a 36% participation rate (810 out of 2240). That means that 36% of respondents started the survey, but 6% did not complete it (134 out of 2240). Of those who chose not to complete the survey (6%), 26% dropped out before reaching the first question. Another 43% dropped out during the first to sixth question around the last time they had contact with Council or the purpose of their most recent contact.

- 30% response rate (575 out of 1923) from on-line Newcastle Voice members
- 32% response rate (101 out of 317) from off-line Newcastle Voice members

Table 1: Comparison of 2010 and 2009 annual survey responses

2010			2009		
Sample size	Respondents	Response Rate	Sample size	Respondents	Response Rate
2240	676	30%	1682	802	48%

The response rate has decreased in 2010 by 18% from 2009 results. This may be due to a number of factors:

- Panel fatigue - Newcastle Voice had completed 19 consultations in 2010, and only nine the year before;
- This survey closely followed the Hunter Street Stage II survey and public workshop;
- This survey is quite lengthy, with more than 25 questions;
- The additional question in 2010, asking respondents to identify the precise Council area of their most recent contact, may have been off-putting;
- Competing priorities for Newcastle Voice members during this busy time of year.

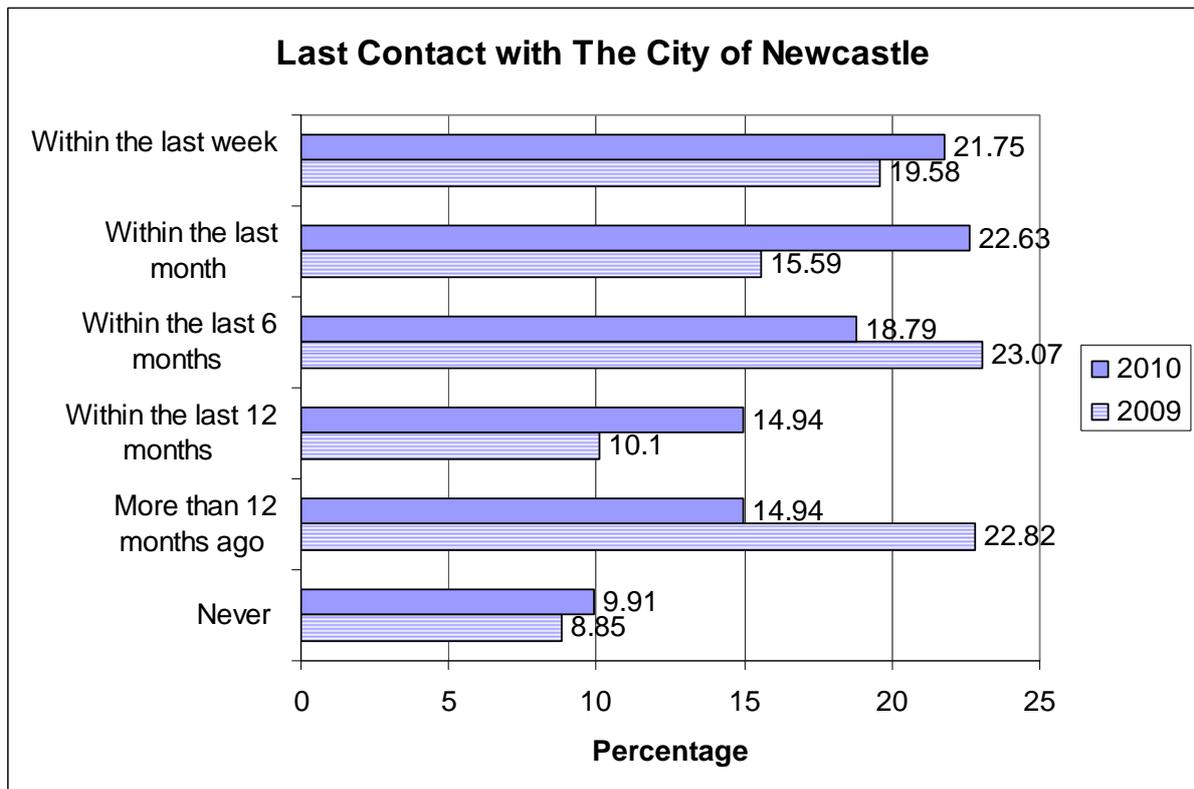
# Survey Findings

## Service Experience

### Most Recent Contact

Over 44% of Newcastle Voice respondents indicated that they had contact with The City of Newcastle within the last week or month, with 18.79% indicating that they had contacted Council within the last six months. Interestingly, 9.91% of respondents (67 out of 676) indicated that they never had contact with a Council staff member. This could be due to respondents associating this question with Council’s customer service staff, or elected Councillors, as contrasted with librarians, pool staff or parking officers.

Graph 1: Last Contact with The City of Newcastle (2009 vs. 2010)



## Parts of Council Contacted and Purpose of Contact

Respondents were asked to specify which area of Council they last had contact with from nineteen options. Although there had been contact with all nineteen areas to some extent, five areas which draw the highest responses are as follows:

1. Library staff (13.30%)
2. Development and Building staff (11.66%)
3. Customer Service staff (administration building) (11.17%)
4. Other administration staff (10.84%)
5. Parks and gardens staff including tree management, Blackbutt Reserve, greening Centre and sporting fields (9.03%)

Of the 'other administration staff', most fall into one of the categories specified above, with the addition of greenwaste drop-off staff, depot staff, strategic planners, Executive Leadership Team, Newcastle Voice and Live Sites staff.

When asked what the purpose of their most recent contact was, 27.91% said it was to obtain information, 13.96% said it was to make a request (seeking service or information from Council) and 26.60% said it was 'other' including borrowing books, working on community greening through gardens or street plantings, working through development application objections, community consultation activities or public events. In addition, 7.22% of respondents (44 out of 609) had contacted Council to make a formal complaint.

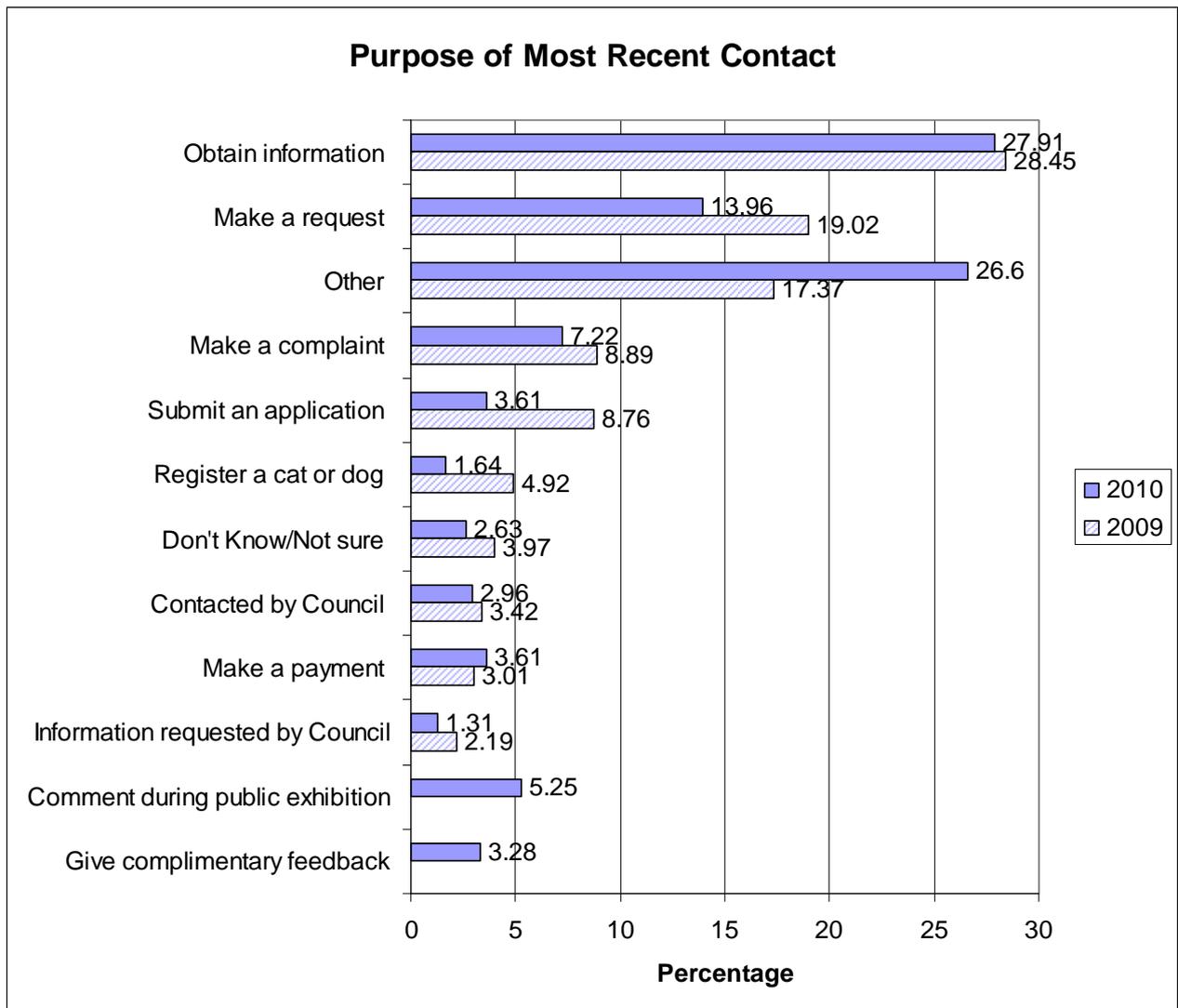
Table 2: Top 5 purposes of most recent contact (2010 vs. 2009)

2010	2009
1. Obtain information (27.91%)	1. Obtain information (28.45%)
2. Other (26.60%)	2. Make a request (19.02%)
3. Make a request (13.96%)	3. Other (17.37%)
4. Make a complaint (7.22%)	4. Make a complaint (8.89%)
5. Give comment during public exhibition (5.25%)	5. Submit an application (8.76%)

The 'other' category had a 9.23% increase over 2009. Respondents named a variety of reasons including lodging development applications, dropping green or chemical wastes, attending theatre, library, events or community consultations, reporting dog attacks or using the city's parks.

Two additional options were added to the 2010 survey: 'give comment during the period of public exhibition' and 'give complimentary feedback'- which cannot be benchmarked with 2009 survey data, and drew responses of 5.25% and 3.28% respectively.

Graph 2: Purpose of Most Recent Contact (2010 vs. 2009)



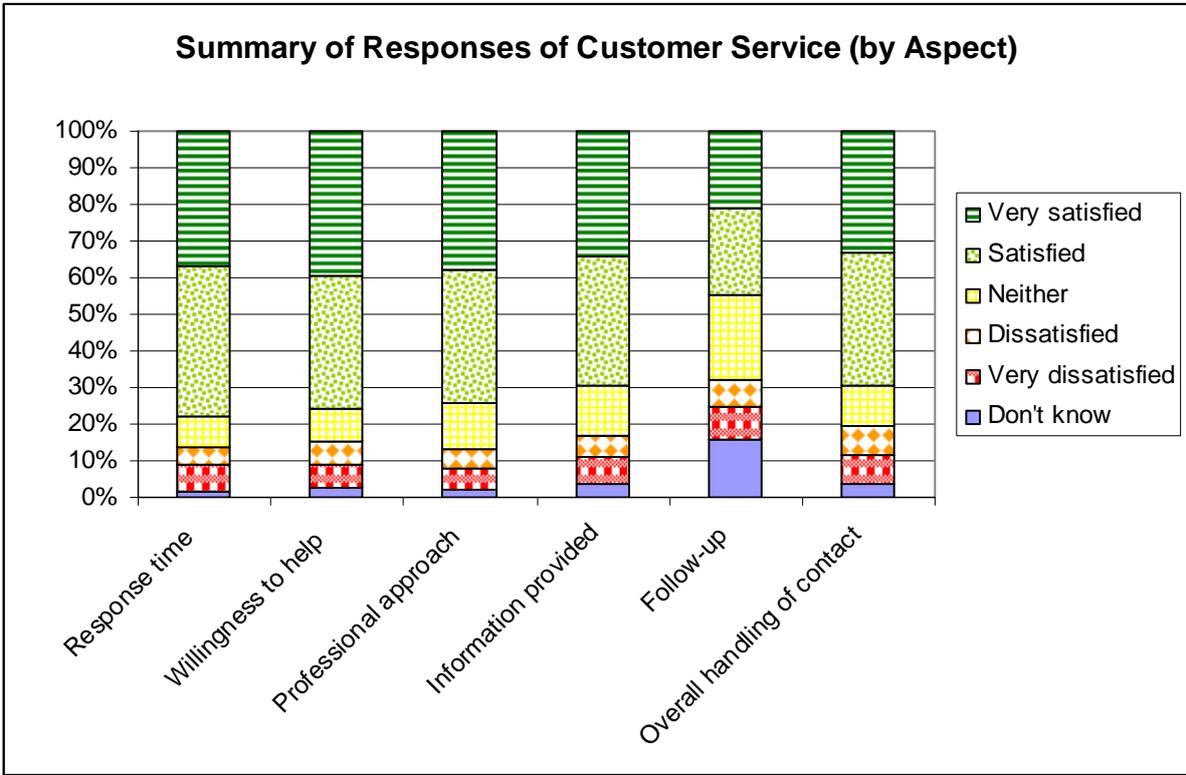
### Satisfaction with Contact

Respondents were asked to rate how satisfied they were with the following aspects of their most recent contact with a Council staff member:

1. Response Time
2. Willingness to help and understand
3. Professional approach
4. Information provided by staff
5. Follow-up
6. Overall handling of the contact

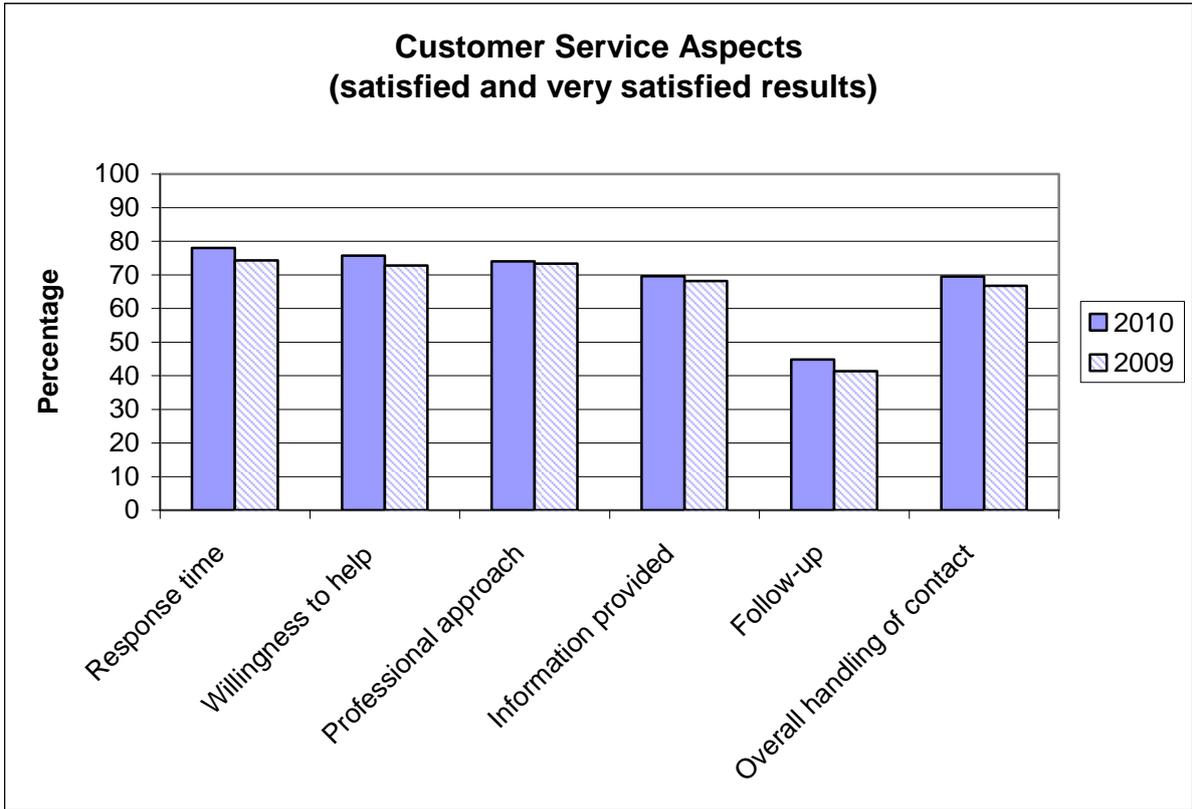
Over 69% of Newcastle Voice respondents were satisfied or very satisfied with the overall handling of the contact, an increase of 2.69% from 2009. Another 11.17% of respondents indicated that they were neither satisfied nor dissatisfied. The graph below lists the level of satisfaction with various aspects of customer service at Council.

Graph 3: Summary of Responses of Customer Service (by Aspect)



When comparing 2009 to 2010 satisfaction levels, the graph below depicts that respondents are somewhat more satisfied or very satisfied with all of Council’s customer service aspects.

Graph 4: Customer Service Aspect (satisfied and very satisfied results) 2010 vs. 2009



**Satisfaction by Area**

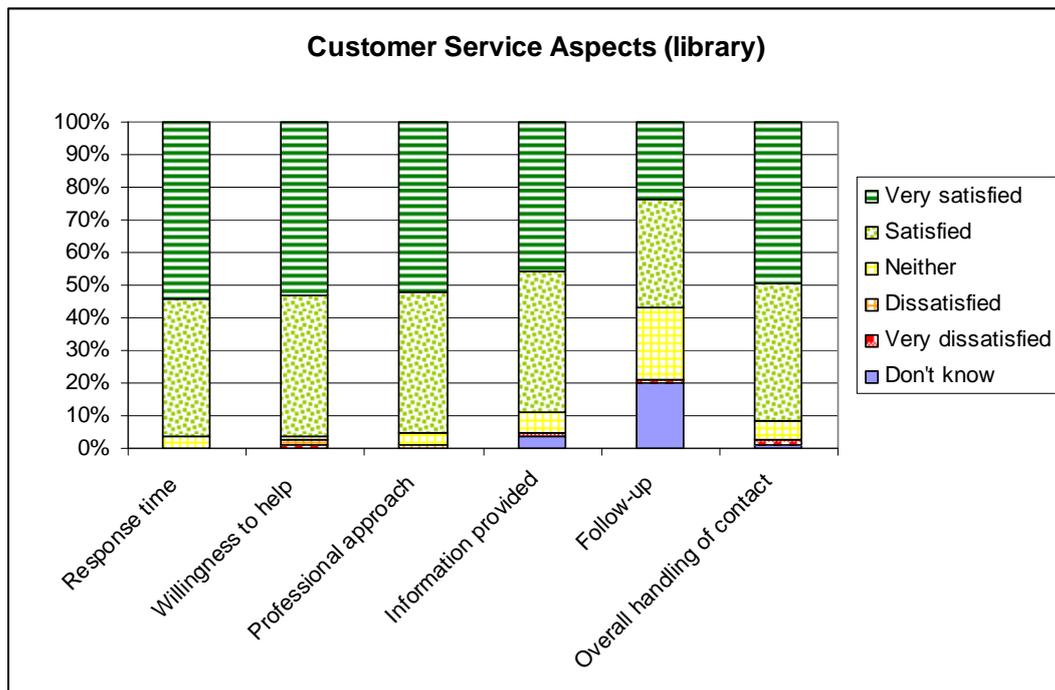
This section will explore the four out of the top five areas which drew the highest responses from respondents. The category ‘other’ is the fifth category and is comprised of many areas within Council.

- Library staff
- Development and Building staff
- Customer Service staff (administration building)
- Parks and gardens staff including tree management, Blackbutt Reserve, greening Centre and sporting fields

## Library

On balance, respondents who indicated that their most recent contact with Council staff was through the library (13.30%) are satisfied or very satisfied with the customer service aspects for this area. Of those respondents who indicated dealing with libraries during their last contact with Council, over 85% stated that they agree somewhat or completely that the quality of Council's customer service is satisfactory overall. When asked what their purpose was for contacting Council, 52% of these respondents stated that they were borrowing books.

Graph 5: Customer Service Aspects (library)



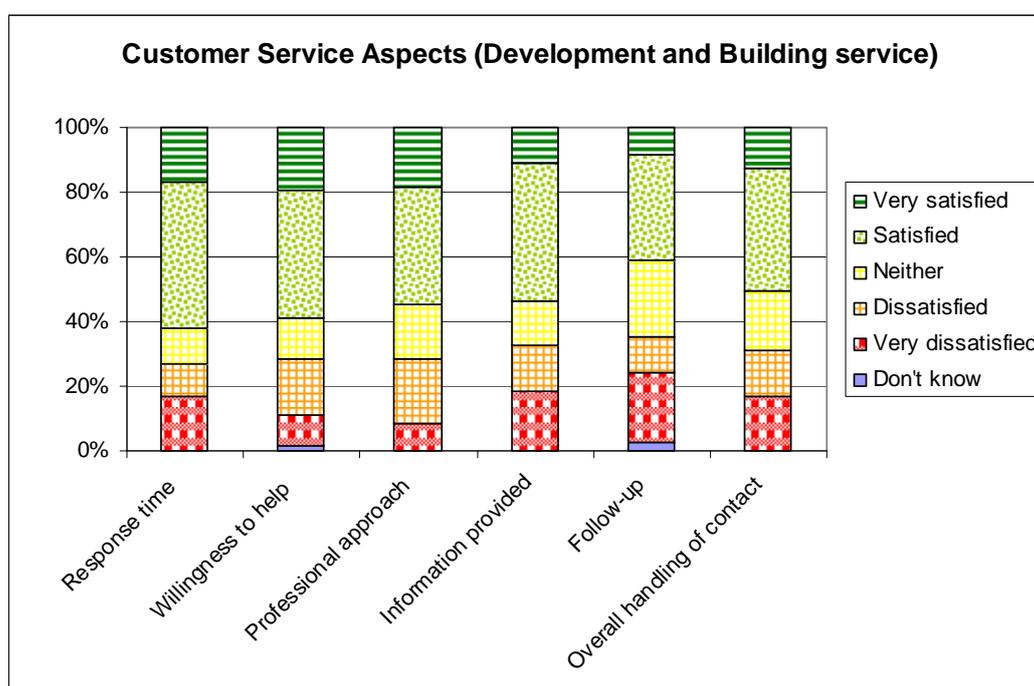
In open-ended questions, respondents describe their service experiences with the libraries. The comments below illustrate the high satisfaction level in the chart above:

- “The library staff are amazing. I lived in Sydney CBD for 11 years and library service was woeful. Here the staff are always friendly and pro-actively helpful. They and library management deserve the highest praise.”
- “Book listed as held on "Trove" (national library website) that I couldn't find on Newcastle library catalogue.”
- “Hamilton library is a good source of information about council events. It is just a pity that it has very limited opening hours - this should be certainly looked at as Hamilton is such a big area.”
- “(Online) I was looking for information about the library, specifically historic info the library has in its collection.”

## Development & Building Services

On balance, more than half of the respondents who indicated that their most recent contact with Council staff was through the Development and Building services (11.66%) are satisfied or very satisfied with the customer service aspects for this area. Respondents were divided on the aspect of 'follow-up' with 40.84% indicating that they were satisfied or very satisfied and 32.40% indicating that they were dissatisfied or very dissatisfied. Of those respondents who indicated dealing with Development and Building services during their last contact with Council, over 56% stated that they agree somewhat or completely that the quality of Council's customer service is satisfactory overall.

Graph 6: Customer Service Aspects (Development and Building)



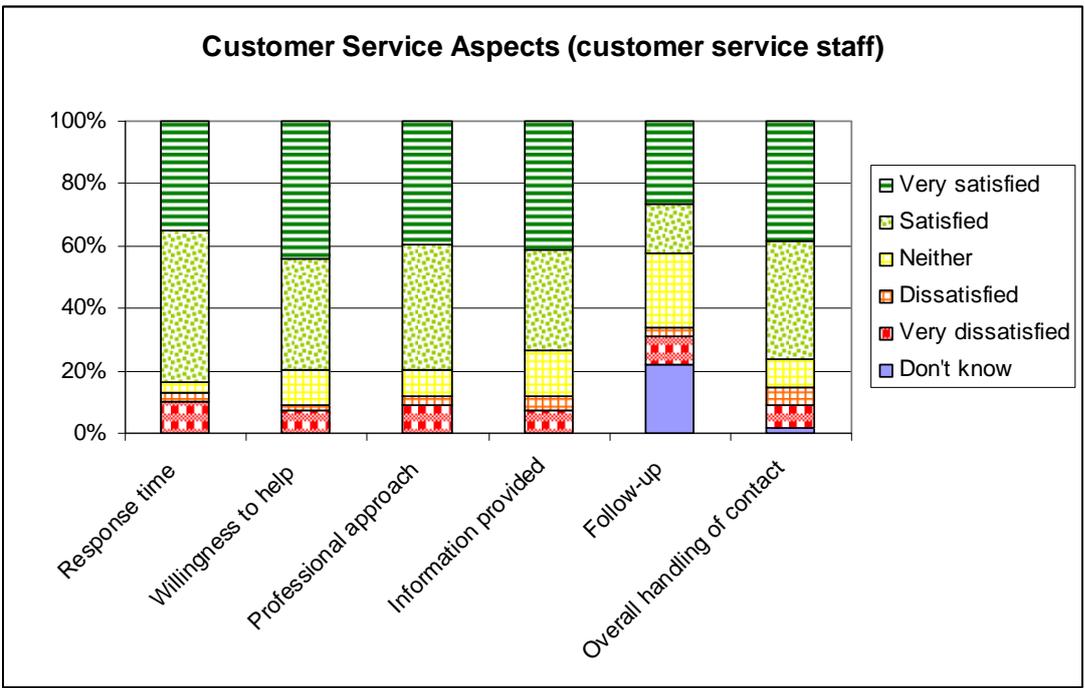
Many comments were received from respondents – reflecting the data of the chart above. The range of issues for improvement is illustrated by the comments received in open-ended questions:

- “Council’s development approvals process is disgraceful - takes too long and no professional feedback from staff - costing the community millions in delays.”
- “I would like to know what Council Officers are doing to improve the throughput of DA’s & CC. What they are doing to attract developers to the City. Also why they do not serve orders on dilapidated premises.”
- “Planning staff do not return phone calls or provide adequate responses. It shouldn’t take 6 phone calls and several emails to seek a simple status update.”
- “When we recently objected to a DA for an adjoining property a council officer arranged to meet one of us at our property. One of us had to leave a social function early to be there, but the council officer did not attend and made no further contact. The Council officer later approved an amended proposal without informing us that an amended proposal had been lodged.”

**Customer Service staff**

On balance, respondents who indicated that their most recent contact with Council staff was through the customer service staff (11.17%) are satisfied or very satisfied with the customer service aspects for this area. Over 42% of respondents indicated that the aspect of ‘follow-up’ was satisfactory or very satisfactory. However, almost half appear non-committal, with 45.59% responding ‘don’t know’ or ‘neither’ to the question of satisfactory follow-up from customer service staff. Of those respondents who indicated dealing with the customer service staff during their last contact with Council, 76.48% stated that they agree somewhat or completely that the quality of Council’s customer service is satisfactory overall.

Graph 7: Customer Service Aspects (customer service staff)



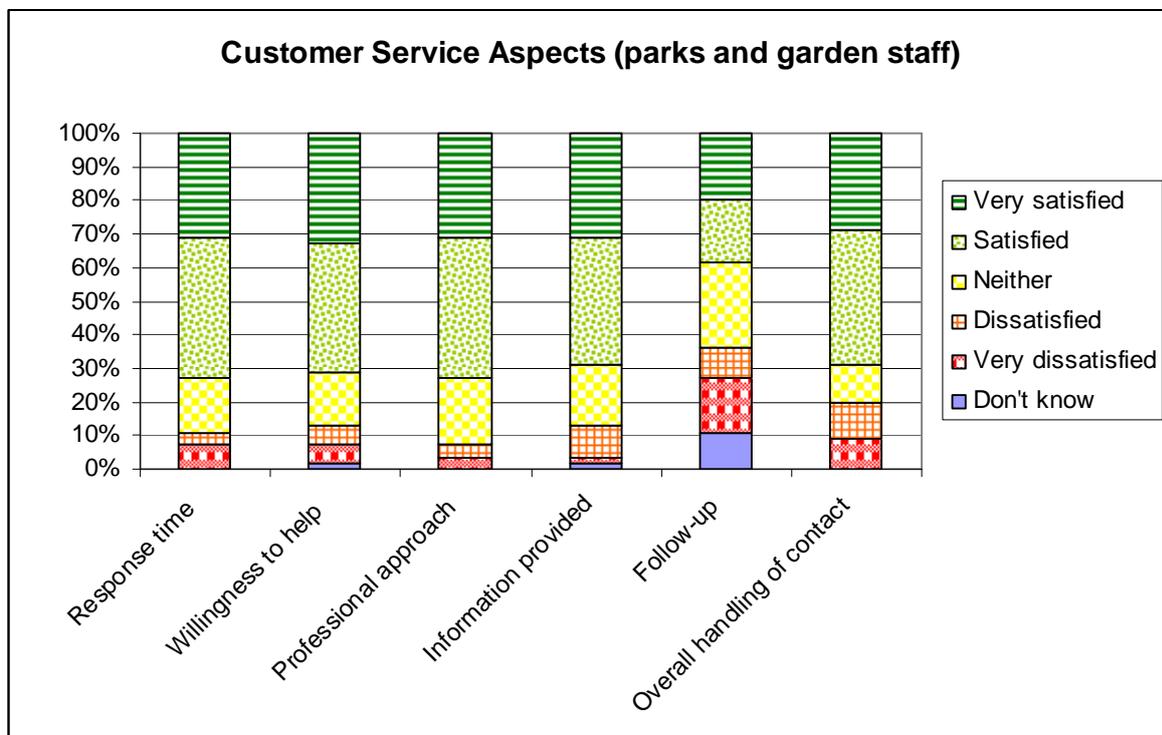
Open-ended comments reveal that respondents realise that these staff members often can not solve problems without the support of other specialist council staff. A selection of comments from open-ended questions illustrates:

- “I think there should be a sign at the service area saying all requests should be registered at the front desk. It was not clear to me so I sat in the seats waiting to be called (for a building inquiry).”
- “The customer service people at admin centre are always really helpful and friendly. Whilst I was waiting in the foyer I asked the customer service lady a question. The lady not only got me an answer to my question but chased down the person I had the meeting with and then sent me the info.”
- “Still waiting on a response to an official email request for information and/or action. Was led around in circles calling different members of council staff, then convinced that an email would be the best approach and would be dealt with within two weeks. That was three weeks ago”
- “The "face to face" and friendly staff at NCC have always been valued and extremely helpful. I will be sorry to see this service lost.”

### Parks and Gardens staff

On balance, respondents who indicated that their most recent contact with Council staff was through the parks and gardens staff including tree management, Blackbutt Reserve, greening Centre and sporting fields (9.03%) are satisfied or very satisfied with the customer service aspects for this area. Respondents were divided on the aspect of 'follow-up' with 38.18% indicating that they were satisfied or very satisfied and 25.45% indicating that they were dissatisfied or very dissatisfied. Another 36.36% don't know or were neither satisfied nor dissatisfied. Of those respondents who indicated dealing with the parks and gardens staff during their last contact with Council, 63.64% stated that they agree somewhat or completely that the quality of Council's customer service is satisfactory overall.

Graph 8: Customer Service Aspects (parks and gardens staff)



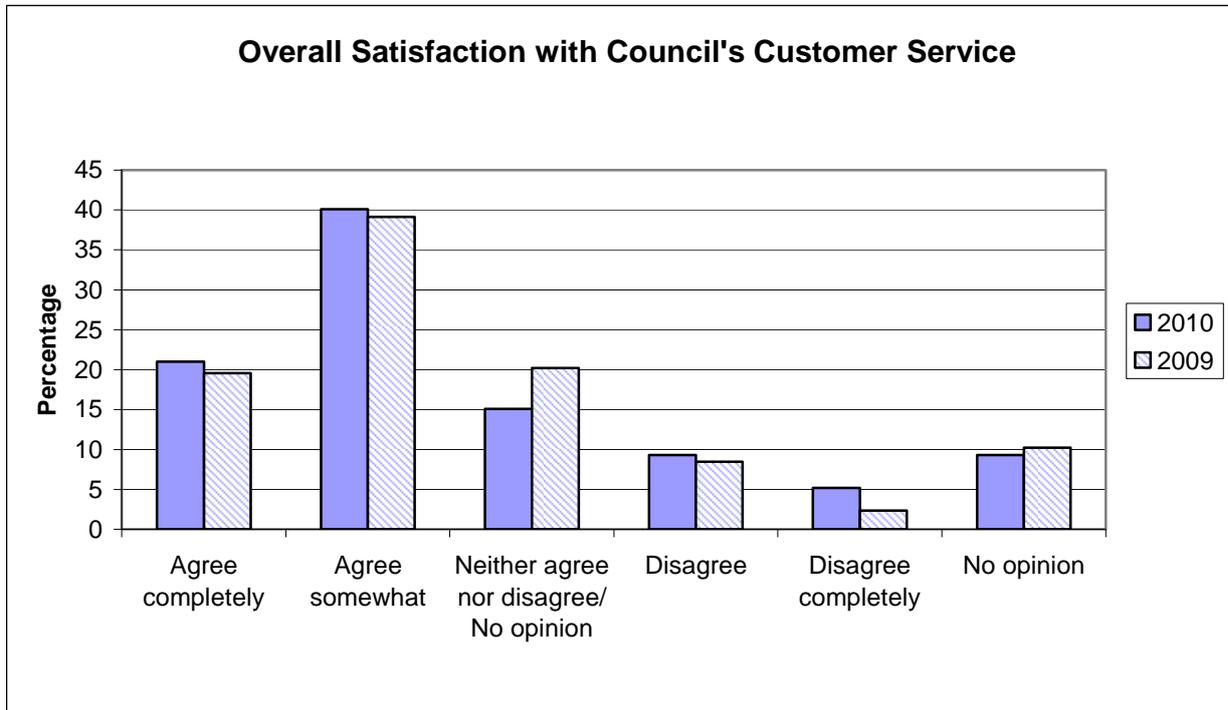
In open-ended questions, respondents made comments about parks maintenance and works – which reflect the data in the chart above:

- “Please poison spray lantana and privet bush in Braye Park Waratah. Please provide composting toilet in Braye Park Waratah. Please mow Braye Park every 6 weeks.”
- “Want to talk about parks/ trees should be all one department instead of management and then landscaping etc.”
- “Upkeep of public parks. How to make a plain area more useful either with landscaping or utilising more with the requirements of the community.”
- “Why the trees were planted in the street(s). Is it part of a plan? What sort of trees are they?”

## Overall Satisfaction

When asked to what extent respondents agreed that the quality of Council's customer service is satisfactory, 61.10% said that they agreed 'completely' or 'somewhat', an increase of 2.37% from 2009. Another 15.09% of respondents neither agree nor disagree. A further 14.50% are overall unsatisfied with Council's customer service.

Graph 9: Overall Satisfaction with Newcastle City Council's Customer Service



Respondents who indicated that they were dissatisfied with the quality of Council's customer service overall (14.50%) gave comments in an open-ended comment question, identifying the following areas which would improve Council's customer service:

- Problem-solving
- Timeliness
- Accountability
- Courtesy
- Knowledge

The question of Council's ability to solve problems and deal with requests in a timely way remain 'hot topics', as does general accountability – how it deals with ratepayers, residents and major city issues. Comparing 2009 with 2010 results (11% versus 14.5% respectively) reveals that dissatisfaction has increased by 3.5%.

The results from 2010 have shifted from the 2009 results, with a greater percentage of respondents either indicating that they are more satisfied or less satisfied, and a smaller proportion of respondents with no opinion or saying that they 'neither agree or disagree' with the overall satisfaction.

## Problem-solving

Council's lack of ability to satisfactorily resolve issues is the subject of 29% of comments received (27 out of 92). Comments range from city renewal, tree pruning, library book returns, park maintenance and building development matters. The following comments illustrate the nature of respondents' dissatisfaction:

- "I had dealings with Council Officers for many years as a Consulting Civil Engineer and found them to be the most obstructionist people of the 12 or so Councils that I dealt with in the Hunter and the Central Coast. They have no inclination to see a project to completion and continually find new issues to frustrate proponents of projects to the point that people simply walk away."
- "When it comes to trying to make improvements to our city; i.e. showing an effort to make the streets safer, request removal of graffiti, ask general questions, report incidences, make complaints about traffic conditions, or even propose questions about your DA conditions, Council's customer service is very unsatisfactory and generally nothing is done to change the situation. From my personal experience I have found Council members who simply do not have enough knowledge to help with any given situation or those who clearly have too much power and exhibit the 'do as I say' attitude whether it be right or wrongly so. It would appear that members are out of touch with the varying conditions of our community. How can DA conditions for housing be so generalised?"
- "There is still an attitude amongst some council staff that best action to take is to find a problem. The culture of problem-solving on behalf of the customer/ratepayer does not really exist."
- "There's a focus on processing people rather than really listening to what is asked. I often feel like I'm just a number to council staff."

## Timeliness

The speed of response from Council remains an issue in 2010, with respondents dissatisfied with the length of time it takes to conduct business with Council. Over 27% of comments (25 out of 92) illustrate this concern:

- “Responsiveness and timely supply of information is very poor. Sense of urgency is inversely proportional to the amount of physical work it would take to complete the function of full service. Accuracy and unbiased information transfer is deplorable.”
- “Firstly we were not able to make an appointment to see the duty officer, who we were told would be able to help us with our enquiry and answer our questions. We had 3 attempts to see this person and still waited over 2 hours over 2 days just to be able to ask some questions. The duty officer was extremely unhelpful and couldn't really answer our questions.”
- “The garbage bins are left permanently on the road side curb without being removed after garbage collection. Council staff agreed that they should not be there and said it will investigate, that was 12 months ago, nothing has happened, the bins are still there.”
- “Response times to correspondence are appalling, contrary to council policy, and insulting to correspondents, especially when the responses themselves often don't even answer the query asked. Some staff are obstructive rather than facilitative.”

## Accountability

The approach to customers was identified by some respondents, with 22 comments received. While this is a small number, this theme is of concern as it goes to the heart of good governance and honest relations between the council and its ratepayers. The following comments illustrate those received:

- “Council continues too bureaucratic. The lack of vision, foresight and willingness to listen to ideas is frustrating in the extreme. The same old faces wheeling out the same tired old lines complement the rhetoric that comes from Lord Mayor and others. We find the most effective way of achieving even partial success is to engage local councillors.”
- “Don't listen to the people affected by their decisions and think that they are always right and have the right to do anything that they decide.”
- “In regards to correspondence over the issues associated with Laman St and the proposed removal of the fig trees, some responses were condescending and rude whilst others were polite and professional. The reason for unsatisfactory customer service overall is due to the fact that public opinion (8500 ratepayers) has meant so little to elected councillors.”
- “Why the Council is unable to make a decision. Why can't the Councillors ever forget vested interests and work for the good of the city?”
- “Poor honesty, constant cover up, lack of transparency, failure to follow policies, make up the rules as they go along. Total lack of quality leadership.”

## Courtesy

The lack of courtesy at some levels of the organisation is an issue of concerns for 11% of respondents (10 out of 92 comments), as illustrated in these remarks:

- “My concerns are about consistency, not free parking. The response from the operator was that there were free parks for residents with no off-street parking in Cook’s Hill. As I was trying to explain these issues, the operator attempted to interrupt me and began to continually speak over the top of me, stating that the parks were for those with not off street parking. It became quite aggressive. At one point I had to defuse the conversation by reminding the operator he called me for my opinions and that he needs to listen. This call was at approximately 0830 so no need for the operator to be tired and cranky with complaints yet?”
- “A number of senior staff don't appear to be familiar with relevant legislative and regulatory requirements. Some elected councillors are rude and dismissive of input from the community.”
- “Council officers need to be respectful, not autocratic or patronising, and really listen - perhaps some customer relations professional development would be in order or a class in - treating others as you would like to be treated! I find this attitude lacking in many areas.”

## Knowledge

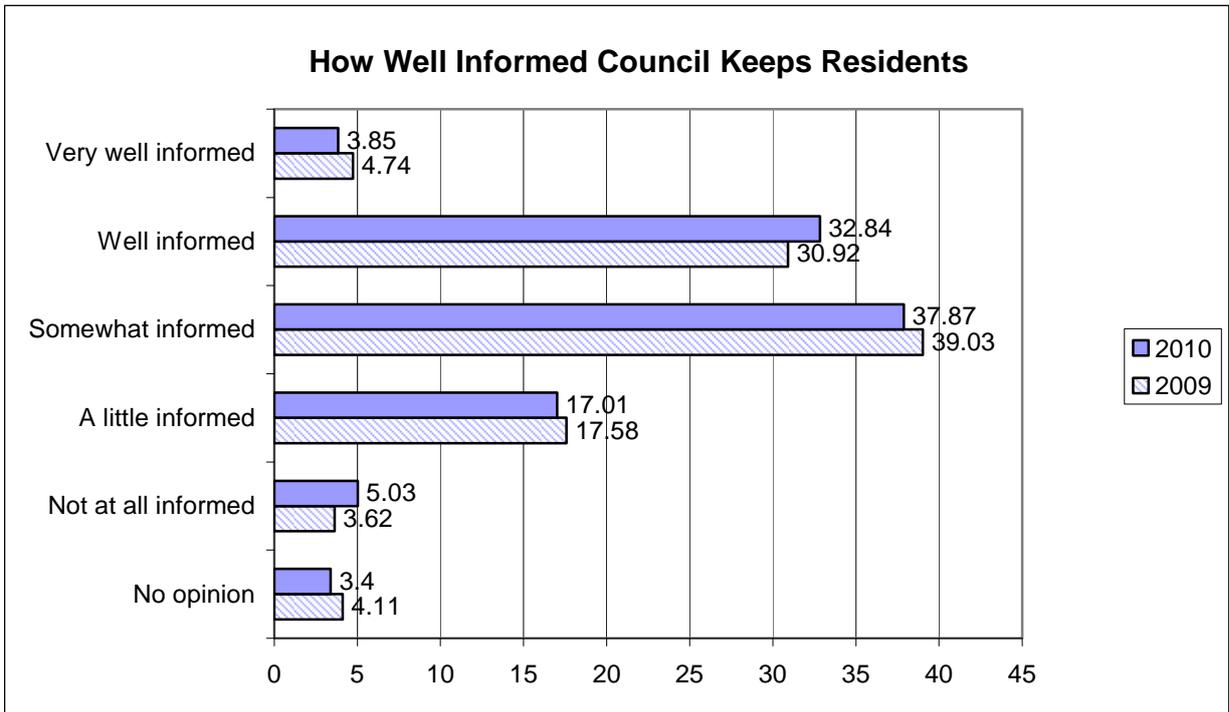
The knowledge gap of Council staff drew some comments from respondents indicating continuing high expectations in this area:

- “Following the mass exodus of experienced long term staff, particularly in the engineering area, a void has been left that will take many years to replace.”
- “The staff member was back from holidays and had no idea that the website had been changed and could not locate the information required.”
- “I asked about the normal garbage collection - she said she assumed that the garbage would be collected, but the best way to make sure would be to put the garbage out on the day specified on the website and see if it is collected - then to call back if it isn't. Not satisfactory - especially since I am a rate payer and the council help lines are there to assist me.”

## Communication from Council

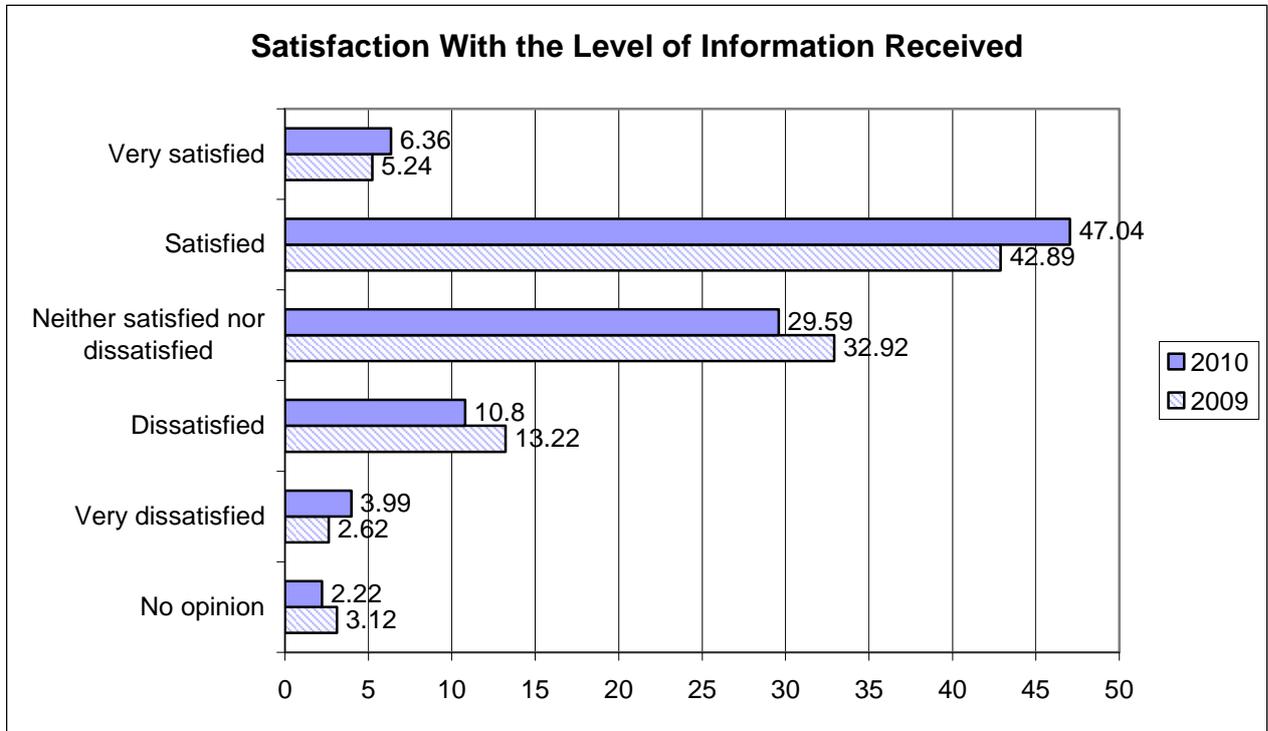
In 2010, 36.69% of respondents say that Council keeps residents 'well' or 'very well' informed, which is a slight improvement on 2009 results, at 35.66%. The chart below shows that those respondents of the view that Council keeps residents 'not at all' or 'a little' informed has increased in 2010, at 22.04%, up from 21.20% in 2009.

Graph 10: How Well Informed Council Keeps Residents



When asked how satisfied they are with the level of information received, just over half (53.40%) report being satisfied or very satisfied. This represents a healthy improvement on 2009 results (48.13%). Those describing that they are dissatisfied, or very dissatisfied, has dropped slightly in 2010, to 14.79% from 15.84% in 2009.

Graph 11: Satisfaction with the level of information received



### Council News

Through the 2009 Customer Service & Communication survey, Newcastle Voice panel members stated that a newsletter delivered to their letter box would be the most useful way to receive Council information. Council reintroduced *Council News* in 2010. Only 60.06% of respondents are aware of this initiative, with 39.94% not receiving their copy of the 4-page quarterly printed newsletter.

Of those who mentioned receiving the publication (60.06%), 32.76% said that it was very or extremely informative, with 57.88% saying it is somewhat informative.

### Information Sources

Respondents were asked from which source they get most of their information about Council, out of a list of eighteen options. Mass media – newspapers, radio and television – remains the most highly rated channel, followed by free sources of information such as the local free newspapers and websites. Respondents were asked to select all the sources that apply to them, which explains why the results add up to more than 100%.

Table 3: Top 10 most popular sources of information (2010 vs. 2009)

2010	2009
1. Local newspapers ~ Newcastle Herald (54.44%)	1. Local newspapers ~ Newcastle Herald (50.62%)
2. Free newspapers ~ Star & Post (39.64%)	2. Free newspapers ~ Star & Post (46.01%)
3. Local TV news (35.95%)	3. Council brochures/leaflets with rate notices (40.65%)
4. Local radio (32.99%)	4. Council website (33.04%)
5. Council brochures/leaflets with rate notices (32.25%)	5. Local TV news (31.67%)
6. Council News ~ quarterly newsletter delivered to households (31.07%)	6. Local radio (30.55%)
7. Council's website (30.47%)	7. Word of mouth (27.31%)
8. Word of mouth (25.00%)	8. Council brochures or leaflets in public places (22.69%)
9. Noticeboards and displays in libraries and Council venues (16.42%)	9. Council printed newsletters (18.95%)
10. Council brochures or leaflets in public places (15.38%)	10. Weekly Lord Mayor's column (16.21%)

Similar to 2009 results, over 8% of respondents indicated that they get information about Council through either Council meetings or local ward meetings, that is - through direct contact in a public forum. In the 'other' category, respondents name Newcastle Voice, direct conversations with a councillor, the letters page of *The Newcastle Herald*, and word of mouth contacts with members of committees, or Council staff.

## Usefulness of Information

Respondents were asked to rate how useful they find twelve different communication channels:

- A-Z of Council services – on Council’s website
- Council brochures
- Council meetings
- Council News
- Council website
- Displays and Noticeboards at Council venues
- Local newspaper **advertising**
- Local newspaper **stories**
- Local radio
- Local TV news
- Quarterly community consultation ward meetings
- Weekly Lord Mayor’s column in free weekly newspaper

Below is the list of the top five most useful communication channels as identified by respondents: It is sorted by the combined result of extremely useful and highly useful.

Table 4: Top 5 most useful sources of information (2009 vs. 2010)

2010	2009
1. Local newspaper <b>stories</b> (46.45%)	1. Local newspapers (52.50%)
2. Local TV news (41.12%)	2. Local TV news (43.51%)
3. Local newspaper <b>advertising</b> (38.46%)	3. Local radio (42.52%)
4. Council website (38.32%)	4. Council website (37.16%)
5. Local radio (37.72%)	5. Council brochures (32.17%)

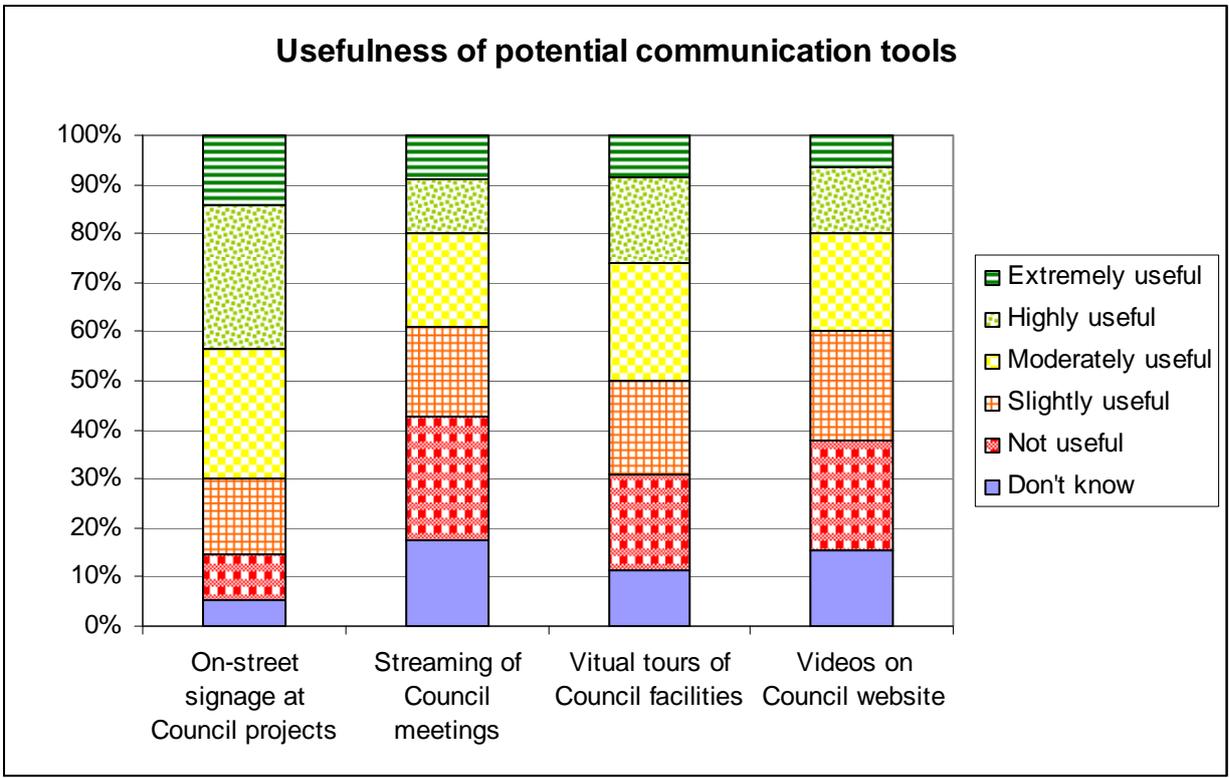
Respondents were asked to identify the number of Council advertisements that they had seen or heard in the past week. Respondents are aware of the advertisements placed by Council, with over half having seen at least one advertisement in the past week (52.51%)

Respondents were asked to indicate whether they thought the following communication tools would be useful to them in future:

- On-street signage at Council projects
- Streaming of Council meetings
- Videos on Council website
- Virtual tours of Council facilities such as parks

Over 69% of respondents indicated that on-street signage at Council projects would be extremely, highly or moderately useful, followed by half of the respondents indicating that virtual tours on Council facilities would be extremely, highly or moderately useful. The graph below is sorted by extremely useful followed by highly useful, and suggests that on-street signage at Council work projects would be highly valued, but streaming of Council meetings would not be considered useful.

Graph 12: Usefulness of potential communication tools



## Information Type

Respondents were asked what type of information they would like to learn more about. A total of 431 comments suggest that there is room for improvement in communicating many aspects of Council's activities, approach to its operations and future plans.

## Current Activities

Most prevalent is the demand for information about services, current works and events, with 219 comments received. This includes information about development applications, waste collections of all types, activities and events for families, library, museum and art gallery information, footpath and roadworks, traffic and parking management. The following comments illustrate the span of requests for information about current activities and events:

- "Proposals for developments and requests for community consultation. Public events (eg, livesites, movies in the park, holiday activities, foreshore events). Environmental information (eg. tips to improve household waste, energy consumption etc). Roadworks and traffic alterations."
- "Often we have only a week's notice that a collection is to occur - e.g. the most recent e-waste collection, there was an advert in the local paper on the Wednesday before, and then something in the Herald on Friday or Saturday. Can we have an annual published list of when all types of collections will be?"
- "The changes as part of the extensive review just completed by NCC have not been clearly communicated."
- "New garbage bin system; Blackbutt Reserve; bushfire reduction burning."

## Accountability

Council's accountability remains of interest, with 83 comments addressing decision-making processes for the allocation of rates, accountability of staff, cost reductions and budget information; and 35 addressing the elected councillors and operation of Council meetings specifically. The following verbatim responses illustrate the range of comments received to subject of accountability:

- "Developments within our area which go ahead without ratepayer knowledge or input."
- "Voting on issues by individual councillors. Council income sources & amounts. Council expenditure item by item."
- "What are the processes, purposes and outcomes of Council meetings?"
- "What I would like to see is an improved rates notice format, showing better detail of payments. Also, rates notice could show how our rates are spent each year."
- "What it is doing with regard to its basic responsibilities to the ratepayer and resident instead of the "warm and fuzzy" stories regarding fringe or irrelevant issues. That the elected members are actually making decisions for progress rather than ones that appease the vocal minority."
- "Clear indication who in the Council you contact for specific problems. List of issues that are being discussed by Council so that you can contact your councillor if required."

## Future Plans

Respondents also wrote 75 comments seeking information about Council's future plans, such as; land rezoning, long-term project budget allocations and long-term plans to revitalise the inner city. A sample of the comments received seeking information about Council's future plans:

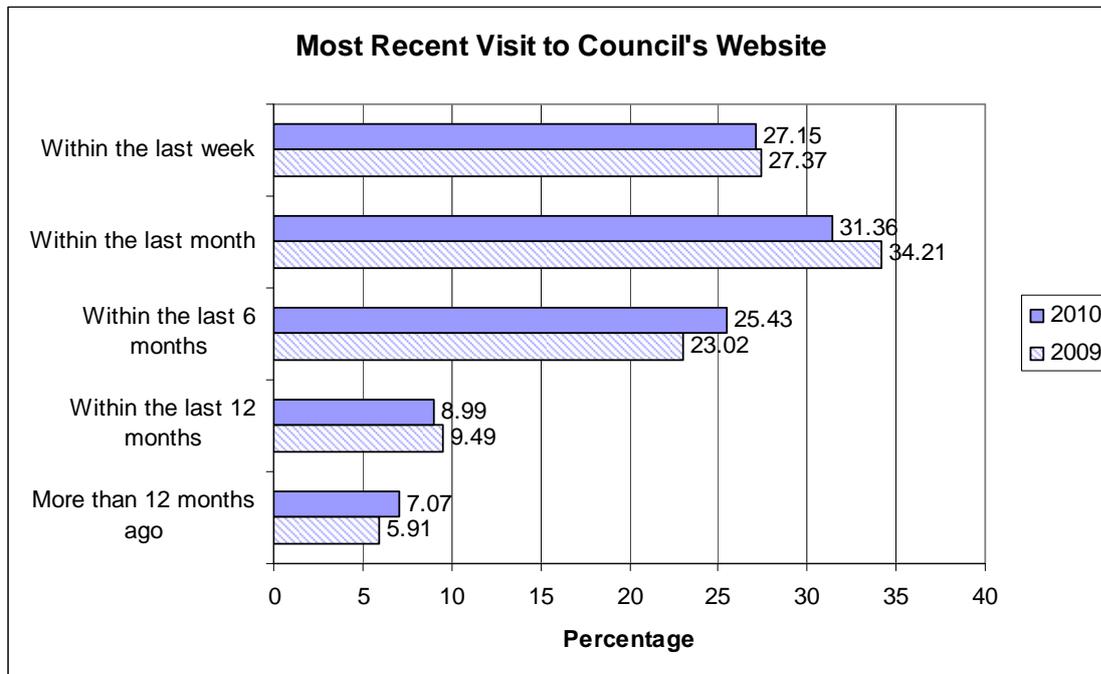
- "City Developments, why nothing is happening in the city, information, reports of why the city itself is becoming run down and people are moving out???"
- "Future plans for the council area, like parks, buildings, destroying trees."
- "What property zoning categories are - and the process for alteration."
- "1) What Council is doing to mitigate for and against: Climate Change and Peak Oil; 2) What Council is doing to promote sustainable living both within council operations and in the community. 3) Where Council is up to with the roll-out of the 3 bin system. It seems to be taking an extraordinarily long time."
- "Future plans for CBD and Hunter St. Future plans for Maitland Road, Mayfield. Future plans for use of Dangar Park and surrounds."
- "VISION! Stop asking what we want. Make some decisions. You are attempting to satisfy too many people and therefore have no focus. Take three things and focus on that."

## Council Website

The majority of Newcastle Voice respondents (89.79%) use the internet for a variety of purposes, including a source of information or work. Although 101 Newcastle Voice respondents answered the survey using a hard copy, 32% use the internet on a regular basis. Of those who use the internet (89.79%), 66.84% connect using ADSL, cable or broadband, with another 15.03% having a wireless or mobile connection.

Respondents were asked when they had last visited Council's website, with 83.94% indicating having visited Council's website within the last six months. Of note, 9.67% of respondents who use the internet said that they have never accessed Council's website. This is a 2.81% increase from the 2009 survey results.

Graph 13: Most Recent Visit to Council's website



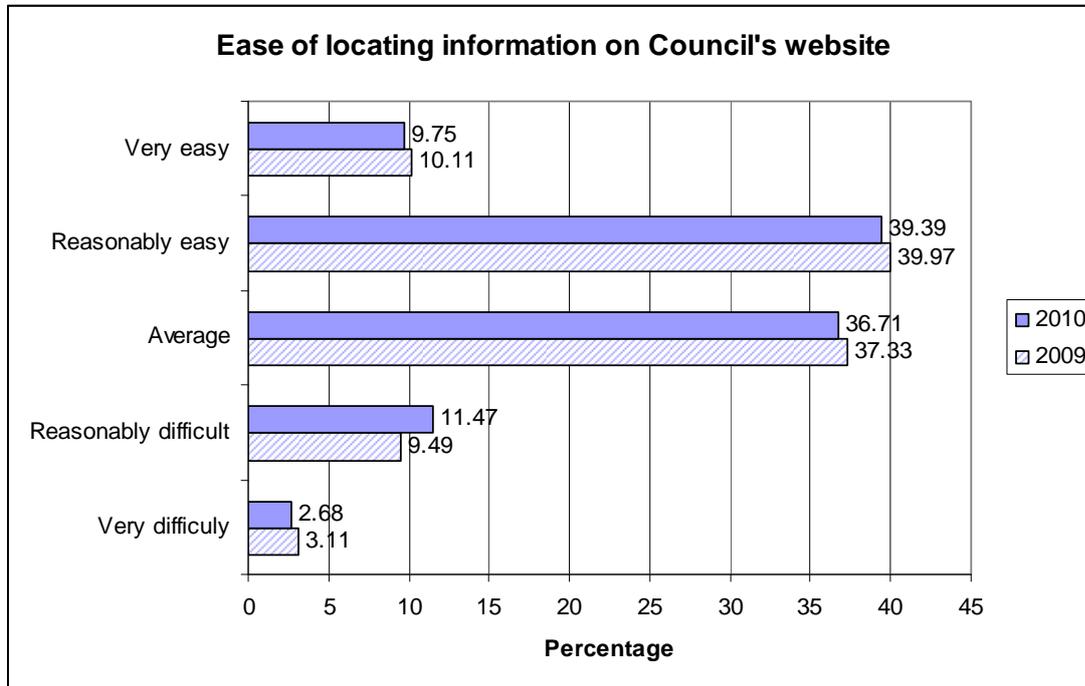
## Ease of Use

Respondents were asked to indicate how easy it is to locate information on the Council website. They were also asked to rate the relevance of the information on the website. For both of these questions, there are no marked differences between the results from 2009 and 2010, even though Council launched a new website, based in large part on community feedback from the 2009 survey. This may be due to the following:

- The 2010 survey was issued one week after the new website was launched
- 72.85% of respondents indicated that they had not been on the internet within the week prior to completing the survey

The effects of the new website are expected to be reflected in the 2011 annual survey.

Graph 14: Ease of locating information on Council's website

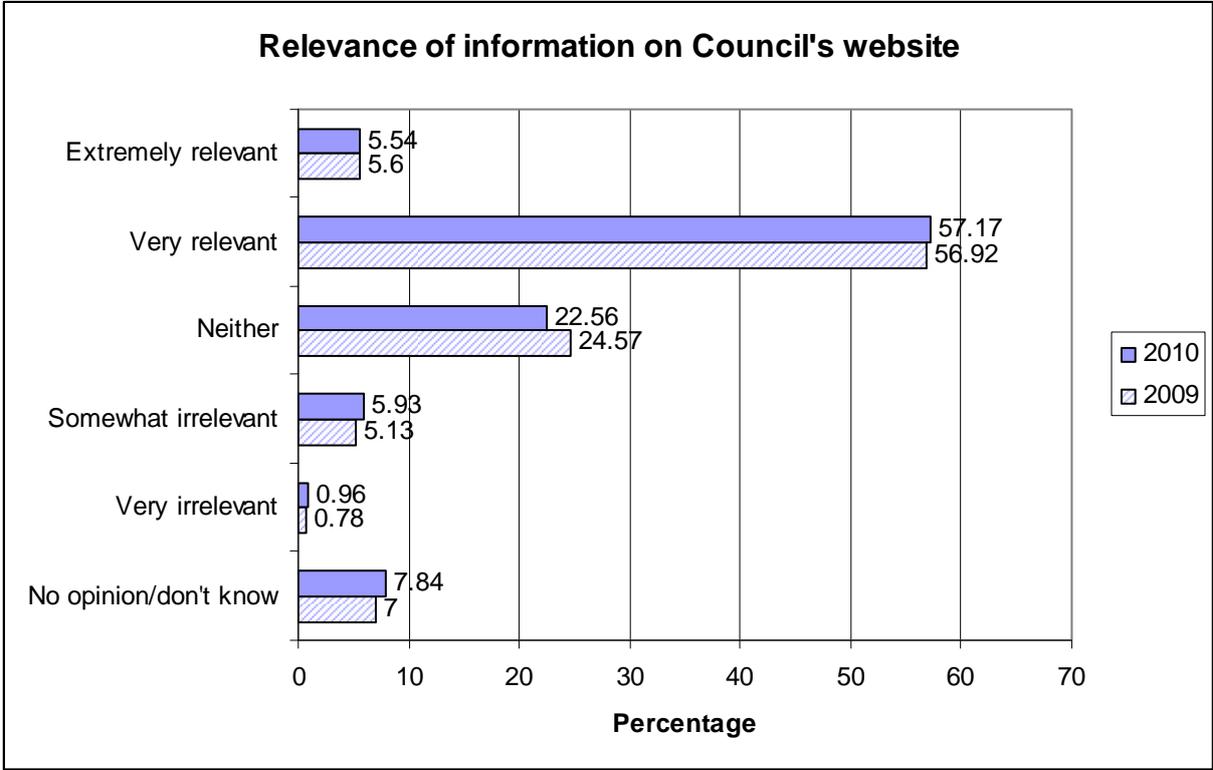


Over 69% of respondents said that they had found what they were looking for during their last visit to the Council's website. This is an increase of 1.68% from the 2009 results.

Of those who indicated that they had not found what they were looking for (17.78%), over half were trying to locate information about current services and events, including tree planting programmes, waste collections, Live Sites and other events, library resources and traffic/parking plans. Others were seeking contact information for a specific Council officer or councillor. Twenty of the 123 respondents could not recall what they were looking for. The following comments illustrate which information could not be found at the website:

- "Details of a development application. I know it existed as I had the hard copy letter in my hand, and I know it was current and up for review. Yet it was not on the website."
- "Who made the decision to make Camp Shortland an entertainment venue."
- "A set of council minutes from 2006. Why has council made it so difficult for the community to check back on its previous decisions and reports?"
- "Merewether beach front plans."
- "Technical arguments for removal of Laman St trees."
- "Swimming pool information, cost of season ticket, opening times. Tricky to navigate."
- "The proposals for the Summerhill tip. Movements of council towards sustainability."

Graph 15: Relevance of information on Council's website



## Online Secure Transactions

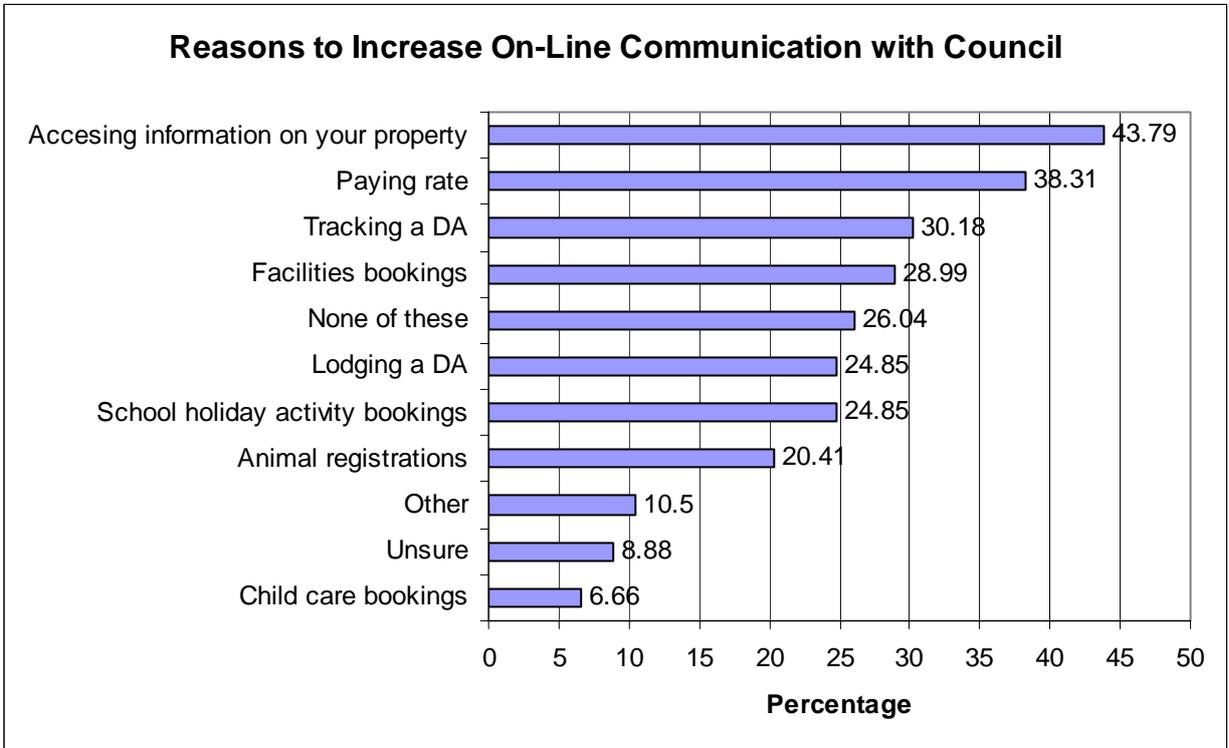
Respondents were asked to indicate if they would be willing to increase their on-line communication with Council out of a possible nine reasons:

- Accessing information about a property you own
- Animal registrations
- Child care bookings
- Facilities bookings
- Lodging a Development Application (DA)
- Paying rates (b-pay)
- School holiday activity bookings
- Tracking a Development Application that you lodged

Accessing information about a property you own received 43.79% of the responses, followed by paying rates online with 38.31% and tracking a development application with 30.18%.

Respondents also had the option to choose 'none of these.' There was a slight increase in responses from 21.95% to 26.04% when comparing 2009 to 2010 for this response category, which is not a significant change, but perhaps reflects the absence of further information about what could be gained from new online transactions.

Graph 16: Reasons to increase on-line communication with Council



Respondents who marked 'other' seek to increase their communication with Council primarily about services: works projects, development application tracking, future cycleways, dog-friendly areas and Council meeting information – as well as Council's accountability and future plans.

The table below is a comparison between the 2009 and 2010 results. There has been no change to the ranking of the top five areas in which respondents would increase their online access to Council over the past twelve months.

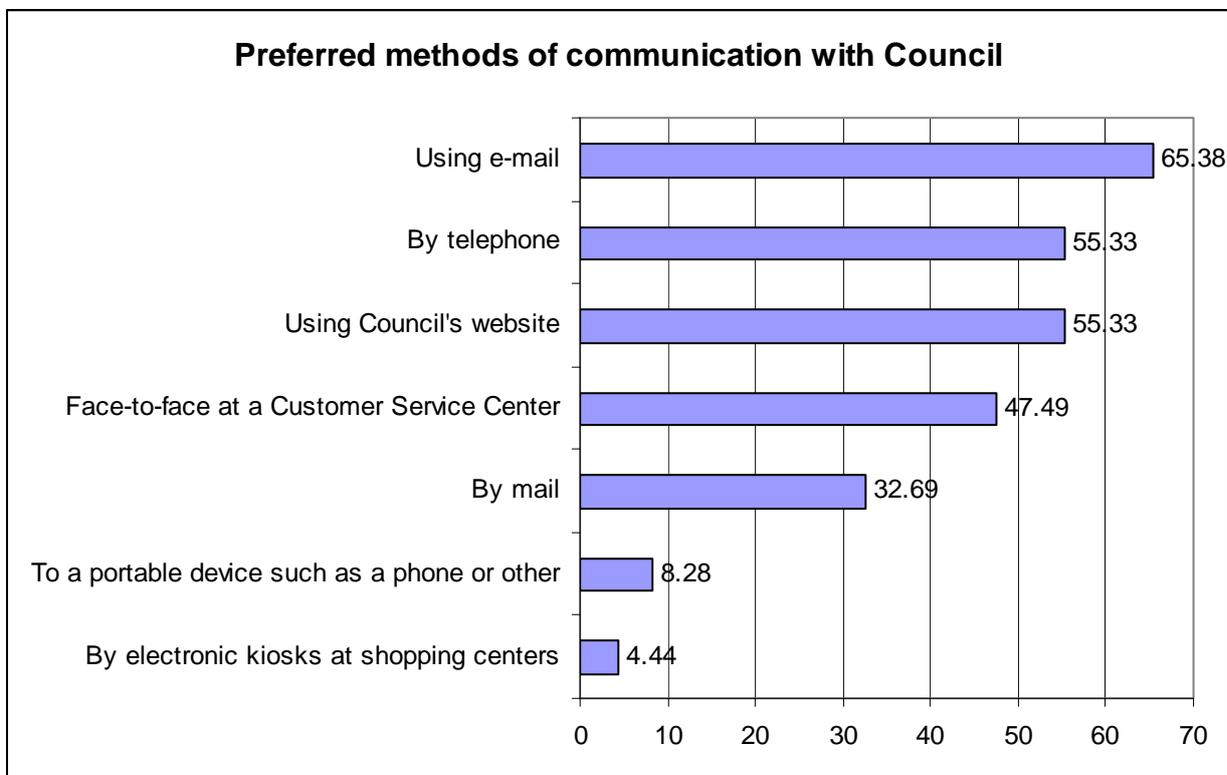
Table 5: Top 5 reasons to increase on-line communication with Council (2010 vs. 2009)

2010	2009
1. Accessing information about a property you own (43.79%)	1. Accessing information about a property that you own (51.37%)
2. Paying rates (b-pay) (38.31%)	2. Paying rates (b-pay) (46.76%)
3. Tracking a DA that you lodged (30.18%)	3. Tracking a DA that you lodged (38.65%)
4. Facilities bookings (28.99%)	4. Facilities bookings (33.54%)
5. Lodging a DA (28.99%)	5. Lodging a DA (31.05%)

## Preferred Future Methods of Communication

Respondents were asked to select their top three preferred methods of communication with Council in the future. Using email was ranked first with 65.38% of respondents, followed by using Council website and by telephone which were tied in second place with 55.33% of responses each. The third most preferred option was face-to-face at a Customer Service Centre which received 47.49% of respondent votes. This illustrates the rate of technology take-up in the city, with portable devices and electronic kiosks at the bottom of the current ranking.

Graph 19: Preferred future methods of communication



## Suggestions for Improvements

When asked for final suggestions for how communication from Council could be improved, 298 responses address a range of views – and 49 of those comments suggest that communications need no improvements at present – with support from these respondents for the range of communication tools used, support for Newcastle Voice and other direct methods of engagement and the suggestion that enough resources are allocated to this Council activity at the present time.

Of the remaining comments which seek improvement, there are three broad lines of suggestion: the communication channels used, the subjects discussed and the approach to communication.

### Communication Channels

Broadcast and print media remains of interest to customers, with online methods also increasingly sought. Respondents seek an email newsletter as a cost-effective, immediate way to find out about events, road closures, immediate works. This communication tool already exists. Published weekly, it has a distribution of about 250 including residents, media outlets and businesses. Subscription is free and can be accessed from Council's website. More promotion of this tool in the print media may be worth considering to increase its subscription base.

### Broadcast media

Respondents are interested to know more about Council through television and radio, with several suggestions of a booked, regular television and or radio spot for Council news each evening.. The following comments illustrate the range of responses received:

- “Having a talk back program on radio, once a week after people are home from work, about 8-9pm.”
- “Possibly 10/15mins after evening news, when folks are watching.”
- “Having recently moved to the area, I find more exposure to the media about forthcoming events would be helpful as simply relying on limited public displays are often issued in the normal course of the working week.
- “Council should have an Information Officer who is highly visible, on radio, TV, newspapers, etc”

## Online channels

Both the internet and email are suggested to improve communications, with 82 suggestions received. Some of the remarks about the website are attributed to the old website – and have already been taken up in the design, structure and content of the new site. The following remarks span the range received:

- “I usually Google, so the layout of the page doesn't really matter. However the new web site does look good, you seem to have set it up in logical fashion. However I tried to find when the next kerbside recycling is going to be, and gave up.”
- “A weekly or fortnightly e-newsletter with upcoming events. I don't watch much TV or listen to local radio or read the paper regularly, but I do check my emails every day!”
- “The internet is great, but we need to know there is something there worth looking at. So we need some sort of prompt. I have no problem at all in receiving mass emails that draw my attention to relevant things such as services (but no politics or ideologies such as environmentalism please!)”
- “The existing events calendar has too much irrelevant information and commercial advertising. It should be stripped back or allow filtering to show non-recurring, local events.”

## Print media and signage

Regular print advertising is sought by some respondents, as is project signage at works locations, with these comments comprising 55 suggestions.

- “A one page advertisement in *The Newcastle Herald H1* section on a Saturday with events that are on that weekend and upcoming events in the Newcastle area. Also this information sent via email to registered recipients on a Thursday/Friday would be helpful to plan the weekend.”
- “Continue to provide leaflets with rates notices.”
- “I'm hoping the information signage at the DJ's end of the mall has been corrected and the Art Gallery is no longer the Library and vice versa.”
- “Community events and services should be well advertised in *The Newcastle Herald*, *The Star* and *The Post* on a regular weekly basis, with the events advertised in the same format and in the same location in the papers.”
- “Provide council signs at worksites to describe the activity taking place, how much it is costing and completion date. Provide signs on Council owned property which is neglected and in need of repair, to indicate what future role the property may play in council plans.”
- “I live in a home village and we get no quarterly newsletter, no mailbox drops. We don't get rates notices - could we get newsletters posted to us?”
- “Provide relevant notice - eg letter drops to relevant residents and ratepayers. Not selective drops to obtain desired outcomes. Be honest in advertising or PR when announcing projects.”

## Subjects of Communication

A small number of respondents seek communication about specific subjects, including Live Sites, activity in the city centre, development applications and state government responsibilities. The following comments illustrate the range of 11 received:

- “A development was going to be 12 m from the boundary of my property, but as I was not a boundary neighbour or live on the same street name as the development application listed, I was not advised of it. No street signage was posted saying that the development application was lodged and it did not appear on council’s website. It was only due to a door-knocking neighbour that I knew about it. I don't believe this is an acceptable level of communication and disclosure.”
- “I honestly believe that something as important to Newcastle as the rail line should have been put to the people’s vote, not left in the hands of the pollies.”
- “The council is doing nothing to enhance Fort Scratchley or get information out to the community. It should be promoted as an icon and looked after accordingly.”

## Approach to Communication

A strong community suggestion at this time is for Council to amend its approach, or communication style. Fifty-seven (57) of 298 comments addressing the tone, language and assumptions behind communications from Council and a further 22 comments address the style of face-to-face communication sought or experienced. Library staff, representing the only contact many people have with Council, continue to reap positive feedback. These comments illustrate the span of these responses:

- “Try 'pushing' information, rather than waiting for me to go searching the NCC website. Be relevant and, more importantly, be concise. Short sharp messages. Let me decide if I want more information, then tell me where to find it. Also, start being consistent with look, feel and message.”
- “I’d like more foresight from councillors, and I don’t want to just hear about bickering (Tate-Buman, etc) - just solutions to problems.”
- “The council is very difficult to deal with if you need something done efficiently or within reasonable expectations. There seems to always be reasons why something is difficult and time consuming. The department names are extremely confusing.”
- “Meetings I find in some areas are very one-sided and the decision had already been made. All they seem to do is tell you that it’s going to happen. I know for a fact that some of these meetings should not have taken place on the dates stated.”
- “It is frustrating dealing with NCC members, from my past experience they don’t seem to have the general enthusiasm required to be helpful or informative. They should be excited about their role or position, be well informed, considerate, conscientious and highly effective.”
- “Making it possible for council representatives to be available via community meetings eg street tree planting project staff.”
- “1. Twitter feed for short news updates such as pool cleaning, beach closures etc. 2. Better quality communication with less errors.”

## Reputation/Perception of Place

In order to find out what the community thinks of Newcastle broadly, survey respondents were asked to rate Newcastle based on 22 different elements describing the Newcastle local government area – focusing on perception of place on a triple bottom line: economic, social and environmental. This question was retained exactly from the 2009 survey to permit year-on-year comparison.

- |  |   |
|--|---|
| 1. That is affordable                                  | 12. Which values its natural environment                      |
| 2. That is going places                                | 13. That is clean, healthy and not polluted                   |
| 3. Where jobs are freely available                     | 14. That values its heritage                                  |
| 4. That is easy to get around                          | 15. That is friendly  |
| 5. Which is innovative and creative                    | 16. Which is inclusive of all people, lifestyles and cultures |
| 6. That is attractive and interesting to be in         | 17. Where people pull together as a community                 |
| 7. That uses technology to learn and get ahead         | 18. With good community services                              |
| 8. That is the centre of business and government       | 19. That feels safe   |
| 9. That feels like a real city                         | 20. With good schools and learning opportunities              |
| 10. That is a healthy place                            | 21. Where there is a feeling of goodwill                      |
| 11. With great parks, sporting facilities and bushland | 22. Where neighbours talk openly with each other              |

Comparing the results 2009 and 2010 reveals no marked differences (reading along the ‘spokes’ of the chart below). With the exception of ‘where jobs are freely available,’ all other elements have received the same or lower mean scores in 2010. The top and bottom five mean scores for 2009 and 2010 are displayed in the tables below – and are also consistent year on year.

This result is to be expected with a dimension such as city reputation, which will always be slow to respond to incremental change such as that being experienced in Newcastle.

Please refer to Appendix IV to view the mean scores for 2009 and 2010 by element.

Table 6: Top 5 mean scores for perception of place elements (2010 vs. 2009)

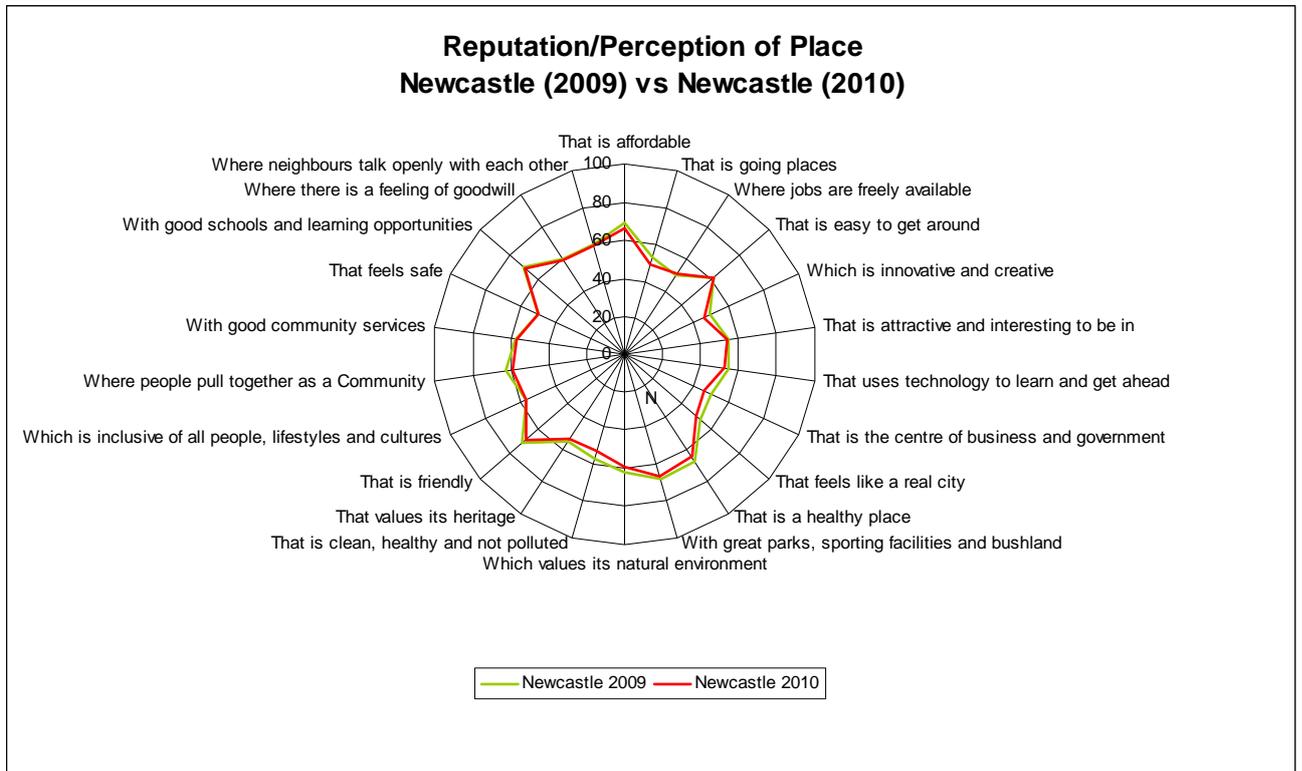
2010	2009
6. With good schools and learning opportunities (6.9)	1. That is friendly (7.1)
7. That is friendly (6.8)	2. With good schools and learning opportunities (7.0)
8. With great parks, sporting facilities and bushland (6.7)	3. That is affordable (6.9)
9. That is affordable (6.6)	4. With great parks, sporting facilities and bushland (6.8)
10. That is a healthy place (6.4)	5. That is a healthy place (6.7)

Table 7: Bottom 5 mean scores for perception of place elements (2010 vs. 2009)

2010	2009
18. That feels safe (5.0)	18. That feels like a real city (5.0)
19. That is going places (4.9)	19. That feels safe (5.0)
20. That feels like a real city (4.9)	20. That is the centre of business and government (5.0)
21. That is the centre of business and government (4.6)	21. Where jobs are freely available (4.9)
22. Which is innovative and creative (4.6)	22. Which is innovative and creative (4.9)

Both of these tables provide valuable information for Council and other organisations charged with the revitalisation of the city.

Graph 20: Reputation/Perception of Place ~ Newcastle 2009 vs. Newcastle 2010





# Appendix I – Questionnaire

## Customer Service and Communication at Council

The City of Newcastle is committed to providing exceptional customer service to residents and ratepayers. Council staff provide information and assistance to thousands of people each year.

In this survey we would like to hear about your experiences with Council over the past year, to help us improve our customer service next year.

Council is also committed to keeping residents and ratepayers informed about council services, decisions and activities. Council does this through the media, the website, newsletters and advertisements. We are interested to learn how you receive Council information to make sure we are using the right mix of communication tools.

Your feedback will help us better meet your needs and improve the quality of our service.

### Service Experience

Q1. When was the last time you had contact with a The City of Newcastle staff member?  
**Please select one response only.**

<input type="checkbox"/>	Within the last week
<input type="checkbox"/>	Within the last month
<input type="checkbox"/>	Within the last 6 months
<input type="checkbox"/>	Within the last 12 months
<input type="checkbox"/>	More than 12 months ago
<input type="checkbox"/>	Never ( <b>Go to Q4</b> )

Q2. Which area of Council did you last have contact with? **Please select one only.**

<input type="checkbox"/>	Aged care staff
<input type="checkbox"/>	Art Gallery staff
<input type="checkbox"/>	City Hall staff
<input type="checkbox"/>	Civic Theatre staff
<input type="checkbox"/>	Council Ranger – parking, dogs, environmental health etc
<input type="checkbox"/>	Customer Service staff (Administration Building)
<input type="checkbox"/>	Development and Building staff
<input type="checkbox"/>	Elected Councillor
<input type="checkbox"/>	Fort Scratchley staff
<input type="checkbox"/>	Garbage collection or Summerhill waste management centre staff
<input type="checkbox"/>	Graffiti removal and community safety staff
<input type="checkbox"/>	Library staff
<input type="checkbox"/>	Parks and gardens staff including tree management, Blackbutt Reserve, Greening Centre and sporting fields
<input type="checkbox"/>	Pool or beach lifeguards and attendants
<input type="checkbox"/>	Rates section staff
<input type="checkbox"/>	Road maintenance or construction staff
<input type="checkbox"/>	Street cleaners
<input type="checkbox"/>	Traffic matters
<input type="checkbox"/>	Other administration staff (please specify) _____

Q3. What was the purpose of your **most recent** contact? **Please select one only.**

<input type="checkbox"/>	Give comment during the period of public exhibition
<input type="checkbox"/>	Give complimentary feedback
<input type="checkbox"/>	I provided information requested by a Council officer
<input type="checkbox"/>	I was contacted by a Council officer
<input type="checkbox"/>	Make a complaint
<input type="checkbox"/>	Make a payment
<input type="checkbox"/>	Make a request (seeking service or information from Council i.e. pothole, tree lopping, barking dog)
<input type="checkbox"/>	Obtain information
<input type="checkbox"/>	Register a cat or dog
<input type="checkbox"/>	Submit an application (i.e. development, parking, aged concessions)
<input type="checkbox"/>	Other (please specify) _____
<input type="checkbox"/>	Don't know/Not sure

Q4. How satisfied were you with the following aspects of your **most recent** contact with a Newcastle Council staff member? **Please select one response only for each of the service aspects.**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
Response time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Willingness to help and understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional approach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follow-up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall handling of the contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5. To what extent do you agree that the quality of The City of Newcastle's customer service is satisfactory overall? **Please select one response only.**

<input type="checkbox"/> Agree completely <b>(Go to Q7)</b>	<input type="checkbox"/> Agree somewhat <b>(Go to Q7)</b>	<input type="checkbox"/> Neither agree nor disagree <b>(Go to Q7)</b>	<input type="checkbox"/> Disagree somewhat <b>(Go to Q6)</b>	<input type="checkbox"/> Disagree completely <b>(Go to Q6)</b>	<input type="checkbox"/> No opinion <b>(Go to Q7)</b>
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Q6. Please explain why you say that Council’s customer service is unsatisfactory overall. **Please be as specific as possible.**

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**Communication from Council**

Q7. Overall, how well informed do you think Council keeps residents/ratepayers about the services it provides? **Please select one response only.**

<input type="checkbox"/> Very well informed	<input type="checkbox"/> Well informed	<input type="checkbox"/> Somewhat informed	<input type="checkbox"/> A little informed	<input type="checkbox"/> Not at all informed	<input type="checkbox"/> No opinion
--	---	---	---	---	--

Q8. Indicate how satisfied you are with the level of information you get about Council activities and events. **Please select one response only.**

<input type="checkbox"/> Very satisfied	<input type="checkbox"/> Satisfied	<input type="checkbox"/> Neither satisfied nor dissatisfied	<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very dissatisfied	<input type="checkbox"/> No opinion
--	---------------------------------------	--	--	---	--

Q9. Are you aware that Council produces a 4-page quarterly printed newsletter – Council News? **Please select one response only.**

<input type="checkbox"/>	Yes ( <b>Go to Q10</b> )
<input type="checkbox"/>	No ( <b>Go to Q11</b> )

Q10. How informative is Council News? **Please select one response only.**

<input type="checkbox"/> Extremely informative	<input type="checkbox"/> Very informative	<input type="checkbox"/> Somewhat informative	<input type="checkbox"/> Very uninformative	<input type="checkbox"/> Extremely uninformative	<input type="checkbox"/> No opinion
---	--	--	--	---	--

Q11. From which of these sources do you get **most** of your information about Council?  
**Please select all that apply.**

<input type="checkbox"/>	Community consultation ward meetings
<input type="checkbox"/>	Council brochures or leaflets in public places
<input type="checkbox"/>	Council brochures or leaflets with rates notices
<input type="checkbox"/>	Council e-newsletters – In Your Neighbourhood
<input type="checkbox"/>	Council meetings
<input type="checkbox"/>	Council News – quarterly newsletter delivered to households
<input type="checkbox"/>	Council staff
<input type="checkbox"/>	Council's website
<input type="checkbox"/>	Elected Councillors
<input type="checkbox"/>	Free newspapers ( <i>Star and Post</i> )
<input type="checkbox"/>	Local newspapers ( <i>Newcastle Herald</i> )
<input type="checkbox"/>	Local radio
<input type="checkbox"/>	Local TV news
<input type="checkbox"/>	Noticeboards and displays in libraries and Council venues
<input type="checkbox"/>	Weekly Lord Mayor's column in free weekly newspapers
<input type="checkbox"/>	Word-of-mouth: friends and family
<input type="checkbox"/>	Other (Please specify) _____
<input type="checkbox"/>	None of these

Q12. Overall, how useful do you find the following communication channels for information about Council? **Please select one response only for each of the communication channels.**

	Extremely useful	Highly useful	Moderately useful	Slightly useful	Not useful	Not aware	Don't know
A-Z of Council services – on Council's website	<input type="checkbox"/>						
Council brochures	<input type="checkbox"/>						
Council meetings	<input type="checkbox"/>						
Council News	<input type="checkbox"/>						
Council website	<input type="checkbox"/>						
Displays and Noticeboards at Council venues	<input type="checkbox"/>						
Local newspaper advertising	<input type="checkbox"/>						
Local newspaper stories	<input type="checkbox"/>						
Local radio	<input type="checkbox"/>						
Local TV news	<input type="checkbox"/>						
Quarterly community consultation ward meetings	<input type="checkbox"/>						
Weekly Lord Mayor's column in free weekly newspaper	<input type="checkbox"/>						

Q13. In the past week, how many Council advertisements have you seen or heard, in any form? **Please select one response only.**

<input type="checkbox"/>	None
<input type="checkbox"/>	1 to 3
<input type="checkbox"/>	3 to 5
<input type="checkbox"/>	5 to 10
<input type="checkbox"/>	Don't know

Q14. Please indicate if the following communication tools would be useful to you. **Please select one response only.**

	Extremely useful	Highly useful	Moderately useful	Slightly useful	Not useful	Don't know
On-street signage at Council projects	<input type="checkbox"/>					
Streaming of Council meetings	<input type="checkbox"/>					
Videos on Council web site.	<input type="checkbox"/>					
Virtual tours of Council facilities such as parks	<input type="checkbox"/>					

Q15. In your opinion, what Council information would you like to learn more about? **Please be as specific as possible.**

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**Council's website**

Q16. Please list which of the following relates to your situation. **Please select one response only**

<input type="checkbox"/>	I use the internet, but only for work purposes <b>(Go to Q25)</b>
<input type="checkbox"/>	I use the internet, for a variety of purposes including a source of information
<input type="checkbox"/>	I do not use the internet <b>(Go to Q25)</b>

Q17. What type of internet connection do you usually use to access Council's website? **Please select one response only**

<input type="checkbox"/>	ADSL/cable/broadband
<input type="checkbox"/>	Dial-up connection
<input type="checkbox"/>	Local library connection
<input type="checkbox"/>	Wireless/mobile
<input type="checkbox"/>	Work
<input type="checkbox"/>	I never access Council's website <b>(Go to Q23)</b>
<input type="checkbox"/>	Other, Please specify _____
<input type="checkbox"/>	Unsure

Q18. When was the last time you visited The City of Newcastle’s website? **Please select one response only**

<input type="checkbox"/>	Within the last week
<input type="checkbox"/>	Within the last month
<input type="checkbox"/>	Within the last 6 months
<input type="checkbox"/>	Within the last 12 months
<input type="checkbox"/>	More than 12 months ago

Q19. How easy is it for you to locate information on the Council website? **Please select one response only**

<input type="checkbox"/>				
Very easy	Reasonably easy	Average	Reasonably difficult	Very difficult

Q20. During your last visit to the Council website, did you find what you were looking for? **Please select one response only**

<input type="checkbox"/>	Yes ( <b>Go to Q22</b> )
<input type="checkbox"/>	No
<input type="checkbox"/>	Unsure ( <b>Go to Q21</b> )

Q21. What type of information were you looking for during your last visit that you were unable to find? **Please be as specific as possible.**

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Q22. How would you rate the relevance of the information on the website? **Please select one response only**

<input type="checkbox"/> Extremely relevant	<input type="checkbox"/> Very relevant	<input type="checkbox"/> Neither relevant nor irrelevant	<input type="checkbox"/> Somewhat irrelevant	<input type="checkbox"/> Very irrelevant	<input type="checkbox"/> No opinion/Don't know
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Q23. Please indicate if you would be willing to increase your on-line communication with Council for any of the following reasons. **Please select all that apply.**

<input type="checkbox"/>	Accessing information about a property you own
<input type="checkbox"/>	Animal registrations
<input type="checkbox"/>	Child care bookings
<input type="checkbox"/>	Facilities bookings
<input type="checkbox"/>	Lodging a Development Application (DA)
<input type="checkbox"/>	Paying rates (b-pay)
<input type="checkbox"/>	School holiday activity bookings
<input type="checkbox"/>	Tracking a Development Application that you lodged
<input type="checkbox"/>	Unsure
<input type="checkbox"/>	Other, Please specify _____
<input type="checkbox"/>	None of these

**Future Communications**

Q24. Please select your top three preferred methods of communications with Council in the future. **Please choose only three.**

<input type="checkbox"/>	Using e-mail
<input type="checkbox"/>	Using Council's website
<input type="checkbox"/>	Face-to-face at a Customer Service Centre
<input type="checkbox"/>	By telephone
<input type="checkbox"/>	By mail
<input type="checkbox"/>	By electronic kiosks at shopping centres.
<input type="checkbox"/>	To a portable device such as a phone or SMS

Q25. Please provide any final comment/suggestion about how Council could better keep you informed about council services and events. **Please be as specific as possible.**

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## Reputation

Q26. We would like to find out what you think of Newcastle. To what extent do you think each phrase below describes the Newcastle local government area? **Please select one response only**

Newcastle ...	Not at all 1	2	3	4	5	6	7	8	9	Completely 10
Is affordable to live	<input type="checkbox"/>									
Values its natural environment	<input type="checkbox"/>									
Is going places	<input type="checkbox"/>									
Values its heritage	<input type="checkbox"/>									
Is friendly to live in	<input type="checkbox"/>									
Has jobs freely available	<input type="checkbox"/>									
Is healthy to live in	<input type="checkbox"/>									
Is easy to get around	<input type="checkbox"/>									
Is innovative and creative	<input type="checkbox"/>									
Is inclusive of all people, lifestyles and cultures	<input type="checkbox"/>									
Has great parks, sporting facilities and bushland	<input type="checkbox"/>									
Has a feeling of understanding and good-will in the community	<input type="checkbox"/>									
Is an attractive city	<input type="checkbox"/>									
Pulls together as a community	<input type="checkbox"/>									
Has good community services	<input type="checkbox"/>									
Uses technology to learn and get ahead	<input type="checkbox"/>									
Is a centre of business and government	<input type="checkbox"/>									
Feels like a real city	<input type="checkbox"/>									
Is clean, healthy and not polluted	<input type="checkbox"/>									
Feels safe	<input type="checkbox"/>									
Has neighbours talking openly with each other	<input type="checkbox"/>									
Has good schools and learning opportunities	<input type="checkbox"/>									

**Thank you for being part of Newcastle Voice – and taking the time to complete this survey.**



# Appendix II – Demographics

## General Characteristics of Sample

### Length of Time Lived in Newcastle, LGA

	OPTIONS	TOTAL	PERCENT
O1	Less than a year	51	3.07 %
O2	1 - 3 years	146	8.80 %
O3	4 - 10 years	367	22.12 %
O4	11 - 25 years	401	24.17 %
O5	More than 25 years	694	41.83 %

### Gender

	OPTIONS	TOTAL	PERCENT
O1	Male	810	48.16 %
O2	Female	872	51.84 %

### Age

	OPTIONS	TOTAL	PERCENT
O1	16-24	75	4.46 %
O2	25-39	481	28.60 %
O3	40-54	526	31.27 %
O4	55-69	464	27.59 %
O5	70+	136	8.09 %

## Employment Status

	OPTIONS	TOTAL	PERCENT
O1	Employed full time	821	55.29 %
O2	Employed part time	308	20.74 %
O3	Looking for work	45	3.03 %
O4	Studying	113	7.61 %
O5	Domestic activities/caring	105	7.07 %
O6	Retired	338	22.76 %
O7	Other [specify]	106	7.14 %
O8	Prefer not to answer	16	1.08 %

## Suburb of Residence

	OPTIONS	TOTAL	PERCENT
O1	Adamstown	49	2.91 %
O2	Adamstown Heights	43	2.56 %
O3	Bar Beach	25	1.49 %
O4	Beresfield	21	1.25 %
O5	Birmingham Gardens	17	1.01 %
O6	Blackhill/ Lenaghan	0	0.00 %
O7	Broadmeadow	25	1.49 %
O8	Callaghan	1	0.06 %
O9	Carrington	21	1.25 %
O10	Cooks Hill	78	4.64 %
O11	Elernmore Vale	23	1.37 %
O12	Fletcher	34	2.02 %
O13	Georgetown	21	1.25 %
O14	Hamilton	63	3.75 %
O15	Hamilton East	9	0.54 %
O16	Hamilton North	9	0.54 %
O17	Hamilton South	42	2.50 %
O18	Hexham	0	0.00 %
O19	Islington	47	2.79 %
O20	Jesmond	19	1.13 %
O21	Kooragang	0	0.00 %
O22	Kotara	49	2.91 %
O23	Lambton	70	4.16 %
O24	Maryland	45	2.68 %
O25	Maryville	41	2.44 %
O26	Mayfield	96	5.71 %
O27	Mayfield East	15	0.89 %
O28	Mayfield West	12	0.71 %
O29	Merewether	168	9.99 %
O30	Merewether Heights	22	1.31 %
O31	Minmi	11	0.65 %



O32	New Lambton	77	4.58 %
O33	New Lambton Heights	19	1.13 %
O34	Newcastle (CBD)	71	4.22 %
O35	Newcastle East	28	1.66 %
O36	Newcastle West	10	0.59 %
O37	North Lambton	23	1.37 %
O38	Rankin Park	11	0.65 %
O39	Sandgate	0	0.00 %
O40	Shortland	27	1.61 %
O41	Stockton	39	2.32 %
O42	Tarro	12	0.71 %
O43	The Hill	46	2.73 %
O44	The Junction	29	1.72 %
O45	Tighes Hill	32	1.90 %
O46	Wallsend	97	5.77 %
O47	Warabrook	10	0.59 %
O48	Waratah	33	1.96 %
O49	Waratah West	12	0.71 %
O50	Wickham	15	0.89 %
O51	I don't live in the Newcastle area.	15	0.89 %

## Ward

	PD as % LGA	Survey sample %
<b>Ward 1</b> (Carrington, Cooks Hill, Islington, Kooragang, Maryville, Mayfield, Mayfield East, Mayfield West, Newcastle (CBD), Newcastle East, Newcastle West, Stockton, The Hill, Tighes Hill, Warabrook, Wickham)	25	33.33
<b>Ward 2</b> (Adamstown, Adamstown Heights, Bar Beach, Broadmeadow, Hamilton, Hamilton East, Hamilton North, Hamilton South, Merewether, Merewether Heights, The Junction)	25	28.80
<b>Ward 3</b> (Georgetown, Jesmond, Kotara, Lambton, New Lambton, New Lambton Heights, North Lambton, Waratah, Waratah West)	25	19.20
<b>Ward 4</b> (Beresfield, Birmingham Gardens, Blackhill / Lenaghan, Callaghan, Elernmore Vale, Fletcher, Hexham, Maryland, Minmi, Rankin Park, Sandgate, Shortland, Tarro, Wallsend)	25	17.78

## Planning District

	PD as % LGA	Survey sample %
<b>Inner City South</b>	15.8	28.35
<b>Inner City North</b>	8	11.59
<b>Hamilton</b>	18	17.20
<b>Mayfield</b>	10.1	7.90
<b>Lambton</b>	19.5	15.16
<b>Jesmond</b>	6.2	3.81
<b>Wallsend</b>	13.5	7.79
<b>Blue Gum Hills</b>	7.2	5.35
<b>North West</b>	3.4	1.96

## General Characteristics of Respondents

### Length of Time Lived in Newcastle, LGA

	OPTIONS	TOTAL	PERCENT
O1	Less than a year	12	1.88 %
O2	1 - 3 years	59	9.26 %
O3	4 - 10 years	126	19.78 %
O4	11 - 25 years	135	21.19 %
O5	More than 25 years	305	47.88 %

### Gender

	OPTIONS	TOTAL	PERCENT
O1	Male	321	48.20 %
O2	Female	345	51.80 %

### Age

	OPTIONS	TOTAL	PERCENT
O1	16-24	9	1.33 %
O2	25-39	121	17.90 %
O3	40-54	193	28.55 %
O4	55-69	266	39.35 %
O5	70+	77	11.39 %

## Employment Status

	OPTIONS	TOTAL	PERCENT
O1	Employed full time	271	43.71 %
O2	Employed part time	121	19.52 %
O3	Looking for work	18	2.90 %
O4	Studying	37	5.97 %
O5	Domestic activities/caring	34	5.48 %
O6	Retired	187	30.16 %
O7	Other [specify]	51	8.23 %
O8	Prefer not to answer	6	0.97 %

## Suburb of Residence

	OPTIONS	TOTAL	PERCENT
O1	Adamstown	12	1.92 %
O2	Adamstown Heights	11	1.76 %
O3	Bar Beach	8	1.28 %
O4	Beresfield	9	1.44 %
O5	Birmingham Gardens	9	1.44 %
O6	Blackhill/ Lenaghan	1	0.16 %
O7	Broadmeadow	9	1.44 %
O8	Callaghan	2	0.32 %
O9	Carrington	10	1.60 %
O10	Cooks Hill	25	4.00 %
O11	Elernmore Vale	8	1.28 %
O12	Fletcher	9	1.44 %
O13	Georgetown	7	1.12 %
O14	Hamilton	23	3.68 %
O15	Hamilton East	3	0.48 %
O16	Hamilton North	2	0.32 %
O17	Hamilton South	13	2.08 %
O18	Hexham	0	0.00 %
O19	Islington	19	3.04 %
O20	Jesmond	7	1.12 %
O21	Kooragang	0	0.00 %
O22	Kotara	22	3.52 %
O23	Lambton	20	3.20 %
O24	Maryland	15	2.40 %
O25	Maryville	14	2.24 %
O26	Mayfield	33	5.28 %
O27	Mayfield East	2	0.32 %
O28	Mayfield West	5	0.80 %
O29	Merewether	63	10.08 %
O30	Merewether Heights	6	0.96 %
O31	Minmi	4	0.64 %



O32	New Lambton	35	5.60 %
O33	New Lambton Heights	8	1.28 %
O34	Newcastle (CBD)	29	4.64 %
O35	Newcastle East	14	2.24 %
O36	Newcastle West	3	0.48 %
O37	North Lambton	7	1.12 %
O38	Rankin Park	4	0.64 %
O39	Sandgate	0	0.00 %
O40	Shortland	9	1.44 %
O41	Stockton	24	3.84 %
O42	Tarro	8	1.28 %
O43	The Hill	13	2.08 %
O44	The Junction	11	1.76 %
O45	Tighes Hill	12	1.92 %
O46	Wallsend	36	5.76 %
O47	Warabrook	3	0.48 %
O48	Waratah	13	2.08 %
O49	Waratah West	6	0.96 %
O50	Wickham	8	1.28 %
O51	I don't live in the Newcastle area.	11	1.76 %

## Ward

	PD as % LGA	Survey sample %
<b>Ward 1</b> (Carrington, Cooks Hill, Islington, Kooragang, Maryville, Mayfield, Mayfield East, Mayfield West, Newcastle (CBD), Newcastle East, Newcastle West, Stockton, The Hill, Tighes Hill, Warabrook, Wickham)	25	34.14
<b>Ward 2</b> (Adamstown, Adamstown Heights, Bar Beach, Broadmeadow, Hamilton, Hamilton East, Hamilton North, Hamilton South, Merewether, Merewether Heights, The Junction)	25	25.76
<b>Ward 3</b> (Georgetown, Jesmond, Kotara, Lambton, New Lambton, New Lambton Heights, North Lambton, Waratah, Waratah West)	25	20.00
<b>Ward 4</b> (Beresfield, Birmingham Gardens, Blackhill / Lenaghan, Callaghan, Elernmore Vale, Fletcher, Hexham, Maryland, Minmi, Rankin Park, Sandgate, Shortland, Tarro, Wallsend)	25	18.24

## Planning District

	PD as % LGA	Survey sample %
<b>Inner City South</b>	15.8	27.52
<b>Inner City North</b>	8	13.92
<b>Hamilton</b>	18	15.20
<b>Mayfield</b>	10.1	6.88
<b>Lambton</b>	19.5	15.36
<b>Jesmond</b>	6.2	4.32
<b>Wallsend</b>	13.5	7.68
<b>Blue Gum Hills</b>	7.2	4.48
<b>North West</b>	3.4	2.88



# Appendix III – Quantitative Results: topline report

Q1. When was the last time you had contact with a The City of Newcastle staff member?  
**Please select one response only.**

contact\_staff: Service Experience  
 When was the last time you had contact with a Newcastle City Council staff member?

**QUESTION TOTAL:** 676

**NO RESPONSE:** 0

	OPTIONS	TOTAL	PERCENT
O1	Within the last week	147	21.75 %
O2	Within the last month	153	22.63 %
O3	Within the last 6 months	127	18.79 %
O4	Within the last 12 months	81	11.98 %
O5	More than 12 months ago	101	14.94 %
O6	Never	67	9.91 %

Q2. Which area of Council did you last have contact with? **Please select one only.**

contact\_which: Which area of Council did you last have contact with?

QUESTION TOTAL: 609

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Aged care staff	2	0.33 %
O2	Art Gallery staff	20	3.28 %
O3	City Hall staff	19	3.12 %
O4	Civic Theatre staff	17	2.79 %
O5	Council Ranger - parking, dogs, environmental health etc	34	5.58 %
O6	Customer Service staff (Administration Building)	68	11.17 %
O7	Development and Building staff	71	11.66 %
O8	Elected Councillor	23	3.78 %
O9	Fort Scratchley staff	12	1.97 %
O10	Garbage collection or Summerhill waste management centre staff	48	7.88 %
O11	Graffiti removal and community safety staff	10	1.64 %
O12	Library staff	81	13.30 %
O13	Parks and gardens staff including tree management, Blackbutt Reserve, Greening Centre and sporting fields	55	9.03 %
O14	Pool or beach lifeguards and attendants	19	3.12 %
O15	Rates section staff	13	2.13 %
O16	Road maintenance or construction staff	29	4.76 %
O17	Street cleaners	4	0.66 %
O18	Traffic matters	18	2.96 %
O19	Other administration staff	66	10.84 %

Q3. What was the purpose of your **most recent** contact? **Please select one only.**

contact\_purpose: What was the purpose of your most recent contact?

QUESTION TOTAL: 609

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Give comment during the period of public exhibition	32	5.25 %
O2	Give complimentary feedback	20	3.28 %
O3	I provided information requested by a Council officer	8	1.31 %
O4	I was contacted by a Council officer	18	2.96 %
O5	Make a complaint	44	7.22 %
O6	Make a payment	22	3.61 %
O7	Make a request (seeking service or information from Council i.e. pothole, tree lopping, barking dog)	85	13.96 %
O8	Obtain information	170	27.91 %
O9	Register a cat or dog	10	1.64 %
O10	Submit an application (i.e. development, parking, aged concessions)	22	3.61 %
O11	Other	162	26.60 %
O12	Don't know/Not sure	16	2.63 %

Q4. How satisfied were you with the following aspects of your **most recent** contact with a Newcastle Council staff member? **Please select one response only for each of the service aspects.**

contact\_satisfaction\_0: Response time

QUESTION TOTAL: 609

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Very Satisfied	223	36.62 %
O2	Satisfied	252	41.38 %
O3	Neither satisfied nor dissatisfied	51	8.37 %
O4	Dissatisfied	28	4.60 %
O5	Very dissatisfied	44	7.22 %
O6	Don't know	11	1.81 %

contact\_satisfaction\_1: Willingness to help and understand

QUESTION TOTAL: 609

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Very Satisfied	241	39.57 %
O2	Satisfied	220	36.12 %
O3	Neither satisfied nor dissatisfied	55	9.03 %
O4	Dissatisfied	39	6.40 %
O5	Very dissatisfied	38	6.24 %
O6	Don't know	16	2.63 %

contact\_satisfaction\_2: Professional approach

QUESTION TOTAL: 609

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Very Satisfied	231	37.93 %
O2	Satisfied	220	36.12 %
O3	Neither satisfied nor dissatisfied	77	12.64 %
O4	Dissatisfied	33	5.42 %
O5	Very dissatisfied	35	5.75 %
O6	Don't know	13	2.13 %

contact\_satisfaction\_3: Information provided by staff

QUESTION TOTAL: 609

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Very Satisfied	208	34.15 %
O2	Satisfied	216	35.47 %
O3	Neither satisfied nor dissatisfied	83	13.63 %
O4	Dissatisfied	35	5.75 %
O5	Very dissatisfied	43	7.06 %
O6	Don't know	24	3.94 %

contact\_satisfaction\_4: Follow-up

QUESTION TOTAL: 609

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Very Satisfied	128	21.02 %
O2	Satisfied	145	23.81 %
O3	Neither satisfied nor dissatisfied	141	23.15 %
O4	Dissatisfied	43	7.06 %
O5	Very dissatisfied	57	9.36 %
O6	Don't know	95	15.60 %

contact\_satisfaction\_5: Overall handling of the contact

QUESTION TOTAL: 609

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Very Satisfied	201	33.00 %
O2	Satisfied	222	36.45 %
O3	Neither satisfied nor dissatisfied	68	11.17 %
O4	Dissatisfied	46	7.55 %
O5	Very dissatisfied	51	8.37 %
O6	Don't know	21	3.45 %

Q5. To what extent do you agree that the quality of The City of Newcastle’s customer service is satisfactory overall? **Please select one response only.**

service\_overall: To what extent do you agree that the quality of Council’s customer service is satisfactory overall?

QUESTION TOTAL: 676  
 NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Agree completely	142	21.01 %
O2	Agree somewhat	271	40.09 %
O3	Neither agree nor disagree	102	15.09 %
O4	Disagree somewhat	63	9.32 %
O5	Disagree completely	35	5.18 %
O6	No opinion	63	9.32 %

Q7. Overall, how well informed do you think Council keeps residents/ratepayers about the services it provides? **Please select one response only.**

ratepayers\_informed: Overall, how well informed do you think Council keeps residents/ratepayers about the services it provides?

QUESTION TOTAL: 676  
 NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Very well informed	26	3.85 %
O2	Well informed	222	32.84 %
O3	Somewhat informed	256	37.87 %
O4	A little informed	115	17.01 %
O5	Not at all informed	34	5.03 %
O6	No opinion	23	3.40 %

Q8. Indicate how satisfied you are with the level of information you get about Council activities and events. **Please select one response only.**

info\_satisfaction: Indicate how satisfied you are with the level of information you get about Council activities and events.

QUESTION TOTAL: 676  
NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Very satisfied	43	6.36 %
O2	Satisfied	318	47.04 %
O3	Neither satisfied nor dissatisfied	200	29.59 %
O4	Dissatisfied	73	10.80 %
O5	Very dissatisfied	27	3.99 %
O6	No opinion	15	2.22 %

Q9. Are you aware that Council produces a 4-page quarterly printed newsletter – Council News? **Please select one response only.**

aware\_councilnews: Are you aware that Council produces a 4-page quarterly printed newsletter - Council News?

QUESTION TOTAL: 676  
NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Yes	406	60.06 %
O2	No	270	39.94 %

Q10. How informative is Council News? **Please select one response only.**

news\_informative: How informative is Council News?

QUESTION TOTAL: 406  
 NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Extremely informative	8	1.97 %
O2	Very informative	125	30.79 %
O3	Somewhat informative	235	57.88 %
O4	Very uninformative	13	3.20 %
O5	Extremely uninformative	7	1.72 %
O6	No opinion	18	4.43 %

Q11. From which of these sources do you get **most** of your information about Council?  
**Please select all that apply.**

info\_sources: From which of these sources do you get most of your information about Council?

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Council brochures or leaflets in public places	104	15.38 %
O2	Council's website	206	30.47 %
O3	Council brochures or leaflets with rates notices	218	32.25 %
O4	Elected councillors	35	5.18 %
O5	Council meetings	15	2.22 %
O6	Council staff	59	8.73 %
O7	Council e-newsletters - In Your Neighborhood	70	10.36 %
O8	Council News - quarterly newsletter delivered to households	210	31.07 %
O9	Free newspapers - Star and Post	268	39.64 %
O10	Weekly Lord Mayor's column in free newspapers	96	14.20 %
O11	Noticeboards and displays in libraries and Council venues	111	16.42 %
O12	Local TV news	243	35.95 %
O13	Local radio	223	32.99 %
O14	Word of mouth: friends and family	169	25.00 %
O15	Local newspapers (Newcastle Herald)	368	54.44 %
O16	Community consultation ward meetings	41	6.07 %
O17	Other (please specify)	37	5.47 %
O18	None of these	12	1.78 %

Q12. Overall, how useful do you find the following communication channels for information about Council? **Please select one response only for each of the communication channels.**

info\_usefulness\_0: A-Z of Council services - on Council's website

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Extremely useful	31	4.59 %
O2	Highly useful	135	19.97 %
O3	Moderately useful	215	31.80 %
O4	Slightly useful	98	14.50 %
O5	Not useful	39	5.77 %
O6	Not aware	67	9.91 %
O7	Don't know	91	13.46 %

info\_usefulness\_1: Council brochures

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Extremely useful	23	3.40 %
O2	Highly useful	139	20.56 %
O3	Moderately useful	235	34.76 %
O4	Slightly useful	147	21.75 %
O5	Not useful	45	6.66 %
O6	Not aware	51	7.54 %
O7	Don't know	36	5.33 %

info\_usefulness\_2: Council meetings

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Extremely useful	16	2.37 %
O2	Highly useful	44	6.51 %
O3	Moderately useful	95	14.05 %
O4	Slightly useful	153	22.63 %
O5	Not useful	180	26.63 %
O6	Not aware	46	6.80 %
O7	Don't know	142	21.01 %

info\_usefulness\_3: Council News

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Extremely useful	25	3.70 %
O2	Highly useful	101	14.94 %
O3	Moderately useful	208	30.77 %
O4	Slightly useful	141	20.86 %
O5	Not useful	65	9.62 %
O6	Not aware	77	11.39 %
O7	Don't know	59	8.73 %

info\_usefulness\_4: Council website

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Extremely useful	69	10.21 %
O2	Highly useful	190	28.11 %
O3	Moderately useful	185	27.37 %
O4	Slightly useful	63	9.32 %
O5	Not useful	37	5.47 %
O6	Not aware	36	5.33 %
O7	Don't know	96	14.20 %

info\_usefulness\_5: Displays and Noticeboards at Council venues

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Extremely useful	25	3.70 %
O2	Highly useful	81	11.98 %
O3	Moderately useful	131	19.38 %
O4	Slightly useful	162	23.96 %
O5	Not useful	120	17.75 %
O6	Not aware	72	10.65 %
O7	Don't know	85	12.57 %

info\_usefulness\_6: Local newspaper advertising

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Extremely useful	67	9.91 %
O2	Highly useful	193	28.55 %
O3	Moderately useful	196	28.99 %
O4	Slightly useful	120	17.75 %
O5	Not useful	46	6.80 %
O6	Not aware	22	3.25 %
O7	Don't know	32	4.73 %

info\_usefulness\_7: Local newspaper stories

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Extremely useful	87	12.87 %
O2	Highly useful	227	33.58 %
O3	Moderately useful	195	28.85 %
O4	Slightly useful	93	13.76 %
O5	Not useful	31	4.59 %
O6	Not aware	15	2.22 %
O7	Don't know	28	4.14 %

info\_usefulness\_8: Local radio

QUESTION TOTAL: 676  
 NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Extremely useful	66	9.76 %
O2	Highly useful	189	27.96 %
O3	Moderately useful	164	24.26 %
O4	Slightly useful	92	13.61 %
O5	Not useful	70	10.36 %
O6	Not aware	40	5.92 %
O7	Don't know	55	8.14 %

info\_usefulness\_9: Local TV news

QUESTION TOTAL: 676  
 NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Extremely useful	82	12.13 %
O2	Highly useful	196	28.99 %
O3	Moderately useful	178	26.33 %
O4	Slightly useful	97	14.35 %
O5	Not useful	55	8.14 %
O6	Not aware	30	4.44 %
O7	Don't know	38	5.62 %

info\_usefulness\_10: Quarterly community consultation ward meetings

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Extremely useful	19	2.81 %
O2	Highly useful	62	9.17 %
O3	Moderately useful	109	16.12 %
O4	Slightly useful	135	19.97 %
O5	Not useful	147	21.75 %
O6	Not aware	80	11.83 %
O7	Don't know	124	18.34 %

info\_usefulness\_11: Weekly Lord Mayor's column in free weekly newspaper

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Extremely useful	23	3.40 %
O2	Highly useful	56	8.28 %
O3	Moderately useful	142	21.01 %
O4	Slightly useful	143	21.15 %
O5	Not useful	157	23.22 %
O6	Not aware	83	12.28 %
O7	Don't know	72	10.65 %

Q13. In the past week, how many Council advertisements have you seen or heard, in any form? **Please select one response only.**

advert\_aware: In the past week, how many Council advertisements have you seen or heard, in any form?

QUESTION TOTAL: 676  
NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	None	267	39.50 %
O2	1 to 3	298	44.08 %
O3	3 to 5	46	6.80 %
O4	5 to 10	11	1.63 %
O5	Don't know	54	7.99 %

Q14. Please indicate if the following communication tools would be useful to you. **Please select one response only.**

info\_additional0: On-street signage at Council projects

QUESTION TOTAL: 676  
NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Extremely useful	97	14.35 %
O2	Highly useful	198	29.29 %
O3	Moderately useful	178	26.33 %
O4	Slightly useful	106	15.68 %
O5	Not useful	62	9.17 %
O6	Don't know	37	5.47 %

info\_additional\_1: Streaming of Council meetings

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Extremely useful	60	8.88 %
O2	Highly useful	76	11.24 %
O3	Moderately useful	128	18.93 %
O4	Slightly useful	125	18.49 %
O5	Not useful	170	25.15 %
O6	Don't know	118	17.46 %

info\_additional\_2: Videos on Council website

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Extremely useful	44	6.51 %
O2	Highly useful	92	13.61 %
O3	Moderately useful	134	19.82 %
O4	Slightly useful	152	22.49 %
O5	Not useful	150	22.19 %
O6	Don't know	105	15.53 %

info\_additional\_3: Virtual tours of Council facilities, such as parks

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Extremely useful	57	8.43 %
O2	Highly useful	120	17.75 %
O3	Moderately useful	161	23.82 %
O4	Slightly useful	129	19.08 %
O5	Not useful	134	19.82 %
O6	Don't know	76	11.24 %

Q16. Please list which of the following relates to your situation. **Please select one response only**

web\_use: Please list which of the following relates to your situation.

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	I use the internet, but only for work.	28	4.14 %
O2	I use the internet, for a variety of purposes including a source of information.	579	85.65 %
O3	I do not use the internet.	69	10.21 %

Q17. What type of internet connection do you usually use to access Council's website?  
**Please select one response only**

web\_connection: What type of internet connection do you usually use to access Council's website?

QUESTION TOTAL: 579  
 NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Dial-up connection	14	2.42 %
O2	ADSL/Cable/Broadband	387	66.84 %
O3	Wireless/mobile	87	15.03 %
O4	Work	22	3.80 %
O5	Local library connection	4	0.69 %
O6	I never access Council's website	56	9.67 %
O7	Other, please specify	4	0.69 %
O8	Unsure	5	0.86 %

Q18. When was the last time you visited The City of Newcastle's website? **Please select one response only**

website\_visited: When was the last time you visited Council's website?

QUESTION TOTAL: 523  
 NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Within the last week	142	27.15 %
O2	Within the last month	164	31.36 %
O3	Within the last 6 months	133	25.43 %
O4	Within the last 12 months	47	8.99 %
O5	More than 12 months ago	37	7.07 %

Q19. How easy is it for you to locate information on the Council website? **Please select one response only**

website\_locate\_info: How easy is it for you to locate information on the Council website?

QUESTION TOTAL: 523

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Very easy	51	9.75 %
O2	Reasonably easy	206	39.39 %
O3	Average	192	36.71 %
O4	Reasonably difficult	60	11.47 %
O5	Very difficult	14	2.68 %

Q20. During your last visit to the Council website, did you find what you were looking for? **Please select one response only**

website\_success: During your last visit to the Council website, did you find what you were looking for?

QUESTION TOTAL: 523

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Yes	361	69.02 %
O2	No	93	17.78 %
O3	Unsure	69	13.19 %

Q22. How would you rate the relevance of the information on the website? **Please select one response only**

website\_relevance: How would you rate the relevance of the information on the website?

QUESTION TOTAL: 523

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Extremely relevant	29	5.54 %
O2	Very relevant	299	57.17 %
O3	Neither relevant nor irrelevant	118	22.56 %
O4	Somewhat irrelevant	31	5.93 %
O5	Very irrelevant	5	0.96 %
O6	No opinion/don't know	41	7.84 %

Q23. Please indicate if you would be willing to increase your on-line communication with Council for any of the following reasons. **Please select all that apply.**

online\_increase: Please indicate if you would be willing to increase your on-line communication with Council for any of the following reasons.

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Accessing information about a property you own	296	43.79 %
O2	Animal registrations	138	20.41 %
O3	Child care bookings	45	6.66 %
O4	Facilities bookings	196	28.99 %
O5	Lodging a Development Application (DA)	168	24.85 %
O6	Paying rates (b-pay)	259	38.31 %
O7	School holiday activity bookings	168	24.85 %
O8	Tracking a Development Application that you lodged	204	30.18 %
O9	Unsure	60	8.88 %
O10	Other	71	10.50 %
O11	None of these	176	26.04 %

Q24. Please select your top three preferred methods of communications with Council in the future. **Please choose only three.**

comms\_future: Please select your top three preferred methods of communications with Council in the future.

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	Using e-mail	442	65.38 %
O2	Using Council's website	374	55.33 %
O3	Face-to-face at a Customer Service Centre	321	47.49 %
O4	By telephone	374	55.33 %
O5	By mail	221	32.69 %
O6	By electronic kiosks at shopping centres.	30	4.44 %
O7	To a portable device such as a phone or other	56	8.28 %

Q26. We would like to find out what you think of Newcastle. To what extent do you think each phrase below describes the Newcastle local government area? **Please select one response only**

reputation\_0: Is affordable to live

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	1 (Not at all)	3	0.44 %
O2	2	10	1.48 %
O3	3	31	4.59 %
O4	4	46	6.80 %
O5	5	120	17.75 %
O6	6	80	11.83 %
O7	7	143	21.15 %
O8	8	130	19.23 %
O9	9	64	9.47 %
O10	10 (Completely)	49	7.25 %

reputation\_1: Values its natural environment

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	1 (Not at all)	27	3.99 %
O2	2	33	4.88 %
O3	3	46	6.80 %
O4	4	62	9.17 %
O5	5	103	15.24 %
O6	6	110	16.27 %
O7	7	119	17.60 %
O8	8	93	13.76 %
O9	9	45	6.66 %
O10	10 (Completely)	38	5.62 %

reputation\_2: Is going places

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	1 (Not at all)	76	11.24 %
O2	2	54	7.99 %
O3	3	73	10.80 %
O4	4	72	10.65 %
O5	5	134	19.82 %
O6	6	75	11.09 %
O7	7	79	11.69 %
O8	8	61	9.02 %
O9	9	30	4.44 %
O10	10 (Completely)	22	3.25 %

reputation\_3: Values its heritage

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	1 (Not at all)	45	6.66 %
O2	2	62	9.17 %
O3	3	61	9.02 %
O4	4	74	10.95 %
O5	5	105	15.53 %
O6	6	103	15.24 %
O7	7	104	15.38 %
O8	8	51	7.54 %
O9	9	38	5.62 %
O10	10 (Completely)	33	4.88 %

reputation\_4: Is friendly to live in

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	1 (Not at all)	10	1.48 %
O2	2	14	2.07 %
O3	3	29	4.29 %
O4	4	28	4.14 %
O5	5	89	13.17 %
O6	6	74	10.95 %
O7	7	135	19.97 %
O8	8	144	21.30 %
O9	9	98	14.50 %
O10	10 (Completely)	55	8.14 %

reputation\_5: Has jobs freely available

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	1 (Not at all)	33	4.88 %
O2	2	50	7.40 %
O3	3	59	8.73 %
O4	4	83	12.28 %
O5	5	170	25.15 %
O6	6	110	16.27 %
O7	7	83	12.28 %
O8	8	62	9.17 %
O9	9	14	2.07 %
O10	10 (Completely)	12	1.78 %

reputation\_6: Is healthy to live in

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	1 (Not at all)	21	3.11 %
O2	2	20	2.96 %
O3	3	25	3.70 %
O4	4	47	6.95 %
O5	5	118	17.46 %
O6	6	81	11.98 %
O7	7	115	17.01 %
O8	8	130	19.23 %
O9	9	79	11.69 %
O10	10 (Completely)	40	5.92 %

reputation\_more\_0: Is easy to get around

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	1 (Not at all)	24	3.55 %
O2	2	25	3.70 %
O3	3	58	8.58 %
O4	4	47	6.95 %
O5	5	113	16.72 %
O6	6	98	14.50 %
O7	7	120	17.75 %
O8	8	94	13.91 %
O9	9	59	8.73 %
O10	10 (Completely)	38	5.62 %

reputation\_more\_1: Is innovative and creative

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	1 (Not at all)	63	9.32 %
O2	2	68	10.06 %
O3	3	88	13.02 %
O4	4	73	10.80 %
O5	5	139	20.56 %
O6	6	103	15.24 %
O7	7	77	11.39 %
O8	8	42	6.21 %
O9	9	15	2.22 %
O10	10 (Completely)	8	1.18 %

reputation\_more\_2: Is inclusive of all people, lifestyles and cultures

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	1 (Not at all)	26	3.85 %
O2	2	41	6.07 %
O3	3	55	8.14 %
O4	4	63	9.32 %
O5	5	126	18.64 %
O6	6	108	15.98 %
O7	7	133	19.67 %
O8	8	81	11.98 %
O9	9	22	3.25 %
O10	10 (Completely)	21	3.11 %

reputation\_more\_3: Has great parks, sporting facilities and bushland

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	1 (Not at all)	5	0.74 %
O2	2	16	2.37 %
O3	3	20	2.96 %
O4	4	43	6.36 %
O5	5	84	12.43 %
O6	6	97	14.35 %
O7	7	146	21.60 %
O8	8	146	21.60 %
O9	9	62	9.17 %
O10	10 (Completely)	57	8.43 %

reputation\_more\_4: Has a feeling of understanding and goodwill in the community

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	1 (Not at all)	23	3.40 %
O2	2	27	3.99 %
O3	3	41	6.07 %
O4	4	64	9.47 %
O5	5	112	16.57 %
O6	6	118	17.46 %
O7	7	132	19.53 %
O8	8	90	13.31 %
O9	9	39	5.77 %
O10	10 (Completely)	30	4.44 %

reputation\_more\_5: Is an attractive city

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	1 (Not at all)	62	9.17 %
O2	2	57	8.43 %
O3	3	54	7.99 %
O4	4	59	8.73 %
O5	5	105	15.53 %
O6	6	78	11.54 %
O7	7	89	13.17 %
O8	8	96	14.20 %
O9	9	46	6.80 %
O10	10 (Completely)	30	4.44 %

reputation\_more\_6: Pulls together as a community

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	1 (Not at all)	33	4.88 %
O2	2	36	5.33 %
O3	3	44	6.51 %
O4	4	42	6.21 %
O5	5	110	16.27 %
O6	6	120	17.75 %
O7	7	107	15.83 %
O8	8	81	11.98 %
O9	9	59	8.73 %
O10	10 (Completely)	44	6.51 %

reputation\_final\_0: Has good community services

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	1 (Not at all)	12	1.78 %
O2	2	22	3.25 %
O3	3	35	5.18 %
O4	4	77	11.39 %
O5	5	157	23.22 %
O6	6	124	18.34 %
O7	7	144	21.30 %
O8	8	68	10.06 %
O9	9	21	3.11 %
O10	10 (Completely)	16	2.37 %

reputation\_final\_1: Uses technology to learn and get ahead

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	1 (Not at all)	26	3.85 %
O2	2	33	4.88 %
O3	3	53	7.84 %
O4	4	84	12.43 %
O5	5	164	24.26 %
O6	6	114	16.86 %
O7	7	120	17.75 %
O8	8	56	8.28 %
O9	9	20	2.96 %
O10	10 (Completely)	6	0.89 %

reputation\_final\_2: Is a centre of business and government

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	1 (Not at all)	63	9.32 %
O2	2	70	10.36 %
O3	3	81	11.98 %
O4	4	90	13.31 %
O5	5	143	21.15 %
O6	6	96	14.20 %
O7	7	74	10.95 %
O8	8	37	5.47 %
O9	9	16	2.37 %
O10	10 (Completely)	6	0.89 %

reputation\_final\_3: Feels like a real city

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	1 (Not at all)	76	11.24 %
O2	2	47	6.95 %
O3	3	70	10.36 %
O4	4	83	12.28 %
O5	5	120	17.75 %
O6	6	96	14.20 %
O7	7	78	11.54 %
O8	8	67	9.91 %
O9	9	27	3.99 %
O10	10 (Completely)	12	1.78 %

reputation\_final\_4: Is clean, healthy and not polluted

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	1 (Not at all)	46	6.80 %
O2	2	53	7.84 %
O3	3	55	8.14 %
O4	4	75	11.09 %
O5	5	114	16.86 %
O6	6	80	11.83 %
O7	7	113	16.72 %
O8	8	88	13.02 %
O9	9	40	5.92 %
O10	10 (Completely)	12	1.78 %

reputation\_final\_5: Feels safe

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	1 (Not at all)	65	9.62 %
O2	2	52	7.69 %
O3	3	77	11.39 %
O4	4	70	10.36 %
O5	5	117	17.31 %
O6	6	92	13.61 %
O7	7	95	14.05 %
O8	8	73	10.80 %
O9	9	23	3.40 %
O10	10 (Completely)	12	1.78 %

reputation\_final\_6: Has neighbours talking openly to each other

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	1 (Not at all)	29	4.29 %
O2	2	38	5.62 %
O3	3	52	7.69 %
O4	4	44	6.51 %
O5	5	115	17.01 %
O6	6	92	13.61 %
O7	7	108	15.98 %
O8	8	105	15.53 %
O9	9	53	7.84 %
O10	10 (Completely)	40	5.92 %

reputation\_final\_7: Has good schools and learning opportunities

QUESTION TOTAL: 676

NO RESPONSE: 0

	OPTIONS	TOTAL	PERCENT
O1	1 (Not at all)	8	1.18 %
O2	2	11	1.63 %
O3	3	13	1.92 %
O4	4	32	4.73 %
O5	5	97	14.35 %
O6	6	93	13.76 %
O7	7	130	19.23 %
O8	8	156	23.08 %
O9	9	79	11.69 %
O10	10 (Completely)	57	8.43 %



# Appendix IV – Quantitative Analysis

Q26.

The question was presented with a ten point scale. The numeric vales from the scale (1 to 10) were converted to an average (mean) score for all responses for this question.

Elements	Newcastle 2009		Newcastle 2010	
	Mean Score		Mean Score	
That is affordable	6.9	69	6.6	66
That is going places	5.3	53	4.9	49
Where jobs are freely available	4.9	49	5.1	51
That is easy to get around	6.1	61	6.1	61
Which is innovative and creative	4.9	49	4.6	46
That is attractive and interesting to be in	5.5	55	5.4	54
That uses technology to learn and get ahead	5.5	55	5.3	53
That is the centre of business and government	5.0	50	4.6	46
That feels like a real city	5.2	52	4.9	49
That is a healthy place	6.7	67	6.4	64
With great parks, sporting facilities and bushland	6.8	68	6.7	67
Which values its natural environment	6.2	62	5.9	59
That is clean, healthy and not polluted	5.7	57	5.3	53
That values its heritage	5.4	54	5.3	53
That is friendly	7.1	71	6.8	68
Which is inclusive of all people, lifestyles and cultures	5.7	57	5.6	56
Where people pull together as a Community	6.3	63	5.9	59
With good community services	5.8	58	5.7	57
That feels safe	5.0	50	5	50
With good schools and learning opportunities	7.0	70	6.9	69
Where there is a feeling of goodwill	6.0	60	5.9	59
Where neighbours talk openly with each other	6.0	60	5.9	59



# Appendix V – Quantitative Results: open-ended questions

## Q2. Person contacted – other

<b>Director Responsible</b>	<b>contact_which_19_other</b>
Future City	ClimateCam Staff
Future City	Family Day care
Future City	Homebound Library assistant
Future City	Ian Rhodes, Strategic Planning
	Joint meeting with Place Making staff and pool staff re a community art project at Mayfield Pool
Future City	place making
Future City	placemakers staff
Future City	planning
Future City	short and sweet festival
Future City	Short+Sweet staff
Future City	Strategic Development
Future City	strategic planning
Future City	strategic planning staff

## Q3. Purpose of contact – other

<b>subject</b>	<b>contact_purpose_11_other</b>
admin	change of address
admin	Correct Street Address
admin	I Produced a DVD
admin	Introduction
admin	Submission to General Manager
City Hall	Arranging a meeting with a Senior Officer of Council
city presentation	Advise of graffiti Skate Park
city presentation	Graffiti removal
city presentation	report graffiti
	A request / complaint that the garbage is not collected until after 7am (5.40am is a bit early - no one else is legally allowed to make that sort of noise at that time of the morning! - I've never understood why it is necessary to collect garbage at that time anywhere)
city presentation	Battery recycling
city presentation	Chemical Waste drop off
city presentation	disposal of gas cylinder
city presentation	garbage collection
city presentation	green waste Mayfield
	Had a booking at the Fort and then garbage = needed bin lid replaced due to incident with the truck
city presentation	neighbour's car was damaged by garbage truck in narrow street
city presentation	new bin was damaged in collection
city presentation	recycling
city presentation	Saturday morning green waste
city presentation	using tip
committee	participation on a council committee
committee	political meeting
committee	progress cooperation
compliance	dog attack

compliance	i had my dog off a leash near but not in an off the leash area
compliance	liquor licence
compliance	My dog being killed
compliance	report a dog attack
compliance	Report a stolen car abandoned outside my house
compliance	Trap for stay cat and kittens
contract	Provide services
contract	receive a payment
devt and building	Building Inspection
devt and building	building inspection
devt and building	Collect a 149 certificate
devt and building	Inspection of renovation
devt and building	objection to building permit
devt and building	oppose a development application
devt and building	response to neighbour building application
devt and building	seeking ongoing work re a rogue DA
devt and building	to seek info on a approved da
devt and building	to view coastal plan
engagement	meeting of city centre committee 16 11 10
engagement	newcastle renewal
engagement	Attend information session
engagement	attending a public meeting
engagement	be admitted
engagement	blackbutt information activity
engagement	Chat about local area
engagement	chatted on the street
engagement	confirming attendance
engagement	joint information sharing about a community project
engagement	saying hello
engagement	workshop
engagement	workshop
engagement	newcastle voice 1st birthday
engagement	request assistance in memorial renewal
engagement	Participate in Islington park Community Forum
engagement	place making info session
events	festival organising
events	help with homeless connect day
events	I was a celebrant
events	involved in history of shire of tarro; attended plaque est. at Nobbys
events	organise an event
events	Ran function at Civic Theatre
events	RSVP for meting
events	running a function at NCC venue
events	the site is wrongly managed by council. suggest running of some attractions
events	better
events	wallsend fair
events	Wedding at City Hall
facilities	Booking Blackbutt
facilities	play festival
facilities	contacted about community hall I am invovled with

facilities	forwarded Fort's shop roster
facilities	I was a civic theatre hirer
facilities	I work there
facilities	using facilities
facilities	visiting
facilities	Went to Lambton pool
facilities	Gallery Guide
facilities	ask a question to life gaurd
facilities	Book Swimming Carnival for a school
facilities	obtain certificate for swimming at lambton pool
facilities	attend a show
facilities	Short+Sweet
facilities	assist with visitors
infrastructure	Report a broken footpath and storm water drain.
infrastructure	Sign to be erected
infrastructure	street tree roots blocking drain
library	attended library function
library	book inquiry
library	borrow a book
library	Borrow a book
library	Borrow a book from library
library	borrow books
library	borrow books
library	borrow books
library	Borrow Books from Library
library	Borrow library books
library	borrow library books
library	borrow library books
library	borrowed books
library	borrowed books at library
library	Borrowed some books
library	borrowing & returning books at library
library	Borrowing books
library	borrowing books
library	Borrowing books
library	get & return books
library	get a book from the library
library	library
library	library enquiry
library	library
library	library
library	library
library	library books
library	library borrowing
library	Library request
library	library research processes
library	library services
library	library transaction
library	library use
library	return books

library	Return library books
library	to borrow a book
library	to display notice in library
library	to use a computer
library	use a library
library	visit library
library	visit library and Lovett gallery
parks	adopt-a-park arrangement
	As a volunteer to the greening centre, I saw Col Bartley at our working bee in Silsoe Street Community Gardens
parks	Bushcare working bee at Allowah Reserve
parks	collect NCC equipment
parks	During working at local community greening project
parks	Greening our area
parks	help plant trees
parks	involving community gardens
parks	mowing of council land
parks	Neighbour issue re vacant block growth
parks	Organise volunteer working bee with Greening Centre
parks	protest Laman St tree removal
parks	seeking council service grass cutting
traffic	book civic parking station
traffic	Cars parking illegally
traffic	Out of order meter
traffic	parking new lambtonhghts
traffic	line marking after roadworks; 1-way street
traffic	Request meeting re speeding motorists.
traffic	traffic control in Carolyn St. Adamstown hts/Westfield
traffic	traffic issues
unknown	friend
unknown	group meeting
unknown	Joint project
unknown	Meeting
unknown	meeting
unknown	NCC Collegues
unknown	order drinks
unknown	passing time of day
unknown	work
unknown	work related

## Q6. Why customer service is unsatisfactory overall

subject	unsatisfactory_comment
accountability	<p>1. Approval of over-development of Westfield has degraded the residential quality nearby, through Visual impact, noise, traffic flow and parking nuisance. Council makes no attempt to consult with affected residents re some amelioration &amp; safety action.</p> <p>2. Building out of the city foreshore has made Hunter st.a redundant backwater (where development should have gone).</p> <p>3. The ticketed parking meters force drivers to pay for time someone else has already paid for - by overlap, increasing income but discouraging city shopping. This would be fine if a reliable network of light-rail transport looped around Hunter St from the existing line, eg. to the Sportsground or Broadmeadow to encourage locals &amp; tourists out of cars. Council has no answers.</p> <p>4. The planned Piazza at Laman St requires removal of trees. There might be more support if Council explained the real plan</p> <p>5. The few open meetings I have attended wasted far too much time with personal angst.</p> <p>6. Dump fees are too high because of unjust state govt levies which Council should reject, with ratepayer support.</p> <p>7. Regional issues such as the Bar Beach skate park should be put to referendum with rate notices (and results published).</p>
accountability	<p>3 greyhounds aways defecated and urinated on public footpath; health dept said ncc has a very low priority on dog defecating despite contact with senior ncc staff, this continued for 1.3 years. Police department finally stopped - owners hosed animal droppings into the gutter when too filthy to walk on. Dogs barked/howled from 4am to midday. NCC officer wrote to me and said 'did not bark to a degree to be considered a nuisance'</p>
accountability	<p>Because a lot of time you are given the feeling that they just don't care!</p>
accountability	<p>Council (General Manager down) doesn't care what the public thinks or wants.</p>
accountability	<p>Council continues too bureaucratic. I am involved in sporting administration and the lack of vision, foresite and willingness to listen to ideas is frustrating in the extreme. The same old faces wheeling out the same tired old lines complement the rhetotric that comes from Lord Mayor and others. We find the most effective way of achieving even partial success is to engage local councillors.</p>
accountability	<p>Council Staff do not seem able to comprehend that the people providing any services to the public at Fort Scratchley are VOLUNTEERS and in no way listen to what they have to say regarding the running of the Fort.</p>
accountability	<p>Council staff ignored my request for information to be sent directly to self.</p>
accountability	<p>Disregarded the information I supplied and then failed to send revised information back personally.</p>
accountability	<p>They avoided answering questions which did not suit them.</p>
accountability	<p>don't listen to the people effected by their decisions and think that they are always right and have the right to do anything that they decide</p>
accountability	<p>Failure to respond back after committing to do so, failure to take a collaborative approach, failure to consider innovative approaches to solving simple problems, failure to follow up on commitment to 'get onboard' with a solution if residents and developer comes to an agreement (which we did), using stonewalling and beaurocratic responses to simple requests. Council's staff has displayed unprofessional 19th century customer service, and appears to forget that she is employed by ratepayers to service the city.</p>
accountability	<p></p>

- accountability I am a volunteer at a council owned facility and we are not asked for our opinion or the better running of the facility
- accountability I feel Council staff generally don't take ownership of issues. While there are some stand-out people (like Tracy in the parking area), others don't seem to care.  
 I feel that the council doesn't really listen to the community and tends to forget that it's councilors are elected officers only, whose job is to consult with and serve the community - not to 'rule' over it.
- Likewise council workers are in a 'service' industry. In my opinion there is a palpable mistrust in the community about the councils' agenda overall.
- Customer service on a broader issue level should include thorough research and wide consultation before decisions are made and a time for community feedback and discussion.
- Council officers need to be respectful, not autocratic or patronising, and really listen - perhaps some customer relations professional development would be in order or a class in - treating others as you would like to be treated! I find this attitude lacking in many areas.
- If the council wants it's citizens to 'go with it', it first needs to demonstrate that it is truly 'with' the community.
- Attitude and mindset are extremely important in a well functioning community - the council and it's workers & representatives should be at the cutting edge in this area - and improving on it all the time.
- accountability If people feel their concerns are cared about - they will care!
- accountability I went to complain about a two story building that was going next door. It was overlooking my back yard, asked that the developer use defused glass on that side, he said that would happen, but it did not.  
 In regards to correspondence over the issues associated with Laman St and the proposed removal of the fig trees, some responses were condescending and rude whilst others were polite and professional.
- accountability The reason for unsatisfactory customer service overall is due to the fact that public opinion (8500 ratepayers) has meant so little to elected councillors.  
 Not proactive but reactive  
 No ownership of the problem but passing it on to other council staff.
- accountability Multiple people involved in one project but no-one able or willing to coordinate so whoever you speak to is either ignorant, evasive or both.
- accountability poor honesty, constant cover up, lack of transparency, failure to follow policies, make up the rules as they go along. total lack of quality leadership.
- accountability Promise made by Council officers to consult with Blackbutt Support Group in preparation of master plan - did not happen - no apology, showed little interest to our concerns
- accountability Seemed not to listen to comments averse to his own.
- accountability Service is deceitful, does what it wants to disregarding the wishes of the people and giving incorrect details of plans it goes ahead with after so called consultation.
- accountability They are too subjective and need to get rid of their personal views and abide by proper community ethics of harm minimisation of creating a healthy safe community with low pollution. Walking, cycling on recycled bikes and reducing car and lawn mower use.

- accountability
- THEY LIE BY OMMISSION, AND LIKE TO PLAY GAMES. THEY LIKE TO BE SEEN AS THEY TRYING TO HELP YOU, BUT IN REALITY YOU ARE GIVING YOU THE RUN AROUND.DON'T DARE QUESTION THEIR REASONING, THEY KNOW BETTER, AND WILL ONLY TOLERATE YOU FOR A SHORT TIME.
- my contact is regards parking problems in New Lambton Heights (in particular Carrington Pde) - there is a definite feeling that certain residents have been given preferential treatment with regards to parking - it would appear that the people who do the planning have not taken into consideration the narrowness of the roads in this area - this is a HAHS problem & our council should be addressing the root of the problem NOT fiddling on the edges & creating a worse problem - Asher Tomar has condoned unrestricted parking on either side of the road at the corner of Brett St & Carrington Pde for 2 house lengths to allow one resident to park his caravan which in effect creates a blind spot & narrows the road to a single lane - it is very dangerous as one does not see the oncoming car until around the corner which then means reversing to allow the oncoming car through - this then means you can be hit in the rear by the car coming up Brett St as they do not see you until they are over the crest of the hill
- accountability
- Admin staff are very abrubt and expect public to know where/how to find information. They also have provided me with incorrect information about council affairs and have never gone out of their way to follow up.
- courtesy
- I recently used the web facility to query the timed parking in Corlette Street. I received follow up phone call to clarify my query. I explained about the inconsistency of signage, the lack of signage and the problems of commuters parking in the street all day for free. These issues really make parking difficult for myself as a resident – who pays for a precinct permit and is quite happy to do so because I choose to live where I live. My concerns are about consistency, not free parking.
- The response from the operator was that there were free parks for residents with no of street parking. I again explained I am a resident with no of street parking and happily pay for a permit but dislike the inconsistency of the free parking. For example from 77 Bull street right down to 66 Corlette Street, almost the length of the block, is free parking bar one disabled park while the opposite side has timed parking from 75 Bull Street down to 43 Corlette Street. And generally those spaces are used by commuters or residents from the medium density areas such as the Arnotts.
- As I was trying to explain these issues, the operator attempted to interrupt me and began to continually speak over the top of me, stating that the parks were for those with not off street parking. It became quite aggressive. At one point I had to diffuse the conversation by reminding the operator he called me for my opinions and that he needs to listen.
- This call was at approximately 0830 so no need for the operator to be tired and cranky with complaints yet?
- On the whole the operator was rude and aggressive and showed little empathy or concern regarding my query. His behaviour, tone and attitude were entirely unprofessional.
- courtesy

I feel that the council doesn't really listen to the community and tends to forget that it's councilors are elected officers only, whose job is to consult with and serve the community - not to 'rule' over it.

Likewise council workers are in a 'service' industry. In my opinion there is a palpable mistrust in the community about the councils' agenda overall.

Customer service on a broader issue level should include thorough research and wide consultation before decisions are made and a time for community feedback and discussion.

Council officers need to be respectful, not autocratic or patronising, and really listen - perhaps some customer relations professional development would be in order or a class in - treating others as you would like to be treated! I find this attitude lacking in many areas.

If the council wants it's citizens to 'go with it', it first needs to demonstrate that it is truly 'with' the community.

Attitude and mindset are extremely important in a well functioning community - the council and it's workers & representatives should be at the cutting edge in this area - and improving on it all the time.

courtesy If people feel their concerns are cared about - they will care!  
No one at reception to assist with my enquiry.  
  
People I spoke to were rather short & told me they were busy.

courtesy Finally found I was in the wrong area.  
Questions as to the traffic management plan for the closure of Leneghans Drive for Flat bridge repair were deflected and treated with contempt. Attitude was that arrangements were not the concern of ratepayers, who would have to live with whatever was adopted. Typical bureaucratic contempt.

courtesy Some contact in the past people have been rude at times arrogant. Other times have been made to wait too long or ignored.

courtesy Some parts of Council are very helpful and kind, other parts of Council are not helpful, obstructive and not communicative. You have at least 2 cultures at work.

courtesy Very rude customer service person, when making an enquiry re building work taking place near residence.

courtesy While Council Officers are generally helpful and committed to their work, I have found Senior Management unhelpful and dismissive regarding breaches of NCC Code of Conduct. While I have documentary evidence of breaches of the council code of conduct by council officers that has not been addressed and was dismissed by the General Manager, I do not see how I can be satisfied by the service delivery.

courtesy While my experience with the Art Gallery was wonderful there have many other instances of Council customer service that was very poor.

1. A resident treated with contempt over barking dogs next door, even to the point of implying that she was lying and a trouble maker. The police attended to the matter - I would have thought it should have been the "Compliance Office".

courtesy 2. Previously real estate agents make an appointment with Council staff after a sale to have an inspection, this appointment is now not made and the council officer just turns up - this is unsatisfactory for the real estate agent and the owner of the house.

3. A community business member abused and told that she was the problem not the council officer. The officer did apologise but she certainly did not offer good customer service.

These are just a few instances of poor customer service and while some parts of council are doing well there are more and more people complaining of poor service and a lack of regard to their opinion.

Firstly we were not able to make an appointment to see the duty officer, who we were told would be able to help us with our enquiry and answer our questions.

We had 3 attempts to see this person and still waited over 2 hours over 2 days just to be able to ask some questions.

The duty officer was extremely unhelpful and couldnt really answer our questions (which were in realtion to the DA process for existing industrial premises) but also couldnt refer us to another person who could, saying "thats just the way it is".

We left feeling extremely frustrated and upset with the councils processes and had wasted over 3 hours by now. In the meantime of course it had cost us nearly \$12.00 in parking fees.

We eventually sourced our information from other areas, (not related to ths council) and this is totally unsatisfactory.

knowledge This does not inspire a feeling of confidence given we have realocated to this region to set up a small business.  
 Following the mass exodus of experienced long term staff, particularly in the Engineering area a void has been left  
 that will take many years to replace.

knowledge As mass reduncancies continue to occur, this problem can only exacerbate and expand to other service areas of council.

knowledge Out of touch with the activities undertaken by promoters that use public domains to gain profit and the impact on local communities.

knowledge The last couple of time I have attended there have been releif staff at the counter. I believe there is no excuse to take all knowledge from the counter for a meeeting or two.

knowledge the staff member was back from holidays and had no idea that the website had been changed and could not locate the information required.

I rang to ask about garbage collection as we have recently moved to a new suburb. As the street that we have moved to is 3/4 industrial and the rest residential, I wanted to know whether normal weekly garbage collection & recycling were standard for the street. (the only reason that I wanted to know this is because I have heard of some primarily industrial areas that need to pay extra for recycling etc).

The woman that I spoke to didn't know the answer to any questions & didn't attempt to find out any answers.

She gave me the number of Thiess and told me that they handle the recycling - fair enough.

I then asked about the normal garbage collection - she said she assumed that the garbage would be collected, but the best way to make sure would be to put the garbage out on the day specified on the website & see if it is collected - then to call back if it isn't.

Not satisfactory - especially since I am a rate payer and the council help lines are there to assist me.

knowledge

a drive down hunter st  
 proposal to remove fig trees in laman st  
 state of our local roads

problem-solving

assistance with tree pruning and clean up is hindered by inspections and rejection where in the past a request was made when necessary, a team would arrive, do the job and be gone with the minimum of fuss.

Now the arborist does an inspection, reports and rejects even after postman, pedestrians and cardrivers have commented on and requested pruning the trees.

The arborist should be removed and the team of tree maintenance people be re-employed.

problem-solving

Cut the crap and respond to ratepayers requests.  
 Communication out to the public about events, public activities is very poorly disseminated. Also events such as having Bikers come to Newcastle next year should not occur without very strong community support.

Having drinking concerts in public places such as foreshore should not occur - they should be held at appropriate venues such as the entertainment centre, Energy Australia stadium, or the showground, NOT on the foreshore

NO adequate council policing of noise or public drinking laws

problem-solving

Even this survey only gives option of 1 choice of box to tick when several boxes are appropriate  
 Generally, the front desk is friendly and tries to be helpful. The problem is that the front office is not informed of things happening in the Council and you are then transferred from one person to the other.

problem-solving

My meeting with the compliance area was professional and prompt however, the Compliance person I met with did not want to help at all

Planning staff do not return phonecalls or provide adequate responses. it shouldn't take 6 phonecalls and several emails to seek a simple status update.

problem-solving

The Fee Quote provided by Council prior to lodging a DA is great, however it is usually wrong and a follow up phonecall is required to confirm - otherwise when lodging a DA, the incorrect fees are presented and staff are unwilling to invoice the balance or provide

an immediate refund.

- problem-solving The councils overall communication skills are zero.  
 as a member beresfield -tarro oval board i find that council staff response to requests for repairs and maintenance to council sporting assets in the tarro- beresfield area is either inadequate or non-existent.
- problem-solving I had dealings with Council Officers for many years as a Consulting Civil Engineer and found them to be the most obstructionist people of the 12 or so Councils that I dealt with in the Hunter Valley and on the Central Coast. They have no inclination to see a project to completion and continually find new issues to frustrate proponents of projects to the point that people simply walk away.
- problem-solving I haven't had much dealing recently. Rang re bindies in the park. I found aout Council can't afford to spray all the areas. Verbally given a list pf the types of parks sprayed. No really much help to me. So you don't know until you get to any other park whether or not it's full of bindies.
- problem-solving Also looking for leash free areas. Too many pages to run off the council site. A staff member was goin to email me what she had but it didn't arrive. Mind you that might not have been her fault and I haven't had time to call back.  
 I put in an application for place maker funding to make improvements to a local park. I had gathered support from local residents and had a community gathering to collect ideas and support.
- problem-solving I submitted the application in May and did not receive a reply that it had been received and considered until August. I have not heard anything since.  
 I have felt disappointed that I have not been able to provide the residents with any feedback.  
 I was having trouble getting my rubbish bins emptied by Council Garbage Truck, due to overhanging tree limbs preventing lifting arm on truck from operating and lifting bin. I requested limbs be pruned. I have never seen any evidence of this taking palce, nor have I ever had any return contact to confirm or explain delay. I ended up ripping off limbs myself.  
 I would dearly love Council to severely prune this tree, or rid us of it altogether. It is over-hanging my house roof, damaging fascia panels and rotting my gutters. The root system has lifted the concrete footpath and has invaded the concrete on our front verandah. Our home was built in 1886 so fear the roots will undermine the old house foundations.  
 having received such a poor response to slight pruning, I hold little hope that Council will do anything about dealing with all these other more complicated issues.
- problem-solving Perhaps I should tell Council that it is a Fig tree.  
 I was told when trying to borrow books that I supposedly still had some on loan. On enquiring as to which books they were I told the librarian that they were returned previously with other books due on the same date to the outside A/H drop off. The librarian claimed that they were not returned so it was my problem. I explained that it was easy for someone to remove items from the A/H drop off and that is possibly what happened. I was then told to check for the books at home. Naturally they weren't at home and I have since seen the books in the library even though I had to pay an overdue fine and the A/H drop off is still an issue.
- problem-solving I will no longer use the A/H drop off (Wallsend) because of this.
- problem-solving if councils were doing their jobs correctly there wouldnt be need to contact them with complaints

- problem-solving  
problem-solving
- it takes them a long time to respond and when they do they don't do the job properly. It is as if they bear a grudge against you for making a complaint.  
It's not so much customer service, it is just NCC is hopeless, from the top down.  
No forward thinking!
- It seems to me there is no scope/plan/goals for this area.  
Example:  
We have been suggested to be one of the top ten Cities in the world and we are shutting down our tourist information centre in the middle of town.  
Why???? is because no one visits it???? is it because there is no-one that visits the area in which it is located?? is it because no shops can support them self in the area due to lack of traffic/ shoppers???? Is it parking meters keeping people Out of the area???? We need answers!!!
- To cut myself short, there is no communication to the local community!!!!!!!  
What is happening!!  
Why did the Large development fall through..  
We require many more answers than is being give out!!!!  
I have a job to do. So i do not have time to do theirs for them!!  
Answer these sort of questions one the front page of newspapers rather than the Bullshit that is on there.  
People Want to know!  
(Respondent name and phone no. removed): well traveled, educated, born and bred Hunter Valley and a large supporter of what the area has to offer.
- problem-solving  
problem-solving
- Not understanding the ratepayers needs and getting caught up with council red tape  
On many occasions I have communicated with the Council regarding traffic safety matters. Each time I have been advised that the matter has been investigated and no change will take place even though I have provided evidence that the matter required a decision.
- problem-solving
- Overall the service provided by NCC is appalling and has been for decades. More of a do as I say attitude, as opposed to that of showing concern or willingness to offer assistance or help for the betterment of our streets, community and city.
- Newcastle Council members seem to work under different area hats and are unable to communicate together or exhibit an overall general knowledge base required to functional as team. It would seem that each department has their own rules and regulations and sometimes the information you are provided with is conflicting from one department to the next.
- It would also seem that Council members are paid 10% more and yet work far less efficiently than the rest of the population. The time taken for outcomes, processing of applications or to provide an adequate response is nothing less than appalling. Yet clearly they have the staffing numbers to undertake the volume of work.
- When it comes to trying to make improvements to our city; i.e. showing an effort to make the streets safer place, request removal of graffiti, ask general questions, report incidences, make complaints about traffic conditions, or even propose questions about your DA conditions, Council's customer service is very unsatisfactory and generally nothing is done to change the situation.
- From my personal experience I have found Council members who simply do not have enough knowledge to help with any given situation or those who clearly have too much power and exhibit the do as I say attitude whether it be right or wrongly so.
- problem-solving
- Dealing with NCC is always an arduous and dissatisfying process on any level. It

would appear that members are out of touch with the varying conditions of our community ie we have older residential areas with no street frontages and terraced housing, etc; each area is different and should be assessed accordingly. How can DA conditions for housing be so generalised?

I have been told in the past "that is the condition of your DA, so you must do it" even when such a condition appears rather extreme or excessive for a residential project on an extremely pocket of land. For example, it was a condition of my DA to plant a specific street tree out the front of my home, as we had to remove another tree that bordered council land to build our house on a 200m<sup>2</sup> block, yet clearly it was not a council planted tree in the first place! This was conditioned as a landscape certified job complete with a specific tree guard, even though I had already purchased a \$200 Little Gem Magnolia especially for this specific purpose and to be planted in an area with little to no street frontage. However, it was the condition of my DA to plant an enormous brush box in this small space with under ground fibre optics and an overhead electrical wire! Of course, I contested this decision and then the condition was later changed to a somewhat smaller tree, a newer species of Water Gum, that grows 7-12m high and when I called to ask where to source such a tree I was not given any help or assistance there either. So I engaged a prominent nursery owner to do this on my behalf, when she called to speak to a council member about this specific tree she was told that she did not sufficient qualifications to do the job and the council member refused to carry on the conversation with her. So I called back again, this time I was told that Lee Rowan's Nursery could provide this service. I rang them and yes, for \$1995 they could! Outrageous! Finally I managed to pay an approved Landscape company just under \$1000 to do the job. Still appalling given we had already purchased an appropriately sized tree for this small space and we had planned to build a tree guard around it for protection, not forgetting that this was not a commercial project, nor an area suitable for such a large street tree.

We also had to replace the footpath and driveway out the front of our property (complete with disabled access for passerby's while doing so) and yet 1 year later my neighbours had their footpaths replaced for free (and I might add that the council workers had the foot path barricaded off for approximately 1 week while doing so and did not provide a ramp for disabled access despite having a Respite Home, Nursing Home and Disables Housing across the road! I have the photographs of this and of our tree, etc if required for further consideration.)

I have considered writing my complaints to the General Manager many times in the past and I am quite happy to explain such incident in details with her at anytime. I'm sure many other Novocastrians have had similar experiences with NCC.

Just last Friday night we had an out of control young drunk driver hit our heavily reinforced (with steel and concrete) brick columns of our front fence, all within meters from my front door. If it had been a one of my neighbour's wooden cottages the car would have most certainly gone through their house, possibly killing a occupant. There are 5 toddlers - young children and 3 infants living in this area, anyone of them could have been killed, not forgetting the elderly residents across the road. So only yesterday I called NCC to explain the event and specific circumstances here, in an effort to ask what we the community can do to prevent this from happening again, i.e. put a stop the speeding taxi cabs coming from the train station and all the young drivers speeding along Graham Road and turning into Lindsay Street, proceeding to Hamilton. This is a 50km zoned area, yet it should be no more than a 40km area with speed humps given the nearby Nursing Home, Respite Home and Disabled Housing and generalised elderly community but cars travel along these streets at over 80kms per hour at any time of the day or night. Anyway during my conversation with a NCC member I was interrupted and told that "elder persons should not be walking their dogs along the road

anyway"! When I was simply trying to explain that an elderly pedestrian out walking their dog could have been killed as the vehicle was out of control, went up onto the footpath and hit my fence plus council street trees.

My point or question now is why wasn't the zoning and street conditions changed with the approval of the respite centre etc was granted and why still had nothing been done to stop the speeding along Graham Rd, as this is not the first time that a car has lost control in this area, or why wasn't my complaint over the phone handled in a more appropriate manner, offering me advice as to how to formally make a complaint or who to write to in an effort to help make this area safer for the young and elderly residents?

This was written in hast, so I do hope you can make sense of my remarks and that something is done for the betterment of our City and that NCC Member's become more approachable, helpful and work together to improve the overall conditions of City. There is till an attitude amongst some council staff that best action to take is to find a problem. The culture of problem solving on behalf of the customer/ratepayer does not really exist.

problem-solving

There's a focus on processing people rather than really listening to what is asked. I often feel like i'm just a number to the council staff.

problem-solving

They operate like 'public servant' stereotypes. They don't appear to care for their own community. They are just doing a job. No passion.

problem-solving

we have a pool where I live. Never or very rarely is it cleaned - pool compliance seem to ring management to ask if cleaned - take their word it is - last time we complained - I had a letter it was clean - there was still dirt & leaves, scum in bottom and edges - filthy. We need spot checks without previous phone calls

problem-solving

We have previously had access to Council via Community Forums. Since this access was removed the only responses allowed by Council are the small multiple answers instigated by Council and not the open discussions previously enjoyed in open forum meetings. There are serious concerns in our area regarding Stockton Centre, the caravan park development and foreshore development which we are concerned about but have no way of knowing exactly what is planned and how far these plans have gone without knowledge of rate payers

problem-solving

When you submit a question you hope to ge a response or action not nothing. This shows no interest in Newcastle except where they have interest of personal gain

problem-solving

Still waiting on a response to an official email request for information and/or action. Was led around in circles calling different members of council staff, then convinced that an email would be the best approach and would be dealt with within two weeks. That was three weeks ago and I have not received a response to that email or the one I sent a week ago asking for a response.

problem-solving

To much toing and froing.

problem-solving

Instead of getting to the crux of the matter it goes from one person to another. The overall finality is okay that is an answer but was it the answer I originally was looking for.

Communication out to the public about events, public activities is very poorly disseminated. Also events such as having Bikers come to Newcastle next year should not occur without very strong community support.

Having drinking concerts in public places such as foreshore should not occur - they should be held at appropriate venues such as the entertainment centre, Energy Australia stadium, or the showground, NOT on the foreshore  
NO adequate council policing of noise or public drinking laws

survey design

Even this survey only gives option of 1 choice of box to tick when several boxes are appropriate

This is a survey with a pre-determined outcome. You do not understand that we are the community and you are paid to serve us.

survey design This is not a facetious or unthinking response, it comes from 20 years of dealing with Council.  
 Firstly we were not able to make an appointment to see the duty officer, who we were told would be able to help us with our enquiry and answer our questions.  
 We had 3 attempts to see this person and still waited over 2 hours over 2 days just to be able to ask some questions.  
 The duty officer was extremely unhelpful and couldnt really answer our questions (which were in realtion to the DA process for existing industrial premises) but also couldnt refer us to another person who could, saying "thats just the way it is".  
 We left feeling extremely frustrated and upset with the councils processes and had wasted over 3 hours by now. In the meantime of course it had cost us nearly \$12.00 in parking fees.  
 We eventually sourced our information from other areas, (not related to ths council) and this is totally unsatisfactory.

timeliness This does not inspire a feeling of confidence given we have realocated to this region to set up a small business.  
 because it has taken several years for council to do something about the disgraceful state of traffic congestion around St phillip's college in Waratah, particularly Dawson street. Finally with the help of councillor Boyd and Ryan from the traffic department it was solved. HOWEVER , my point is that the solution(restricted parking on both sides of street) came from the residents . In my opinion , after many complaints were made and the situation investigated, Council, with it's expertise in these matters SHOULD have had the common sense to see that that was really the only feasible solution.Why did it take so long?. I really think that such a dangerous situation should not have been ignored by council.

timeliness Whilst I was grateful for the co operation of the previously mentioned council officers, I was annoyed and frustrated that Council did not act of it's own will. Residents of part of Dawson Street were forced to petition council for the solution.  
 Block of flats at number 49 James Street, Hamilton.

timeliness The garbage bins are left permantly on the road side curb without beeing removed after garbage collection. Council staff agreed that they should not be there and said it will investergate, that was 12 months ago, nothing has happened, the bins are still there.

timeliness When council sends out notices informing us of council clean ups, they inform us of beeing fined if we put rubbish out before or after the clen up dates, yet, these garbage bins are allowed to stay there year after year and council does nothing about it as promised.

timeliness councils development approvals process is disgraceful - takes too long and no professional feedback from staff - costing the community millions in delays

	<p>I contacted Council to obtain info on home warranty and other related info on our home which we purchased about 18 months ago. I phoned Council for months before finally receiving written confirmation on 20 October 2010, the same advice we have been given verbally a couple of months previous. This then delayed legal action against the previous owners in relation to defective building works on our front verandah. We now can't use our front verandah during Spring/Summer which we would otherwise have liked. If the Council officer responded to our query when we first asked we might now be able to use this part of our home.</p>
timeliness	<p>I didn't receive a response at all to a suggestion I made about a simple solution to make a hazardous intersection safer.</p>
timeliness	<p>I have not as yet received any return information from Council staff yet. I asked if anyone in the department could talk to me about Ausplume requirements - one of the major sections of the DA I objected to.</p>
	<p>I realise that the department has been very busy lately. A friend also tried to obtain some information about the same DA but they had not at the time looked at it.</p>
	<p>I think that at least an acknowledgement of the receipt of the e-mail (sent 11/10) is needed if an answer is not readily going to occur. I do not want to cause problems for anyone but I don't know whether I should send the e-mail again or not - I probably should have cc'd ncc mail although that did not work last time. It took 6 weeks to receive information that was promised in 2 weeks. It was great when it got started but the delay was excessive.</p>
timeliness	<p>I have yet to receive a call back in relation to my request.</p>
timeliness	<p>I requested via filling in an online form that something be done about a dog that is barking for extended periods at night over weekends (when the owners are away). Previous threats and a petrol bomb thrown at my garage by the owners of the dog in response to my complaints have meant that I no longer want to approach them personally. I heard nothing in response to the online complaint (apart from an automated email acknowledgment that it had been received and would be attended to) until about 8 weeks later when I received a form letter saying that the council compliance people had assessed the dog's barking as not a problem and the case was closed. I was never spoken to directly or asked to fill in details and I doubt whether the compliance officer was sitting outside the house for six hours on a Saturday night when the problem is usually at its worst.</p>
timeliness	<p>I wrote with a complaint about a dangerous driveway and footpath in feb, have received no response, sent a 2nd letter a few weeks ago, still no response.</p>
	<p>Have not received letter box drops about either green waste collection this year -missed the last one.</p>
	<p>Received a DA regarding a neighbours property - lodged complaints only to be told quite rudely to basically stick it. If there are things there is no point complaining about (e.g. noise, overlooking) then you should send us the rules in the first place.</p>
timeliness	<p>It's very uneven.</p>
	<p>Some aspects of it are excellent: for example, the front counter service is very good, as are the City Hall officers.</p>
	<p>In my experience, most (though not all) planning staff are also very helpful.</p>
	<p>However, response times to correspondence are appalling, contrary to council policy, and insulting to correspondents, especially when the responses themselves often don't even answer the query asked.</p>
timeliness	

Some staff are obstructive rather than facilitative (especially with access to information).  
 A number of senior staff don't appear to be familiar with relevant legislative and regulatory requirements.  
 Some elected councillors are rude and dismissive of input from the community.

- timeliness My query was not fully responded to. I pointed out an error in council communication and asked for additional time for public comment. Additional time was not fully addressed.
- timeliness No reply or follow up on concerns raised.
- timeliness Months later this development still has no safety fencing around the property.
- timeliness No response to complaint
- timeliness No response to written enquiries. More than a year ago.
- timeliness Responsiveness and timely supply of information is very poor. Sense of urgency is inversely proportional to the amount of physical work it would take to complete the function of full service.
- timeliness Accuracy and unbiased information transfer is deplorable.
- timeliness Ownership of departmental responsibility is only taken when it cannot be passed to another.
- timeliness they take too long to make decisions .
- timeliness they also tend to forget there is a lot of Newcastle west of the bank corner.
- timeliness Takes too long to respond
- timeliness The council has a culture of protecting themselves and their positions before improving services. Extreme application of OH&S is being used to increase costs and provide little real timely and caring service.
- timeliness They ensure that complaints are processed extremely slowly and have even admitted that it keeps them in a job.
- timeliness Minor complaints on DAs by individuals such as neighbours are seen as something to protect and extend their jobs by taking so much unnecessary time investigating. There is no urgency, in many cases the costs and time blow out caused by council officers is extreme and they do not care at all about the impact on rate payers.
- timeliness Also council officers do not provide expected feedback or discuss findings in writing.
- timeliness All in all a very lazy lot that is protected by an industrial system that no body has the back bone to challenge.
- timeliness Get rid of the tourist section but keep on inefficient and high cost road gangs speaks for the culture of NCC.
- timeliness The last two GMs have done absolutely nothing to increase the efficiency of the council.
- timeliness I have also had dealing with LMCC whom I have found to have a far better positive helping culture.
- timeliness NCC seems to want to go out of the way to be negative and find reasons not to act!
- timeliness The customer service officer sent an email to another area with my problem details and asked them to contact me Still waiting
- timeliness They did not have time to listen
- timeliness time wasted with in fighting at meetings
- timeliness Too long to wait with workers sitting in view and not giving me any idea of a possible waiting time.

timeliness      Was contacted when approached council and told to wait. Not sure who was going to deal with me and this then took quite some time. person dealing with me gave me the impression that I should have already known what I was asking about.

timeliness      We lodged an inquiry in relation to tree removal for a tree that overhangs our building and for another that was storm damaged. We were told that someone would contact us within the next TWO (2) years. After numerous follow up after the 2 year waiting period, we finally had a meeting in relation to the overhanging tree and were advised that they would consider replacing the tree with something more suitable. After another 2 year wait, nothing has happened & is not likely to

**Q11. Information sources about Council – other**

subject	info_sources_18_other
Councillor	Ward 3 Councilor Nelmes
direct	contact most often initiated by myself
direct	My wife works there
direct	self - employee
direct	sending information and direct request
display	display in wheeler place
media	Dirty laundry aired and in fighting in the letters page of the Newcastle herald
media	Internet
media	livesites email, harbour news
media	progress
media	Twitter
nv	Newcastle voice
nv	Newcastle Voice emails/survey results
nv	THE vOICE
nv	via voice
nv	Voice
nv	Voice
nv	Voice e-mail
nv	voices
post	Council mailouts
post	note in letterbox
wom	community groups
wom	Environmental and activist groups that monitor what Council is actually up to.
wom	from council workers over a beer
wom	gossip from people in the know
wom	People who have to deal with the Council, and they are not happy!
wom	The NCC unofficial "Grapevine"

wom Town Co-ordinator

## Q15. Which Council information to learn more about

### subject

### Q15\_learn\_more\_about

1. I would like to receive information for planned or proposed work activities in my Suburb i.e. road maintenance, gutter cleaning, tree maintenance.
  2. Guide or procedures for residents to request road, gutter and tree maintenance, lighting
  3. Proposed long term planning which might affect local community.
  4. NCC Budget - Over and/or under spending for year to year.
- access to details of council management, staffing, list of executive potions, details of employees under direction of executives - not rates of pay/saleries, Just members and what they do
- Actually, nothing in particular.
- What I wold like to see is an improved rates notice format, showing better detail of payments, etc.
- Also, rates notice could show how our rates are spent each year.
- Allocation of salaries and just what work earns that money
- Any changes to regalar council respo0nsibilities.
- be made aware of forthcoming changes BEFORE the decisions have already been made
- Benefits for ratepayers
- Environmental issues
- Besides nothing, what does Council do?
- budget figures - allocation of funding
- Community activities and services. Special events and one-off services offered. Major items before COuncil for consideration and key opinions to be put forward in discussions. Council expenditure on big-ticket items
- Council efforts to reduce costs by removing unnesseary services other than (1)Street and Road Works (2) Garbage service (3) Parks and Gardens (4) Libraries and Pools.
- Council projects including improvement projects in ward 4 such as the skate park. Also where funding money goes.
- decision making
- Decision-making processes regarding provision of public infrastructure and facilities

Decisions about repairs and maintenance to footpaths - planning/location and stages of progress.

Notices about park maintenance especially if access is to be restricted.

Council archival information - from 19th century to recent times. Where available; type of information; when available.

accountability Events in Newcastle and suburbs supported by Council - what, when, where, who for.

accountability decisions that have been made

accountability Developments within our area which go ahead without ratepayer knowledge or input

accountability exactly what areas of Newcastle the Council is responsible for maintaining ie differentiating what the Council, NSW Government and Commonwealth Government are responsible for

accountability Feedback on Council decisions on matters raised in public forums/Council discussion groups and also progress/ current situation on controversial matters e.g. Laman St. trees.

accountability Financial position at regular intervals, What major projects planned, leadership issues such as more proactive comments to media, mainly to inform and to give an opinion, Council should become more active in planned outcomes, and express more of local desires and wants, to press the Sydney based nsw government for our due share, and to seek more recognition at federal level.We need council to define and assert its role in local affairs.

accountability Financial status of council and whether able to carry out all proposed work

accountability

How council is fulfilling its responsibilities under the new Government Information (Public Access) Act.

When council is expecting to comply with its own policy re time to respond to correspondence.

accountability How/when council is intending to improve its currently woeful means of accessing previous council minutes.

accountability how council spends money. what projects council will be attempting

accountability HOW SOME OF THE PEOPLE WORKING THERE HAVE GOT A JOB.

accountability How the money is being used.

accountability how they can collect their pay and sleep at night

accountability How they use the money collected from parking meters and rates. Who says what the will spend it on?

accountability I am very interested in Council's responsibility to public places such as parks, sporting fields, swimming pools etc. I am very concerned with statements comparing these public institutions as 'lazy assets' that need to be sold out or given to developers. Council should support the public, and act in the public interest, not profiteers.

accountability I don't receive the council quarterly newsletter very regularly. It would help if this could be sent out quarterly as it is supposed to.

accountability Would like to know more about the logic behind the council wanting to remove the Laman St trees - it just seems so ridiculous the proposal to remove so I'd like to know why.

accountability I had a local meeting at my home last year,am still waiting for the things

accountability promised to happen  
I only want to know that the council is spending our ratepayers money well. I want more information on the faceless pressure groups that hold NCC and the people of Newcastle to ransom.

I would believe NCC should be a open policy where all council information is available unless commercial-in-confidence.

accountability I would like collected data sets made available.

I would like the ratepayers to be made aware of proposed developments that affect our cityscape, our heritage, our open spaces, our views. I would like openness from the council. I would like the council to be upfront about ALL proposed developments, not rushing them through before people have time to comment or object. I would like the council to reveal their intentions in regard to removing the fig trees in Laman Street. I would like the council to reveal what they have planned for this area that makes them so determined to remove these trees, regardless of public opinion and experts recommendations. I would like individual councillors to reveal their financial and other interests in all developments.

accountability I would like to know that council have regular employee appraisals and subsequently dismiss (not just move to a less visible position) ALL incompetent staff from their employ(eg. of which there is at least one in Building and Planning).

I would like to be able to find on its website (as council officers are reluctant to divulge) the EXACT process and timelines used by council to bring to justice and/or prosecute breakers of council rules, laws etc.

accountability (eg. those not executing an approved DA as per approved plans). Consequences are ineffectual and do not deter wrong doers. I would like to learn more about what is done with ratepayers money, and why it is that rates continuously have to rise. I appreciate one of the reasons might be overall rising costs. Why however, does this always have to amount to the rising cost of rates for the entire community? I would like to see the Council firstly investigate all internal cost cutting measures and more economical ways of conducting business in order to save money, and in turn firstly put a halt on raising rates further, and in turn CUT the cost of rates (yeah right - pigs might fly also!)

accountability I would like to see the productivity benchmarks, results of productivity gains and subsequent salary increases published for all senior Council officers.

accountability I'd like to be able to know what issues are on the agenda; what issues are being considered; what issues were decided upon and what issues were deffered.

accountability I'd like to know more about council meetings and how and why councillors come to some decisions. I think streaming council meetings would be great as it is often hard to attend them.

accountability Management Plan  
Finances - Real Costs  
Community activities  
more aware of information regarding outcomes of council meetings.

I don't tend to watch TV and infrequently read the newspaper.

accountability e-mailed newsletters are a great way to communicate with people

accountability not happy with present council's workings, so prob none  
 Plans for parks and gardens  
  
 What services council provides to ratepayers  
  
 Who are appropriate officers and contact numbers for services  
  
 Maps and guides for council parks and gardens with terms of use including maps for bikeway access and road connections  
  
 accountability provision for and areas for parking with cost and terms of use.  
 accountability process of decision making - a complete view - all proposals suggested or considered not only the ones decided on.  
 Proposed developments in my area that may not have the same postcode, but still be close to my residence and therefore affect me and my family.  
  
 How we can dispose of larger amounts of green waste without having to travel to Summerhill waste and pay the astronomical dump fees.  
  
 accountability Where exactly do our huge land rates go?  
 Public events  
 Opportunity to have input prior to council making decisions on controversial issues  
 How council actually reduces public drinking and violence  
 Why council keeps adding to the number of licensed alcohol venues in the city  
 accountability rates  
 accountability regular progress reports of ongoing material developments; information regarding the interactions of local/state/national elected representatives  
 accountability Roads. Tourism. Overhaul Hunter St and Mall .  
  
 Where does the Council get it's quotes for council works?  
  
 It seems to me that contractors can charge what they like and then double it and their quote is accepted. If the money was coming directly from the councils pockets and not the ratepayers I think things would be different.  
  
 Open up the King Edward Park Road to motorists, the Hill Climb and there is still room for a footpath or the odd bikerider.  
 accountability  
 accountability services provided for rates  
 more transparency  
 Some open honesty about the actual processes that are going on instead of the whitewashed pap that is fed to us.  
  
 For example, why has the general manager recently resigned? What is the relationship between her and the Lord MAyor?  
  
 There needs to be real community involvment, not just lipservice like this survey, and the whole newcastle voice thing where the response is "we hear what you say" and then ignore it.  
 accountability Streaming of Council meetings would be useful, no better way to get an insight in the process than to be able to hook into it with convenience.  
 accountability

Would be nice if this was also the case for community consultations as well.

accountability

Summary of council meetings on novopulse

The activities of the Council employees. For example, how many engineers do we have that can only build bigger and better street furniture that causes so many accidents. I would like to see a plan for road reconstruction because some of these roads have been down since I was a child in newcastle and I am now 81 and the roads are still there. Engineers who just put one hot seal on top of another and then another and another, are strfange kinds of engineers. I could order that kind of thing to happen. What plans does Council have and what does Council discuss that the people need to be informed about. Having been on Coffs Harbour Council for 9 years, I find this council sadly lacking in real information.

accountability

The breakdown of expenditure across services, what projects and programs are happening in my neighbourhood, why small vocal minorities are still able to interfere with important local developments that will reduce our carbon footprint. Aldi at Fletcher has been held up by a very small but vocal minority and have not heard a word from ward Councillors about how local shopping is better for the environment.

accountability

Council News is still not delivered to the western growth suburbs. What is the point of producing a newspaper and not spending the few extra dollars to make sure all ratepayers receive it? Why not send out with rate notices? The design process used for public projects

Planned works

accountability

The full range of services available (eg we only learnt by chance that if the Council garbage trucks miss our bin we can have it picked up by a mop-up service)

accountability

The reasons for making decisions, the expenditure on projects against budget.

accountability

the true costs and benefits of fat as butter; the true noise levels; the true crimes and convictions; the true reason for having this event

accountability

the truth behind such controversies as the trees in Laman street. why just them. What about the rest of the figs in Newcastle. Why the desperate rush for the sakte park at bar beach. what are the ulterior motives in these controversial decisions. I guess you won't be telling us that sort of information.

accountability

There is plenty of information if you want it. What we need is a leader and a decision maker.

To speak to the person themself. No buck passing. Jocelyn Cardona has been great in understanding the problem I have.

The transport Group or Comm/ee seem to make the decision.

accountability

I am quite willing to talk about this issue as NCC have shown that there was an issue but the did it to protect themself. Residents need to be protected as well INCLUDING children.



Unfortunately it would appear that Newcastle Council do not believe in community (residents) input. It is quite obvious when talking to some staff they are not prepared to listen to the residents' views. As an inner city resident and owning an inner city business building I have no say in the Citycentre rate, my submissions are not replied to when I include questions I would like answered. Council staff and councillors need to provide better communication with all members of the community not just the "big end of town".

Some staff at council can be very helpful as a recent experience of mine received the information I requested. This is rare.

accountability  
 accountability  
 accountability  
 accountability  
 accountability

Waste of finances

what all the unrest within council is about. upcoming events

what are our rates being used for

What do they spend all our money on?

What forward Plans the Council has for all issues in the City.

The "time-line" for achieving these Plans.

The progress to date for each planned activity.

How much (in dollar terms) discretionary spending does the Council have which is able to be allocated by the elected Councillors?

accountability

What goes on at Council meetings and behind the scenes

Why the Council is unable to make a decision

Why can't the Councillors ever forget vested interests and work for the good of the city?

accountability  
 accountability

When are they going to drop the victim mentality and get this city moving what happens at council meetings

What immediate and long term plans there are to repair things like roads and footpaths in my suburb. But also what the processes are for bigger projects like redevelopment of public space and how we as rate payers, can affect change or decision making in the process. At present it feels like we get what we get and I'm not sure who has input into the outcomes.

accountability

What is coming up and then debated at Council meetings. Streaming the meetings would make a huge difference to how many members of the public could be involved as most of us can't afford to spend hours on Tuesday night's at Town Hall but we could be logged on and watch as we go about our normal meal prep etc.

accountability

What is happening in the office of the council.

accountability

When and what is being discussed at councillors meetings

accountability

What is the basis for decisions - there is little real information and it is usually politicised spin.

What it is doing with regard to its basic responsibilities to the ratepayer and resident instead of the "warm and fuzzy" stories regarding fringe or irrelevant issues.

accountability  
 accountability

That the elected members are actually making decisions for progress rather than ones that appease the vocal minority.

when is council going to stop acting as a dysfunctional rabble?

accountability  
 accountability  
 accountability  
 accountability

when they are going to agree on something that creates major progress for this city

Where it spends our money and why

where our rates are spent

Who runs council.

	<p>Why do some NCC streets have footpaths on both sides and others have no footpaths? Who represents our suburb on council? How do we talk to him/her? Some NCC suburbs eg. New Lambton, have most of their roads resurfaced, other NCC suburban streets have lots of potholes and rough roads. Who decides how our rates are spent? why outside firms are used for planning when council should have qualified and capable staff (even council's manager used outside consultants to tell her what her job is (cost us 50,000 of our money) why the elected members of council are so divided on decision making. eg recommendation on the rail corridor....the council will never make its mind up on this issue..the development of derelict hunter st is a disgrace... get a delegation together and front the state member for newcastle and the federal member and demand that some positive action be taken and publish their answers in the newspapers and tv. I am feeling helpless at the rate of development happening in our city. Newcastle is losing it's character of a small city.</p>
accountability	
accountability	
accountability	
	<p>Honeysuckle, for example, taken out of the hands of Newcastle council. I'm fast losing the energy to fight for what I'd like. Partly because of growing old, and also because those with power (mostly money) seem to have most influence. I'd like to know more of what's happening at Islington Park (my beautiful park). It's things like that - more people friendly places without the price tag. Less restaurants and cafes - where a kiosk and public seating with shade would cater for more people. Plans BEFORE they are implemented. any specific large developments in my local area</p>
accountability	
accountability	
building and development	
	<p>Building and development</p> <p>Continue to learn more about the development projects within newcastle.</p> <p>DA tracker and property enquire tool similar to Lake Mac council</p> <p>General community policy, and processes - particularly the decision making process with regard to building and development. Policies with regards to sustainability, the environment, everything from street lighting to recycling and on street parking How council's planning department determines development applications, particularly those that are highly contentious. How decisions are made regarding tree removal on nature strips and on private property. How appeals can be made regarding the decisions. I would like to know what Council Officers are doing to improve the throughput of DA's &amp; CC. What they are doing to attract developers to the City. Also why they do not serve orders on dilapidated premises and encourage owners to improve the facades of their buildings.</p>
building and development	
	<p>I want to know what the officers would like to do to improve the City or at least see some results of changed techniques. I'd like to see more web information about development processes - not just the rules/ guidelines. A more general approach using case studies of various situations that have been dealt with or even hypothetical ones which deal with the greyish areas associated with building and property</p>
building and development	

issues would be very helpful.

building and development  
 Information on a given address would be useful without being the landowner. Should be able to search for flood data in a given area, development applications etc. projects that they are undertaking.

building and development  
 Development approvals & rejections.

Changes to services provided.  
 We recently only got to hear about a major housing development a block away from our home when members of the community letter boxed our street home to make people aware of it.

When we recently objected to a DA for an adjoining property a council officer arranged to meet one of us at our property at an agreed time to discuss our objection. One of us had to leave a social function early to be there, but the council officer did not attend and made no further contact.

building and development  
 building and development  
 building and development  
 The Council officer later approved an amended proposal without informing us that an amended proposal been lodged. The council also did not notify us of the approval.

What developmental projects are going on.

What is happening in the Council Administration to uphold the DCP and accompanying Policies in Heritage Conservation Areas--particularly in the Hamilton South Heritage Conservation Area.

From personal experience Council is turning a blind eye to the requirements of the Heritage Conservation Area DCP and Policies when assessing DA's. By approving non-compliant DA's Council is setting a precedent which undermines and will ultimately destroy the heritage of such areas.

building and development  
 Does current practice by Newcastle City Council mean that Council no longer supports Heritage Conservation in the legally gazetted areas?  
 1. Important to know what issues the Council is debating. What view are presented. What decisions have been taken that effect the community. These could be added to local news broadcasts in brief - perhaps as a brief summary after news on regular days weekly.

councillors  
 2. Some noticeboards in Council centres, libraries, shopping centres, Railway and bus stations with maps and locations of facilities, and transport maps.

agenda of council meetings  
 voting of councillors  
 outcome of council meetings  
 who is responsible for what in council  
 who is responsible for the decisions made by council and what are these decisions  
 Clear indication who in the council you contact for specific problems.

councillors  
 List of issues that are being discussed by council so that you can contact your councillor if required.

A clear plan of capital works was useful. Assume this is now on the website.

Council management decisions and how they are generated - and by who.

councillors Council budgeting and financial stewardship.  
councillors council meetings

councillors council meetings "[at a glance" reports in printed media who attended,  
councillors apologies, decisions of council, voted for voted against  
councillors councils makes its decision - then consults - goes against common feelings  
How council meetings are run.

The roles and responsibilities of all elected councillors.

councillors Responsibilities of General Manager and Council Staff.  
how decisions were made and by whom - what councillors voted for what /  
who abstained/ what working parties each councillor is on and to what  
effect the working parties have had on council business

councillors strategic planning well before implementation  
How much power does the council actually have in the development of the  
area. How much 'pull' with state and federal governments does council  
councillors have?

How to get labour out of council. they stop the city from growing. we have a  
chance to make this hunter area the best, but the small minority groups  
under the left just keep adding cost to development. they cost jobs in the  
long run. without profit there is job security. Cut the heavy rail back to  
woodville junction & open the city up. the new car park in the old cas works  
site could save so many cars from coming into town, and the light rail free  
to all. heavy rail passenger trains up to maitland the growth center of  
tomorrow. Post office open as a dinner dance resurant till 3am, and the  
queens whafe site made into a passinger terminal with a night club on top.  
councillors I would be happy if council did its elected job  
councillors I would like council members to disclose any information on property  
interests, financial interests in the precinct.

councillors I would like to hear more about council meetings  
councillors I would like to know more about who my ward representatives are. I would  
be hard pressed if I had to contact them. I know I can check on the NCC  
website but am aware that not everyone has access to computers.

councillors I would like more advertisement about council meetings when then are held  
and who can attend.  
influencers that affect the choices council makes

councillors big business / local small business / entrepreneurs / etc  
councillors learn more about the bickering that is happening in council  
Meaningfull decisions made at Council meetings. Many issues must have  
been discussed but only the sensatsional ones get reported in the press  
councillors meetings  
councillors Minutes of council meetings on website. Innovative decisions made  
regarding embarrassing situation of Newcastle city area

councillors More information on Council decisions at meetings  
councillors More open feedback from council meetings and more opportunities to have  
easier input to council activities.  
councillors

councillors	<p>Names of councilman who vote on the more important issue that concern our area. The only ones I have seen was who voted for the Lamem Street figs to come down. Now I know who not to vote for in the next election.</p> <p>Often I am unable to attend Ward meetings to meet councillors specifically Ward 1. It would be good to have representative councillors' feedback from these Ward meetings.</p> <p>Councillors could have a higher profile within their allocated Ward. If you do not: 1. buy The Herald 2. watch NBN television 3. attend community meetings arranged for Wards it is difficult to know what issues are important in each Ward. I should check NCC website to know what decisions have been made for my specific Ward.</p> <p>How much consultation with community members do councillors have within Wards?</p>
councillors councillors councillors councillors	<p>Roles of councillors and NCC administrators are often blurred.</p> <p>priorities of specific councillors</p> <p>Remuneration of councillors</p> <p>The agendas of some of the councillors.</p> <p>Voting on issues by individual councillors.</p> <p>Council income sources &amp; amounts.</p> <p>Council expenditure item by item.</p> <p>Reports of interstate/overseas visits by councillors &amp; staff with summaries of the purpose &amp; resulting improvement for the city or Council operations</p>
councillors	<p>How much of the above is easily available on the website ?</p> <p>WARD coucillors more approachable and connected to the community.</p> <p>Crime Prevention committee very approachable - good in distributing requests</p>
councillors councillors	<p>liveable city Director excellent in working with community</p> <p>What are the processes, purposes and outcomes of Council meetings.</p> <p>When I need to know something about NCC, I can easily find out! I don't need to be told all the time what they are doing!!!! This is just political propaganda for the councillors...</p>
councillors	<p><b>WHEN THEY ARE GOING TO WORK AS A TEAM FOR THE BENEFIT OF NEWCASTLE</b></p>
councillors councillors councillors	<p>Which counsellors are responsible for which wards...</p> <p>Why there has to be any "in camera" meetings in council</p> <p>Would be useful for the community to be aware of the many demands on Councillors and their workloads and the special projects individual Councillors are involved with.</p>
councillors events events events	<p>Would like to know why certain approvals etc take the time they do.</p> <p>Activities being held at local venues</p> <p>Activities for children i.e special events at the library, or at parks.</p> <p>Activities for young people</p>

- Activities in the Newcastle area that are fun and would include my family and their interests.
- Local ie in the New Lambton area changes as this is where we live. What is happening to Blackbutt and why, loos in the local park closed and when opening again, ie after the storm, this sort of info.
- Always intersted in why trees are being destroyed and removed with no consideration for anti noise, aethetics etc expecially when it affects real estate and just the look of the area
- events New buildings - why monsters can live in old suburbs with no consideration for the older streets and local homes  
any new decisions about major expenditure
- information on expenditure on projects ie local baths, parks, the mall, art gallery, libraries.
- events info on markets and community events ie Livesites
- events As a new resident of newcastle, I'm only aware of local activities by the Newcastle Herald and or the TV news
- events As a parent I am interested in family orientated events which might interest and include everyone such as street festivals.
- events At gallery openings, council kerbside collections, gardening, community info  
childcare  
aged care  
community events
- events childrens activities - festival, free concerts, parks. As I have 4 children aged 4-6 we are always looking for inexpensive activities to take the kids to
- events Community Activites - free and paid - especially in holiday periods
- events Community activities
- events community activities and facilities
- events i'd also like to hear more bout the library and special exhibitions or services  
Community activities and services. Special events and one-off services offered. Major items before COuncil for consideration and key opinions to be put forward in discussions. Council expenditure on big-ticket items
- events Community events such as Live sites - probably monthly emails as I don't listen to the radio and I rarely watch the news or read the paper. Quarterly newsletter often get misplaced before the event and you forget them. A sense of community is really important. I have young children so we visit the library once or twice a month so this is also a good place to get information about whats going on.
- events community programs and involvement. Live sites, community gardening etc
- events Council events
- events Planned road closures  
council events/initiatives - etc
- events events for kids
- events Cultural activities.

- Cultural events - theatre / arts etc
- events Improvements in transport / parking or anything for disabled people (physically and intellectually)
- Cultural events
- events Road works or planned changes to road environment
- Library news and events
- Developements
- Events programed for public places including foreshore exhibits.
- In particular large promotions in public domains (Outdoors)to allow residents to initiate their own compensation planning.
- events Flood Plain encroachments and landfill
- events events
- events Events
- Events and activities in Newcastle
- Community services - how to apply for funding for my charity or organisation
- How to successfully request a service
- events Have a clearer idea about DA's,LEPs,planning and building regs
- Events
- free transport days
- free transport timetables
- Parking areas - what are the fees and parking times
- events
- Events, always seem to find out about them on the day and sometimes its too late. Would be good to have a online "whats on" for everything in newcaslte, that easy to search/filter, maps, kids activities, free events etc...
- events
- events Family things going on, things to do
- events Free activites for kids/families & tours of council areas.
- events Free events
- events Free events
- events free events
- events Accountability
- events free stuff, family events
- future community events,
- community decisions made by council, regarding public and commercial spaces, whether these are to be approved and proceed, altered or disapproved projects.
- events I think it would be better placed by putting advertisements on NBN regarding
- upcoming events
- upcoming seVICES in areas
- events add this onto the news each night as a segment
- I think promotion of events (such as Livesites) could be better. I normally hear about these wonderful events by word of mouth, noth through council information.
- events
- events I think the space on the website about what is on is hard to access and not user friendly
- events I think there should be a directory of services or open days put out with the quarterly newsletter especially for families.
- events

	I would like more information on one offs events BEFORE the event. I get very frustrated seeing the Monday night news telling me of 2 or 3 events that have happened over the wekkend that I would have liked to attend.
events	I would like a "Whats on in Newcastle This Week" pop up on the home page of the website with a one liner about an event. Drill down to further details.
events	I would like to know more of cultural and community activities as it is easy to miss something good just because you didn't realise it was on.
events	It is hard to say what I would like to know more about when there are probably things going on that I don't know about. I often here about things that had recently happened and I had missed. It would be good to get emails about bulk/green waste collections. Paper mail gets lost often.
	More information given of such events as live sites.
events	More info on council meetings results, not just complaining.
events	Markets and dates around newcastle, lake macquarie, printed in local free papers,
events	More advertising of local events and newly approved projects for the city.
events	More detail in newws papers prior to events
events	More warning on upcoming events and activities. music, art exhibitions and artists usinf Council properties, parklands, like Blackbutt Reserve and work in program there.
events	New developments Events Partnerships Refurbishments Reporting on statistics
events	Ongoing events. The Events calendar on website has next to nothing in it. Was looking for Blackbutt Fair and could not find anything.
events	outside events / volunteer groups / environmental projects , theater events Parking in the suburbs some people think they can park any where others think the own the streets
events	Noise from events in parkes such as loud speakers from touch footy at wallsend Public events Opportunity to have input prior to council making decisions on controversial issues How council actually reduces public drinking and violence Why council keeps adding to the number of licensed alcohol venues in the city
events	Socail events. I like Livesites. I just think it needs to be promoted more. I know we get the brochures thru school but maybe a council rep coming to the P&C meetings once a year to give an overview. social and entertainment activites.
events	what work council is actually carrying out and why.
events	what major development is being sought or in the pipeline.
events	up and coming local community events

	Whats on?
	What service are available eg youth and community service?
events	what community grants are available
future plans	public exhibitions- scans of plans etc available on the web. may not need all info just general overview plans then would be able to decide to pursue further
future plans	* status of big projects - where the money is going.
	* free events
	1) What Council is doing to mitigate for and against:
	(i) Climate Change;
	(ii) Peak Oil;
	2) What Council is doing to promote sustainable living both within council operations and in the community.
	3) Where Council is up to with the roll-out of the 3 bin (Waste, Recycling & Green Waste) system - it seems to be taking an extraordinarily long time.
future plans	Just to name a few.
	1. The plans for the Civic precinct including extensions & development.
future plans	2. In regards to the proposed pull test on the Laman St fig trees. Will the test be taken by an independent? Not someone associated with council or who could potentially profit from the removal of the trees.
	1. why they really want to get rid of the trees
	2. why precinct 3 ends halfway up brown st and my residents permit doesnt cover me in my own house!
future plans	3. future directions. like real directions, forecasts etc.
future plans	A quarterly summary of councils aims, achievements, achievement failures.
future plans	Access to land for farming/market gardens
future plans	actions to be formalised re the removal of the train lines
future plans	any new decisions about major expenditure
	information on expenditure on projects ie local baths, parks, the mall, art gallery, libraries.
future plans	info on markets and community events ie Livesites
future plans	Any project/initiative in the planning stages.
future plans	anything that expedites the removal of the railway line from Wickam to Newcastle
	City Developments, why nothing is happening in the city, information, reports of why the city it self is becoming run down and people moving out??? etc
future plans	

	closure of the rail line and introduction of light rail into the city.
future plans	<p>Redevelopment of the city precinct</p> <p>Common things like:</p> <ul style="list-style-type: none"> <li>- what property zoning categories are and the process for alteration</li> <li>- what things should/should not go in the recycling bin (should the tops be removed from bottles/jars, should the items be cleaned first)</li> </ul>
future plans	Very difficult to find out via the NCC website.
future plans	<p>Community activities and services. Special events and one-off services offered. Major items before COuncil for consideration and key opinions to be put forward in discussions. Council expenditure on big-ticket items</p> <p>Councillor's position on current issues;</p> <p>Ongoing progress of city revitalisation;</p> <p>Ongoing progress of redevelopments such as Merewether Beach and surrounding precinct;</p>
future plans	<p>Upcoming community events</p> <p>development of areas around Newcastle, particularly in town.</p>
future plans	<p>Developments - Nobby's, Laman Street etc</p> <p>Tree removal - eg It would have been useful to have a sign explaining the ratioanle behind removing the trees in King St a few months ago</p>
future plans	Developments and projects with in my post code 2300
future plans	developments in cbd
future plans	Foreshore redevelopment
	Future Development and Strategic planning for the CBD.
future plans	Holiday activities run by council facilities
future plans	Future planning and improvments to the city and suburbs.
future plans	future plans
future plans	Future plans about Newcastle beaches and the developments from Darby St to Pacific park.
	Future plans for CBD and Hunter St
	Future plans for Maitland Road Mayfield
future plans	Future plans for use of Dangar Park and surrounds, Mayfield
future plans	future plans for merewether beach and baths
	Future plans for specific sites - especially the Civic precinct.
future plans	The arts - support available for citizens to run events - concerts, fairs -
future plans	streamlining of bureaucratic guidelines etc to make it more attractive.
	Future plans for the council area, like parks buildings, destroying trees.
future plans	future signicant private and public development proposals and status of
future plans	approved significant development that has not commenced.
future plans	How they are actually going to do something about Newcastle city!

I am feeling helpless at the rate of development happening in our city. Newcastle is losing it's character of a small city.

Honeysuckle, for example, taken out of the hands of Newcastle council.

I'm fast losing the energy to fight for what I'd like. Partly because of growing old, and also because those with power (mostly money) seem to have most influence.

I'd like to know more of what's happening at Islington Park (my beautiful park).

future plans

It's things like that - more people friendly places without the price tag. Less restaurants and cafes - where a kiosk and public seating with shade would cater for more people.

I would like the ratepayers to be made aware of proposed developments that affect our cityscape, our heritage, our open spaces, our views. I would like openness from the council. I would like the council to be upfront about ALL proposed developments, not rushing them through before people have time to comment or object. I would like the council to reveal their intentions in regard to removing the fig trees in Laman Street. I would like the council to reveal what they have planned for this area that makes them so determined to remove these trees, regardless of public opinion and experts recommendations. I would like individual councillors to reveal their financial and other interests in all developments.

future plans

I would like to know just what the council is prepared to do to bring Newcastle back to the vibrant city it once was.. I am ashamed at the lack of care the councilors are showing to this major area that is vital to the future of Newcastle.. Newcastle has just been given the status of the top 10 places to visit and being in the hospitality industry I have to become very vigilant in how I make people avoid the Hunter Street Mall area and the west end of Hunter street, the lack of trees and well presented shop fronts is sadly lacking, the harbour is wonderful and the beach areas are also but tourists have to travel along the unkept roads to get to these places.

future plans

I want to know why there is so much wastage of money with consultants, who do not have any knowledge of the Newcastle area and the heartbeat of our once fair city, also why did council think it was okay to fight the saving of the Laman trees in court what a gross waste of money that could have been used elsewhere in the city to fix it up.. Leave the trees alone and get on with the job.. the trees proved the council wrong there was not one limb parted from the trees in the last big storm we had, where trees in other areas were uprooted.. the money was and is being wasted all because the council wants its way and not the way of the residence of our city.

future plans

I would like to know more about Councils plans for the Hunter Street Mall - all possibilities to be listed and public.

I would like to see Council display the future plans for the development of the city of Newcastle, in shopping centres, railway stations, and other people sites. Not all rate payers visit libraries, and council chambers. Why not display the planning that was presented after the workshop last March, for the development of Laman Street, and the Civic precinct. I have viewed other artists impressions for city development, presented by the Uni. of Newcastle.

I believe we need the enthusiasm of the rank and file of Newcastle citizens. I often hear the expression...nothing will ever happen here, the Council promises and does nothing. I have only been a resident in Newcastle for just over 4 years(I live in a heritage building). And I am absolutely convinced that this city, if allowed, to follow the future plans I have seen, will result in a modern/heritage city which will be easy to live, and work in.

The future past train will bring the right immigrants into this magnificent city.

future plans

Thank you.

I would like to understand Council's medium term agenda/program. Projects appear to be either ad-hoc (or even knee jerk) or are part of "Vision Statements" that have little in the way of real projects. For example, is there a map showing Council's long term plan for cycleways? Hunter Street Revitalisation Strategy is very good, but public awareness (and therefore their ownership and support) is extremely low. In this example, you can't rely on an advertisement on page 26 of The Newcastle Herald, NCC should have given hard copies of the strategy to every business in Hunter Street (the full strategy, not just the 2 pages flyer).

future plans

future plans

Improvement to Hunter Street

Interest from developers; plans for future development; plans for future economic growth; improvements to infrastructure; promotion of Newcastle; plans to improve facilities for arts and culture; transparency of any State or Federal Government interests such as gas exploration;

future plans

It seems to me that Lake Macquarie is doing a great deal more in terms of environmental issues, particularly in relation to climate change and peak oil. I would like to know more about how Newcastle can prepare for these challenges, and how Council is helping the city prepare for these challenges.

future plans

Local area activities promoted by Council

Local area planning including major restoration projects involving the CBD and city revitalisation

Transport options for the City & CBD

future plans

future plans

Public forums to discuss future direction for any activity that affects the future of the City

major council projects

Major planning and changes to streetscape etc.

Councils stewardship of Surf club venues.

future plans

future plans

future plans

Safeguarding residents from Alcohol excess and vandalism.

Major urban development

management and preservation of heritage-value plantings

Methodology for fixing newcastle city,  
and reasoning behind decision making.

- future plans
    - eg. removing heavy rail, what methodology is in place to show that removal will work, apart from wishful thinking?
    - more information on the growth of newcastle city area over the next decade and how we are going to finance this expansion as we do not seem to have the right contacts in sydney or canberra---maybe newcastle is going ok and doesn,t need outside assistance
  - future plans
    - Not really sure at this stage but it would be good to be kept informed about any infrastructure projects and new developments etc. However I know some of this information is available in newsletters but sometimes it doesnt appear to be updated.
  - future plans
    - Ongoing developments: Retaining the rail link to the CBD.
  - future plans
    - Honeysuckle foreshore between Wickham and Lee Wharf.
  - future plans
    - planning and infrastructure issues - what the issues are and options available in developing /newcastle into a thriving and innovative metropolis
  - future plans
    - planning info, environmental subsidies, service info
  - future plans
    - Planning processes - especially vision for the city centre and how decisions get made, for instance about the trees in Laman St.
  - future plans
    - plans for construction / destruction, environment
  - future plans
    - Retaining the rail line to Newcastle and council strategies to enable this outcome
    - Roads. Tourism . Overhaul Hunter St and Mall .
- Where does the Council get it's quotes for council works?
- It seems to me that contractors can charge what they like and then double it and their quote is accepted. If the money was coming directly from the councils pockets and not the ratepayers I think things would be different.
- Open up the King Edward Park Road to motorists, the Hill Climb and there is still room for a footpath or the odd bikerider.
- future plans
    - social and entertainment activites.
    - what work council is actually carrying out and why.
  - future plans
    - what major development is being sought or in the pipeline.

Status of All major > \$50,000 projects ... their budget and progress against proposed finish date and budget dollars.

10 year 'Vision' for projects, such as the 'East Coast Development' proposals for the likes of 'The Bogie Hole', etc.

Where Council personnel have been to gain an insight as to what other areas are doing such as Orange, Peel Street Tamworth, Mudjee, Dubbo ... these places are making 'real' progress ... even the 'Back of Bourke' type scenario. Send personnel to take a look at Geelong, etc and see what they are doing. What ideas might be applicable to Newcastle.

What is the plan to get people to Newcastle (Tourism). Take over the basement of the old Post Office and turn it into a 'REAL' tourist attraction for Newcastle ... a theatre showing attractions of the area / wine tasting / virtual tour (helicopter) of local beaches (& surfing), landing on a coal ship off the coast, a pass up the river, vision and sound of our RAAF, the Cathedral, Glenrock Lagoon, our Restaurant areas, our parks (Blackbutt, etc), Fort Scratchley ... etc., etc IT CAN BE DONE. Get the 'White buses' pulling up in Newcastle instead of (or as well as) going to Nelson Bay or the vineyards. There would have to be some sort of charge and it could also be subsidised by Government, Vineyards, etc. It would be about Newcastle but could include Lake Macquarie, Port Stephens, the Hunter (coal / studs, etc), etc., etc. In short .. JUST WHAT ARE WE UP TO AND WHERE ARE WE GOING!!

future plans

Strategic direction. Overall plan for the city's future. Long term plan for recreational facilities.

future plans

Strategic Plans, Projects, Events, Facilities, Services available, Recreational facilities and information

future plans

The future plans of our city. What does the next 12 months look like and what is our general overall goal we are trying to achieve to push and improve our city, successfully into the future. What is our points of difference (other than our amazing beaches and life style) and how are we maximizing these assets - long term (driven by a well developed plan).

future plans

future plans

The revitalisation of the CBD  
VISION! Stop asking what we want. Make some decisions. You are attempting to satisfy too many people and therefore have no focus. Take three things and focus on it. For example, Tourism, Mining, Events (just made those up) and I can stand behind them. Or Environmental Excellence, Lifestyle, Technology. I don't know what they should be, but make up your mind. Council is trying to do everything. Stop it. Let's excel at something rather than be mediocre at everything. Despite what you think is 'real', ask any outsider what Newcastle is known for and people will be hard pressed. I've asked my Sydney friends and at best they say 'coal' or 'wine' but not much else and even then they have to think about it)

future plans

What Council is doing to for Newcastle City

future plans

and the Beaches around Newcastle for Tourism  
What is council doing to stamp out binge drinking and anti social behaviour in Newcastle and surrounding areas. Close pubs earlier and make publicans obey responsible service of alcohol laws!!!!

future plans

When are they going to do more to revitalise CBD!!!!



	<p>What is happening to encourage push bikes as a mode of transport into the city and how safety for bike riders is being progressed, Why is there no pathway from the Marina through to the waterfront beginning of the cycleway around Honey Suckle. The two pedestrian crossings between the Museum and the Forum are a huge disruptor of the smooth flow of traffic at peak hour what if anything is Council doing to assess this?</p>
future plans	Any new buildings along Honeysuckle will seriously impact on the already clogged roads at peak hours. What does council plan to do to address this?
future plans	what is happening to our city
future plans	What is happening within Newcastle, events that the council is planning and what the council is doing to take Newcastle forward
	What Newcastle City Council is doing in relation to refurbishing and rebuilding the disgraceful and neglected areas of Hunter Street and what steps council is taking to elicit a response from NSW state government re the rail problem in Newcastle and its closure and termination.
future plans	I have lived in this city for 62 years. I feel some areas of Newcastle are outstanding due to Council's efforts and I feel ashamed that in many other areas the City has not moved on from the effects of the 1989 Earthquake. What projects are planned - what it is spending its money on - upgrading roads, upgrading stormwater drainage so we don't get another flood, improving the inner city. What it is doing to improve the city.
future plans	What the councillors are doing for dogs and their owners in the Newcastle area
future plans	What the Council's perspectives are on the railway line and Honeysuckle - and why the Council seems to be willing to stand idly by while Newcastle is under threat of losing the very things that make it distinctive. Also, why has the waterfront been allowed to be built out to the detriment of your average citizen and why there is not a greater attempt to revive the true CBD and why the Council seems happy with the decision to relocate the Justice precinct away from the lovely Court House at the top of Bolton Street. Also, in regard to the rail, why the Council is not pro-active in its retention when it is such a great people mover for big events, like the recent Fat As Butter event, and the New Year Foreshore events - as well as the need to get people out of cars and on to public transport generally, and why there isn't a greater push to 'pedestrianise' the Newcastle CBD and Hunter Street. Also, why is the Council seemingly intent on destroying the Laman Street figs - which are as much a 'sacred site' to many of us as is the Cenotaph in Civic Park. Also, why is the Council not more pro-active in getting Newcastle's icon - Nobby's Headland - open to all of the public without charge all of the time. I have more enquiries to make, but this start should get you thinking. Please feel free to contact me if you want more ideas. You have my email address.
future plans	What the planning is for more cycleways.
future plans	What was the real reason Laman St figs are being removed? Are all the labor members of Council in favor of retaining trees? Does the Council currently have funds for any Civic Park project beyond removal of the Laman St figs? What have the planners have in mind for Glovers Lane - retain the no throughfare condition!
future plans	What we are doing with this great city - instead of having consultants wasting money going back and forth and no results ( 3 years to move a rock???)
future plans	Where Newcastle is going and more about blackbutt reserve and future Development.

none further	Bcos I no longer live in "Newcastle", I find access to Newcastle's council facilities very accessible and relatively user friendly
none further none further	Can't think of anything specific as council's website seems pretty comprehensive. Problem is that forget to check it more often. Can't think of anything specific at the moment. I am aware that a large amount of information is available from council's website or by telephone from Council's Admin.
none further none further none further	My experience has been that when I need information, it is available. I am happy with the way things are now. I am satisfied sufficient information is available. I do not agree with putting council information on the web where you have to pay, via your monthly ISP account, to obtain information.
none further none further	I am glad to notice that the council has stopped distributing waste collection information via the bulk pamphlet distribution network, but through the individual depositing into letterboxes. I feel I have enough information from the avenues I have selected. eg TV, Radio and local papers.
none further none further	If a person is not aware of information and has not heard or seen it, it is not possible to say what one would like to know more about. Lake Macquarie Council
none further none further none further none further none further none further none further none further	None really. If there is anything important it will probably end up on NBN news or in a council mail out brochure. Not sure nothing nothing nothing - we are supplied with enough info Nothing specific at this stage. Nothing we can think of. Satisfied What is streaming?
none further	Generally happy with information - it is available for those with the time and inclination to be informed Council waste collections (e-waste, bulk waste, battery recycling, fluorescent lamp recycling). Can we have more notice as to when these occur. Often we have only a week's notice that a collection is to occur - e.g. the most recent e-waste collection last weekend, there was an advert in the local paper on the Wednesday before, and then something in the Herald on Friday or Saturday. Can we have an annual published list of when the collections (all types) will be, so the we can be more reliably informed and prepared?
services	How does the Council determine that it will pursue indefensible decisions such as the destruction of the Laman Street fig trees when there is overwhelming evidence that they do not pose a risk to public safety, more than any other tree anywhere else. Why hold onto such 'decisions' when all evidence external to the Council contradicts the Council's position.

services	<p>New developments Events Partnerships Refurbishments Reporting on statistics</p> <p>A quality web site with proper ability to search.</p> <p>Why is it not possible for all attachments to meeting documents to be on the web site.</p>
services	<p>Why are Council briefings esp power points not placed on web site? Activities in my area.</p> <p>Projects having a large effect on the community.</p>
services	<p>Changes of services.</p>
services	<p>air pollution - coal dust and factory dust/smell</p>
services	<p>All matters in relation to traffic.</p>
services	<p>anything that concerns me, my area my city. I want to know what is happening</p>
services	<p>As a resident of Stockton I am interested in matters relating to Newcastle CBD and Stockton areas on issues of development, transport, community facilities including shopping, commercial and residential development and enviromental issues.</p> <p>At least the NCC website could be much more informative. Currently there is NOTHING there about the redevelopment of the museum.</p> <p>The Placemaking information was so poorly written as to be almost unintelligible. Who proof-reads the content????</p> <p>Any additional info re developments at Blackbutt. Actual 'plans' rather than just words..... toilets!!! There are already toilets there and they are a disgrace to the city. The accessible toilet at Richley Res is up a steep hill from the main parking and the paths are not paved. Hopefully, the lower new toilet block will have a 'proper' accessible toilet.</p>
services	<p>How active is the NCC Accessibility Committee?? Does it still exist?</p>
services	<p>Availability of public toilets. More importantly councils plan to build new toilets to replace the ones they have demolished.</p>
services	<p>Blackbutt - amenities and parking. Cleaning around roundabouts and gardens in the suburbs.</p>
services	<p>blackbutt &amp; care of green areas</p>
services	<p>bus service beresfield - times/bus stops/shelters</p>
services	<p>Changes in the services provided by Newcastle City Council. The changes as part of the extensive review just completed by NCC have not been clearly communicated. The last contact I had with an NCC service was the local visitor information centre, where I called in to get information regarding summer events in Newcastle. I was told that I woulf have to check online closer to Christmas as the centre was being closed. NCC will be moving some of the information to the Maritime Museum but cannot guarantee that information will be available due to space restrictions. This is disgraceful not to have a full service information centre in a city of Newcastle's size. NCC has tried to tell people that nothing will change in the move to the Maritime Museum, which is nothing but a lie.</p>

Changes to regulations such as harnessing dogs in cars. I found out about this from Hillsborough dog training school.

I was involved in community meetings for the preservation of Empire Park and we felt that there was obsufcation on the part of NCC when it came to giving out reliable information about the changes.

I found out about the 'Lazy assets' whereby NCC wants to activate every possible piece of green land along the coast from a meeting at Politics in the Pub.

services

I thought the signage board above the old Surf House site was misleading in that it made out to the public that so much progress had been made when that was obviously not true given the state of disrepair evident.

childcare

aged care

services

community events

Control of littering. Do we employ Council Rangers to enforce anti-littering? If so, are they able to issue on the spot fines as are Parking Inspectors? Would more rubbish bins improve the situation?

Council's attitude to skate boarders using public roads, stairs/steps and other areas, such as, parking areas, e.g. the one adjacent to Newcastle Ocean Baths. The damage incurred to public property as a result of skate boarders jumping over the above is constant. The wall which was recently surrounded by temp fencing during the painting of the wall was considerably damaged by skate boarders within 24hrs of the fence being removed as painting was completed. They have gouged a groove on the top where they have ridden their boards. It is noted that recently there is a marked increase in the number of skate boarders and they are not young boys or teenagers. Many of them are adults into their 20s.

services

council owned museums and activities need more information on your websites such as operating hours and costs. they difficult to find if present at all

services

Council pick-ups

services

Events council is involved in

services

Council projects

services

Council projects including improvement projects in ward 4 such as the skate park. Also where funding money goes.

Council waste collections (e-waste, bulk waste, battery recycling, fluorescent lamp recycling). Can we have more notice as to when these occur. Often we have only a week's notice that a collection is to occur - e.g. the most recent e-waste collection last weekend, there was an advert in the local paper on the Wednesday before, and then something in the Herald on Friday or Saturday. Can we have an annual published list of when the collections (all types) will be, so the we can be more reliably informed and prepared?

services

How does the Council determine that it will pursue indefensible decisions such as the destruction of the Laman Street fig trees when there is overwhelming evidence that they do not pose a risk to public safety, more than any other tree anywhere else. Why hold onto such 'decisions' when all evidence external to the Council contradicts the Council's position.

services

council web site

services

councils properties

services Council's role in Environmental Protection, especially the role of the ClimateCam Team.

services flooding problems in wallsend area and how you intend to fix them.  
garbage extra pickups

services special events

services Greening and sustainability projects  
Greening policies  
Tree planting  
Footpath and nature strip maintenance  
Place making initiatives, especially some successful case studies from either Australia or overseas to show what works and what is possible.

services Ha. Very difficult to answer this question if, as in my case, one is unsure of what information is available to us from Council. First, you have to do a better job of letting people know what's available. Then, I can answer the question.

services How do I apply for changes to the main road outside my place, to facilitate my using public transport? Maitland Road is not an easy road to cross when you are using a walking stick or wheeler.

services How to get rid of toxic household waste eg batteries- all types, paint, household cleaner, thinners, etc. I can never find how to get rid of these.

services I'm concerned they go to landfill.  
how to hire performance venues at the least cost and how to get advertising on council sites when hiring council venues.

Improvements to public streets especially of safety at night, beautification especially trees and garden, seats.

Bus and train guides. Timetables, routes etc. especially to nearby towns like Cessnock, Singleton, Scone, Gosford, and similar places in our region.

services Changes in Parking rules

services I have a particular interest in traffic movements through our suburb and would appreciate the opportunity to discuss such matters with a Council Officer. I appreciate the chance to participate in this online conversation and sharing of community views. Could Newcastle Voice continue to advise subscribers as to the best ways to access particular Council Officers about particular areas of concern?

services I looked at council website some time ago to see if there is a concession for old age pensioners. It was not clear, and I was told recently by a friend the concession was available. I haven't checked if it is now spelled out but if not it should be clear. Fortunately council gives the concession retrospectively so this wasn't a big problem.

It would have been even better if council, knowing my birthdate, acted proactively.

Generally, when I have needed things from council, it has not been hard to find out.

services I think there should be a sign at the service area saying all requests should be registered at the front desk. It was not clear to me so I sat in the seats waiting to be called (for a building inquiry).

services I want to know where to take my plastic and aluminium cans for recycling and what to do with large household waste, as our apartment block does not provide these services.

I would like better library facilities - and more buses to get to them.

services

I would like to do a history of my local park, yet it is very difficult to discuss land uses by council staff - past and present. Any contentious issues or events, staff are loathe to discuss. Secretive and almost paranoid about giving straitforward information.

services

services

I would like to know more about playgrounds in the area

Information about the bike pictures on the road. No-one I ask knows what they are there for.

- Confusing "bike lanes" in Newcastle:

The bike pictures on the roads in Newcastle are in the wrong place. Most are in the car-door-opening-death-zone, encouraging people to cycle where they will get hit by an opening door, or worse, swerve into traffic trying to avoid the door. Unsignposted "bike picture lanes" are too narrow & Road Rules 153, 144 & 247 advise not to ride in them. So cycle safely & legally (away from parked cars) in left of left hand lane.

services

They are too subjective and need to get rid of their personal views and abide by proper community ethics of harm minimisation of creating a healthy safe community with low pollution. Walking, cycling on recycled bikes and reducing car and lawn mower use.

Information notices and maps for where places of interest are located at Council venues, Railways stations, Railway carriages that travel to Newcastle, Bus and Ferry terminals and city bus stops, and bicycle parking areas Any current or future events .

Maps should include "you are here" - mark other info and assistance areas.eg. medical, police, toilets, beach, theatre, cinemas, cafes, etc.

services

services

Newcastle has poor signage - needs to be clear and well lit.

Information on lead levels in residential and community areas.

It depends on the topic.

services

I am more intested in the process of how council consults with the community and works with the community to get positive outomes for the community.

I've noticed in the local paper that Lake Macquarie Council has more items of interest which we can't attend because we're in Ncle Council - such as tree and plant collections.Their recent pirate ads (ARRR) on TV were very effective - where were the Ncle versions?

Found a brochure at the library about ewaste collection recently - one day - but there is SO much of this going into regular bins - a monthly service would be superior - and in fairly local situations, not out at Woop Woop!There was nothing in the local papers about it though.

services

We have only lived in Ncle since February - we may have missed something - but there's talk of a 3 garbage bin system to happen in the new year. There's been nothing that we've seen in the papers - what can we

expect? when? In Baulkham Hills Council where we came from there was always up-to-date info in the local papers to keep everyone aware. We had the 3 bin system working wonderfully for the last 2 years there - the green bin idea is long overdue here.

- services Just be kept more informed in general.
- services Laman Strret tree preservation
- services Library information
- services Local activities. I have never seen or heard, for example, promotion of the e-recycle project, when I can take my electronic stuff to be collected and recycled, as I don't read the newspaper and it's not widely advertised. Also, if one can only put one's collection stuff out over a 3 day period, what does one do if one is away during that 3 days? It would be great to get 2 collections eg. a year and choose the dates! Other councils do this. Same with e-collections.
- services local community impact of westfield shopping centre on kotara residents - huge traffic flows, inability to exit streets safely into traffic flow on park avenue
- services Local neighborhood proposals and city wide strategy
- services Major planning and changes to streetscape etc.
- services Councils stewardship of Surf club venues.
- services Safeguarding residents from Alcohol excess and vandalism.
- services more about parks, playgrounds & bike tracks in our local area.
- services more direction on the correct council department to contact with
- services comments/complaints
- services more in local newspapers
- services more signs on country roads to let you know where you are, better street
- services signs -lot of streets don't have any
- services More time frame for council pick ups - not 2 days.
- services Moving forward to improve the area. What services are provided and how they assist our lives.
- services My last contact with council concerned e-waste recycling. I feel that Newcastle residents do not have the kind of support as in other council areas.
- services In many cases, there's an e-waste drop off at the local tip (for want of a better word). In Newcastle, we have to wait until people are at a site (about every three months) to deposit e-waste.
- services The information was made availabe but I do not think the type of service we are receiving is good.
- services With my Volunteer work, I often contact various councils and I find that these other councils have officers that are very knowledgable and are willing to go beyond their sphere to help.
- services new garage bin system
- services blackbutt reserve
- services bushfire reduction burning
- services newcastle history

services	not so much about information, but where I volunteer - the maintenance of this tourist site is pathetic (Fort Scratchley) and I may add is a major site
services	Not sure - I do find the website useful but time consuming when i am not sure what service I ned to be dealing with
services	Parks & gardens Parks policies-currently a van is parking on the grass in The Park opposite us, advertising a outdoor group training session. He starts his classes at 6am yelling go go go. 6-30 would be a more polite starting time. There should be a limit of 10-12 persons at these groups, otherwise they monopolise the park. What is Councils policy.
services	I would like the obelisk painted. It has been looking shabby for over a year so I'd like information about suggesting repairs to council property.
services	Phone numbers of garbage collection services. Advisory information to let you know if you're wanting to buy a new house. An idea of how much rates new property would attract.
services	Please poison spray lantana and privet bush in Braye Park Waratah. Please provide composting toilet in Braye Park Waratah. Please mow Braye Park every 6 weeks.
services	progress report on all vacant buildings rail crossings transport u updates
services	Proposals for developments and requests for community consultation. Public events (eg, livesites, movies in the park, holiday activities, foreshore events). Environmental information (eg. tips to improve household waste, energy consumption etc). Roadworks and traffic alterations.
services	Redevelopment, security, traffic
services	Regular progress of Council projects
services	There is always a beginning but seldom an end. e.g fixing up of city baths.
services	removal of rubbish left on footpaths
services	Repairs to Council parks and playing facilities
services	residents rights to prevent health department/ncc acceptance of stench/flies/hygiene associated with 3 dogs defecating at least 8-10 times every 24 hours for 1.3 years. residents rights re disturbed rest from dogs howling both day and night. In Perth - first notification - a warning, 2nd a fine, 3rd animals impounded
services	SAVE THE LAMAN ST FIGS, It seems that the council has its priorities all wrong!
	Need free parking in town to bring the people back.
	Cut the train and get over it. Bring town back to life.... don't destroy it!
services	WAKE UP! or Charlestown will be the new city centre.
services	Services Services for ratepayers and an explanation of charges and what the money is being spent on.
	I would als like to have better council information for the aged on the web site especially what help can be obtained from the council for everyday living.
services	There are a number of aged community groups which many would love to join but the expense to do this is far too high when older citizens have to watch every dollar they spend.

We have no idea what the council charges for rentals and hire of venues for these groups which generally use volunteers for all their work and yet charge large fees for all the work they do. I suspect that council charges for venues is a large part of this cost.

services Specific issues that will inconvenience people like road closures such as yesterday in Hunter Street at the Royal Theatre site.

services Sports facilities  
 Park facilities  
 Library facilities  
 Road works

services The Power that council has to do something about the disgraceful state of many of the commercial buildings in the city E.G. the Queen Victoria building in Perkins St.

services they need to let people know when green waste is being collected- it used to be by a flier, but that stopped without warning and now we are the only people in our neighbourhood who put waste out because we look it up on the net

services how can we put out our bins so the trucks will actually take them- as opposed to having to ring up and get them to come back?  
 timely & accurate information regarding

services projected activities such as Waste collection changes;  
 Changes to parking charges & spaces;

services Notice of closure of public spaces for concerts etc..  
 tip charges, rubbish reduction by all means used and promoted

services Tourism in the local area

services Traffic flow improvement.

services Greening activities

services tree planting dam building greening wetting and looking out for indigenous species as well as introduced which are terrific.

services trees in laman street

services proposals for further development of shopping centres

services any tree reduction activity

services up coming projects

services upgrading of sporting fields and sports centres

services upkeep of public parks. How to make a plain area more useful either with landscaping or utilising more with the requirements of the community. A Historic culture of how we can provide modern with ancient. Utilise uni students and the community with education and ideas. More sustainability for future generations

services virtual tours of council facilities such as parks

services Ward meetings which have now been abandoned

services

Waste electronic items

Waste paints, oils, etc

services

Council meetings could be streamed

services

Webpage with list of projects/program initiatives over the life of the Council with \$ value and status report updated monthly.

What a strange question! How do I ask for what I don't know about!

Perhaps summaries or lists of services that are offered would be a good way to advertise. But don't put it in an A-Z, no one reads those. It needs to be a summary, less than 10 dot points.

It is hard to keep up with what is a Local government service and what is State.

services

Probably the most interesting and yet highly variable services are the kerb side recycling and waste collections. I can't plan my life around the current one or two week notifications. Please send a schedule for at least a year so that that we can put it on the calendar and have time to get organised. Thanks.

services

what business or charity events that are happening in the community that require support

What Council can do in a specific instance such as front and back yards and surround of an apparent abandoned residence, (10 Adelaide Street, Waratah West?)

services

Below-ground Water Tank.

services

What grants or monies might be available for community events/local festivals etc and what process is involved in accessing same.

What I would like to see is Council News being used properly, to present information relevant to us, instead of the incessant ridiculous emphasis on the environment. We know you are politically correct; we don't need you to convince us of that.

services

What we want to know is what Council is doing about services that affect us.

services

What's happening in Beresfield? Meetings/Brochures seem to be about Newcastle and suburbs, nothing on Tarro/Beresfield.

When I arrived in the Newcastle area I went onto the council web site and registered, thinking I would receive information via email about what's happening in and around Newcastle. I have never received any communications from the council as a result of my registration.

services

I do not view the council web site just in case something may be happening that is of interest to me.

services

Whether any decision has been made on changes to garbage collections that are under review.

services

Why can't the council put more garbage bins out in King Edward Park and Empire park.

Why the trees were planted in the street(s). Is it part of a plan? What sort of trees are they?

services

Is it true that we will be getting green bins so that we will have three (and have to find the space for them) and that the green waste truck will not be

	at the racecourse any more on Saturdays?
	These are things that we don't know. Why we cannot get replies from many council staff
services	Why we cannot get answers re trees doing damage to property & footpaths including roads Your website has changed and not necessarily for the better. A lot of stuff seems to have gone - I used to go there for info in discussion papers and policies as it was relevant to the groups I am involved in .... which reminds me - where is the "community" tab?
services	Am slightly over the spin that comes across strongly in all Council information - I hope this is not costing me heaps as a ratepayer. I don't want to be bombarded with info - I know what Council does and is supposed to do - put this info where I can find it - the web is good as I use this all the time ... but I do not have the time to go to endless community consultations (which is why Voice is good)- just get on with it! Whats on?
	What service are available eg youth and community service?
services	what community grants are available * Earlier notification of program of works for parks etc. So that the community is more aware of interruptions to the use of open facilities * Street tree planting - How to list our street for a program of planting
works	* A direct reporting medium for letting council know of facilities that are in need of repair or require attention such as illegal rubbish dumping 1. I would like to receive information for planned or proposed work activities in my Suburb i.e. road maintenance, gutter cleaning, tree maintenance. 2. Guide or procedures for residents to request road, gutter and tree maintenance, lighting 3. Proposed long term planning which might affect local community.
works	4. NCC Budget - Over and/or under spending for year to year. 1. Community garden policies
works	2. Peak Oil strategies (given it occurred in 2008 - see <a href="http://www.peakoil.net/">http://www.peakoil.net/</a> and that food production is highly dependent on oil) Actions planned [on the site as other councils do]; work being undertaken on the site and in letter box drops; name of the responsible officer and their direct ph. no..
works	Activities in my neighbourhood
works	any work at empire park
works	Capital works
	Street Improvements
works	



- Foreshore improvements beaches and harbour
- Improvement of Hunter Street Mall
- Attracting more people to the city centre
- Creating friendlier parking metre policing - first hour free!  
Collection notices should be individually delivered, not lost in a bundle of ads.(not really what you asked but important anyway).
- works Any project that affects residents should be given as much time for consideration as possible.  
works Community updates  
Council events
- works Planned road closures  
Cultural events
- Road works or planned changes to road environment
- works Library news and events  
works does the council have plans to install more rubbish bins in the throsby creek recreation area and to replace at least one that is missing close to the carrington leash free area for dogs (hannan st)  
Have the plans for the Bus shelter at David Jones, Hunter Street Mall been finalised yet? This bus stop is a disgrace.
- works Have the local council any governance over the owners of vacant properties that are in dire disrepair in the CBD? This should be a top priority.  
How the current council can make more headlines about their inhouse fighting than what they are actually doing.
- works I would like to know what is currently being worked on: progress reports on various projects, transparent budget reporting and decisions that have been made. This may already be available, I don't really know.  
How they work out when roads will be surfaced.
- works A lot of Newcastle roads are not in a good state.
- works How to effectively communicate positively with council & its officers.
- works For instance, I have been trying to get a dangerous overhanging dead tree removed, from the cycleway opposite for the last month. It is still there, but there have been many messages about how a council officer will check it out & contact me shortly.  
I think the most important information is about
- works 1 What is happening in my area - street closures, work being done etc
- 2 What are the main issues facing the Councillors at the weekly meetings this is done through the precis and the media pick up on this.
- works 3.What services the Council offers - done through the web site.

I would like to know what is happening in my suburb and the nearest surrounding suburbs.

I did suggest that this could be done via the rates notices but this has not been taken up.

works It seems like the ncc is just doing the tick a box to check off state requirements.  
I'm not sure if this is the sort of information you are seeking, but ...

works I would like displays at the site of proposed works. I was very upset when the trees in King Street, between Union and The Tower)were destroyed. It's horrible walking along an area you are familiar with to suddenly find it denuded. If there had some explanation, at the site, of the drainage works and replanting that is now in progress I would have found it less upsetting.  
works Index & catalogue of current & proposed works - quarterly  
works Information about ongoing construction of large scale developments such as the new Market Town mall.  
works Information on time frame for projects to be completed. That's if they commence in the first place.  
works Just what the council is doing using the top of King Edward Park as a works dump for the last 7 months

works large developments in our local area  
works Like to know of current projects and those that are likely to proceed  
works Local area projects

works Prior notice when roads are going to be closed  
Local news letter what is going on in our suburb e.g. road works,buildings,park works  
anything the council is going to do or allow to happen in the near future

works Local projects in the Wallsend/Maryland area  
works monies spent and works in progress  
works More information about my community.  
works Ones that can affect my family or my property  
Play equipment in the area.  
Projects coming up.  
Newspaper add when council meetings are to be held and what is on the agenda.

works Long term & short term planning



projects that affect the local community in particular the issue of extending the Stockton caravan Park which is a highly contentious issue in the community yet it seems Council are trying to do this behind the scenes. It seems the community does not want this extension that will affect open space , swimming pool access to breakwater and other affects (the local business community are attracted due to possibility of increased revenue). It appears Council want this project to obtain more income without consideration of the effect on the local community.

works Also an example of a project that happended without it appears any indication by Council except possibly in fairly closed circles is a wharf that was constructed recently on the Stockton foreshore - no one we know locally is aware what was happening and why this was built. Keeping the local community informed on such projects is useful and the local Stockton newspaper the messenger can be used for this as well.

works projects that they are undertaking.  
Development approvals & rejections.  
Changes to services provided.

works Projects  
Their timelines and the one individual responsible who has the authority to do things and intelligence to articulate it.

works Proposed developments in my area that may not have the same postcode, but still be close to my residence and therefore affect me and my family.

How we can dispose of larger amounts of green waste without having to travel to Summerhill waste and pay the astronomical dump fees.

works Where exactly do our huge land rates go?

works proposed road and path works in the local area

works Public domain projects, events

works To be informed via letter box drop what Council works take place in suburb concerned eg. road closures Sandgate Road, between Manson and Marsden Streets

works What is happening in my area - Council community forum meetings were good for this - they do not happen anymore! How to get some positive results to complaints/queries? When is ther one in Ward 4?  
We don't get Council News

works What the council plans are for month to month activities in regard to repair work and general maintenance of council proerty

works when and if council are going to do more about our roads, gutters and footpath maintenance instead of spending small fortunes on removing trees and many other costly items. Roads and footpaths especially in my area are dangerous with bumps (from tree roots),holes (deterioration) and cracks in them

works When are we going to get information about foot paths? Everyone should be able to walk in safety.

## Q17. Web connection – other

**connection**

broadband  
broadband  
broadband  
work

**web\_connection\_7\_other**

ADSL2  
broadband  
depends where i am and for what matter, i have Adsl 2,wireless, mobile  
link on my assoc. website

## Q21. Information unable to be found at last visit to website

### type of information

building and development  
building and development

building and development  
building and development

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building and development

contact information  
contact information  
contact information

contact information  
contact information

contact information  
contact information

contact information

### website\_needed

At what stage a DA application was up to also information with regards to tree roots in a neighbouring property  
Below-ground Water Tank.

Building procedures and cost for building a new home on my own land. i.e. knock down my existing home and building a new home

council LDP and Development applications in place

Details of a development application.

I know it existed as I had the hard copy letter in my hand, and I know it was current and up for review. Yet it was not on the website.  
Development requirements

Developments in my area

fencing, verge planting and a DA

I needed advice as to whether what I wanted to do required a DA. The Council website provides very limited information and then links to other sites such as NSW Govt Planning. Once on them it becomes hard to find the required answers that are specific to the Newcastle Council area.  
Info on Post Office

Information about the Market Town Mall development

Information on whether adding a rain water tank needed a DA and if so who to contact when and how.

The councils ability to receive information about land planning and development decision making procedures. the progress of our place

To find out how our building application was going

wanted to see the progress on a development application in my neighbourhood. couldn't locate the data.

What role each layer of government plays in assuming responsibility for contaminated soil on residential land.

Contact Information

Contact phone numbers

map of ward 4 including street names and other localities.

Phone contacts for sporting clubs in parks: know park name, not sporting club name (ie can't use phone book)

The name of the person in charge of the Alice Ferguson Centre at Merewether.  
Where I could contact an officer by email or phone to report a broken footpath and covering over stormwater drains that are proving to be very hazardous to pedestrians.

Who made the decision to make Camp Shortland an "entertainment venue."

Who to write to make a complaint about specific conditions of our neighbourhood.

	<p>I was looking if your new site had been properly optimised the Title Tag's and Meta Data for search. Answer is 'no'. And whether the new site had a 301 Redirect to redirect links to the new url structure. Answer is 'no'.</p>
contact information	<p>Which backward web design company did this? Information relevant to its sister city affiliations and forthcoming 30 anniversary celebrations with Ube City.</p>
contact information	<p>Earlier versions of the web site had a dedicated area for this information and it no longer exists. A set of council minutes from 2006. The only means of getting to previous council minutes and agendas via the website is to go back one step at a time from the present to the date you want, which stops at 2006</p>
council meetings	<p>In terms of standard web navigation, this is making it difficult to the point of obstruction. Any webpage designer will tell you that it is extremely simple to provide access to such material via links from a single page of meeting dates. Why has council made it so difficult for the community to check back on its previous decisions and reports? Likewise, the web search engine that the council uses is almost useless for finding many things, and very inflexible in the way it can sort and display results.</p>
council meetings	<p>agendas for council meetings are not posted on website in a timely manner - nothing showing for decemver @ 25/11! minutes from council meetings are not posted in a timely manner (&gt; 1 month)! Council Policy documents relating to code of conduct appeals procedure.</p>
	<p>Minutes of NCC Committee meetings.</p>
council meetings	<p>Alcohol zones and areas policing responsibilities.</p>
events	<p>Checking out what events being held in Newcastle Community events. Archival information - planning and construction of the Newcastle Hospital in 19th century.</p>
events	<p>event calender</p>
events	<p>things like anzac day service times /etc</p>
events	<p>I had a look at the events page, on this page there did not seem to be an option to look at events per category, I found the page confusing</p>
events	<p>Information about a particular local event.</p>
events	<p>information regarding a coming visit land values. info on same.</p>
events	<p>places to advertise our performances at no cost to me, eg on tourism sites as well as council claendars.</p>
events	<p>Looking for information on Blackbutt Fair</p>
events	<p>The time for the Merewether Baths sausage sizzle Alcohol Free Zones and areas..... It just came up with AFZ. But a search and look see</p>
plans	
plans	<p>Coastal Zone Management Plan</p>
plans	<p>Council's approach to addressing peak oil.</p>
plans	<p>Foreshore development.</p>

	information is general. I would prefer more details on what is happening for our great city. Not just up marketing touristy details.
plans	Information regarding plans for the Civic precinct.
plans	LEP
plans	LEP
plans	Merewether Beach front plans
plans	Plans and projects (Blackbut for example)
plans	what is happening in the CBD
	you have changed your website. It seems to be much more focused on roads, rates and rubbish type of services.... and not much on the broader aspects of community. I was looking for policy documents that i know that I had seen before - I need them for some work I am doing.
plans	how to calculate rates (amount payable)
rates	I wanted to know what sort of assistance I could get with my rates now I am retired the site contained nothing about this is it a secret or is the council unwilling to let people know what assistance they can get or is there another reason.
rates	Trying to pay my rates via internet banking / transfer / B Pay. B Pay is available but only through Australia Post website. Found this extremely frustrating as I like to budget weekly payments from my bank account.
	A rates employee however provided me with details to enable payment in this manner
rates	Specifics about council planned immediate actions like chopping down trees in Church with no consultation
services	- Confusing "bike lanes" in Newcastle: The bike pictures on the roads in Newcastle are in the wrong place. Most are in the car-door-opening-death-zone, encouraging people to cycle where they will get hit by an opening door, or worse, swerve into traffic
services	A link to the Loft's new website
services	As mentioned previously, no mention of the museum and the Placemaking info was chaotic.
services	Book listed as held on "Trove" (national library website) that I couldn't find on Newcastle library catalogue.
	I tried to access council's website via my mobile, which has internet access. It didn't work. It didn't work from my husband's mobile either, leading me to conclude that the new website isn't appropriate for mobile access. Given the very high usage of mobile phone access for instant information gathering, council's service is inadequate. In my case, I wanted to find the prices for Mayfield Pool, and used another website (not council's) to find the information.
services	i was looking for information about the library, specifically historic info the library has in its collection
services	I was looking for information pertaining to the removal of bee hives on trees located on nature strips
services	I was looking for information regarding Cane Toads, identification, visual & oral, & destruction of same.
services	Info on kerbside planting and backyard chooks.
services	info on regulations that might pertain to home ponds
services	Information on Spotlight tours at Blackbutt
services	Information on the memorial gates at Townson Oval Merewether
services	it was about public art policy
services	Laws relating to barking Dogs
services	Library -to extend a loan
services	Meeting times and venue for BID advisory panel.

services Need to place more area information on what this council has to offer its residents

services operating times and costs of council activities such as museums

services Ralph Snowball photographic collection.

services Seeking specific library books

services Short+Sweet - found nothing at all - was service down. Got an email about the new improved site but it didn't work, got a correction - still didn't work. I gave up.

services Swimming pool information, cost of season icket, opeing times. Tricky to navigate.

services Trying to find which parks ahd tennis courts and how to book. couldn't search for tennis nor if I found a park with a court there was no contact for hire.

services Was trying to find the location of a park. I found every park except the one I was after!

services Information on parking in residential streets

services Information on the proposed traffic changes around Waratah Shopping Village. Newcastle Voice referred to it in the survey, but although I only live one suburb away I've been unable to access the proposal plan. I emailed Newcastle Voice immediately, but have had no response in the 7 or 10 days since.

services Looking for proposed road changes at Waratah. I had to send an email to find where it was on the website.

services Results of survey re parking of overflow from jhh

services Roadwork/safety programme & priorities. (ran out of time due to inexperience)

services Traffic management plan for Leneghans drive.

services info on poisonous trees and shrubs

services Information abt trimming of trees on my property, then I talked with the bloke at council and was more confused, telling me I had ti get an arbrist's report, bfore trimming a dam tree, this is garbage.

services Ended up in geting a professional tree trimmer at a cost of hundreds of dollars, becasue I was too stred to get fined buy the bloody council, better inforataion is needed for simple tree pruning.

services Information on the rights of neighbours to chop down trees on Housing Commission lands

services Technical arguments for removal of Laman St trees

services The truth behind the laman street tree debacle.

services Tree Preservation Regulations

services Additional garbage/roadside collections

services council pick up

services dates of council pick ups

services how to request yellow recycling bin

services i tried to find out what to do with old paint that i wanted the dispose of in an environmentally safe way

services I was looking for details on battery recycling. It was easy and clear that standard carbon/alkaline batteries could be recycled via the City & Wallsend libraries, but the information about NiMH and NiCd batteries was thin and largely unhelpful. There needs to be a mechanism in place for these so that people don't just chuck it into the standard waste bin. How about making sure there's a relatively easy broadly accessible way for people to lodge their old NiCd/NiMH batteries, Fluorescent/CFL tubes, etc so that they can choose to make the effort to do the right thing and keep these out of land fill.

services Information about the computer recycling day

services Plans for future collection of green waste.

services The proposals for the summerhill tip. Movements of Ncle council towards

	sustainability.
services	times and timetables for garbage / green waste collection / other collection options / also worm farming support workshops etc
services	waste pickup
services	When next e waste drop off day was being held
services	where to dispose of batteries and e-waste
	As I write, I cannot remember what type of information that I was looking for at the time BUT I do remember that it did not fit into the categories listed.
unsure	cannot remember
unsure	cant remember
unsure	Can't remember
unsure	can't remember
unsure	Can't remember.
unsure	Can't remember. Think was general look at new website.
	COUNCIL CHANGED THEIR WEB SITE. SO NOW I HAVE TO TRY AND FIND WHAT I WANT ALL OVER AGAIN
unsure	general
	I am an avid reader of contemporary literature, and, in general, I find your library service to be (almost) excellent
unsure	I cannot be specific as it was some time ago but I had difficulty in finding it until I asked a friend where it was stashed away.
	Then it was easy.
	Like everything the first few times are the hardest until you can 'see' how the site is set up.
unsure	I have not used it.
	Will look for it now I have been informed
unsure	
	It was so long ago I don't remember. This survey doesn't provide for n/a answers.
unsure	i've never used it that is why it was difficult.
unsure	no comment
unsure	not sure
	Nothing specific. Just trying to see what's on and what is happening in councils and the area.
unsure	short on information general eg. check out monash council website in victoria
unsure	Some of the web pages I was searching did not respond.
unsure	unsure

**Q23. Increased online communication – other**

subject	online_increase_10_other
accountability	chance to voice options early
accountability	complaints/comments tracking
accountability	Emails to go directly to the departments needed as they seem to get lost.
accountability	The items mentioned earlier, voting on "Voice" issues
accountability	Viewing submissions following advertising or exhibition periods,
	all aspects of organisation as the city moves into the planning and implementation stage from all workshop outcomes
accountability	any of these when required
all	anything to satisfy a varied interest level
all	

all	depends on the situation at the time
all	The one time I used it it was very hard to navigate
all	Topical matters on current issues
building and devt	accessing information about properties you don;t own
building and devt	background info on DAs (not my own)
building and devt	DA's
building and devt	Input to planning applications
building and devt	to find out about other approved developments
building and devt	tracking DA'sn my area
building and devt	tracking development applications in my area
building and devt	tracking existing DAs for comment in your area.
building and devt	View development applications of projects in my area and other Council projects in progress
building and devt	"What's on" in user-friendly format
events	Community events
events	Council events
events	Council Organised Events
events	EVENTS
events	events
events	events at library art gallery
events	events info
events	finding upcoming events
events	Letters with information about musical events (ie Classical ) and info for older people I am 70 yrs of age
events	Livesites and markets, festivals ,fairs
events	normal weekend actities ( livesites etc)
events	social events
events	tourism and events
events	tourist iformation/places of interest
events	What is on the Council Meeting Agenda, Information about what's on around Newcastle, clear and detailed information about some of the bigger developments happening around Newcastle eg: Mosque in Elernmore Vale
events	what's on
events	art gall, library
services	Art Gallery info
services	Civic events; library access; Art Gallery exhibitions and events; Public meetings; Councillors' activities/news/initiatives
services	community announcements
services	Community issues
services	council activities
services	Council and Committee Minutes
services	Council meeting streaming
services	Council projects
services	development of cycling facilities
services	Dogs off leash - residential compliance issues
services	For a Sustainable Active Future (Push bike culture):
services	future development
services	history of council management of my local park
services	Im a web designer, give me a job!!
services	Library
services	library

- services library services
- services lobbying for changes to dog laws
- services mainance
- services museum information
- services opening hours
- services operating hours, dates
- services parking and traffic policies
- services parks/playgrounds
- services pavement, footpath and road maintenance issues
- services Pest eradication, & dangerous dog updates.
- services Recycling computers
- services rules
- services Taking care of The environment and making it better than it ever was
- services travel bookings
- services Updates about Short+Sweet
- services Viewing council meetings via webcast
- services Zoning, recycling, road closures/restrictions etc

## Q25. Final comments for improvement

subject	comments improvements
	<p>There is always room for improvement. I find the Tate Buman episodes very tedious.</p> <p>We should have terms like America 2 terms and you are out.</p> <p>Well maybe three.</p> <p>Let admin get on with their work. I always find the front counter staff very helpful.</p> <p>It is as you go up the ladder it becomes somewhat tedious.</p> <p>Want to talk about parks/ trees should be all one department instead of management and then landscaping etc.</p>
approach	Our time is as precious as the workers and they are in our employ to provide a service.
approach	To be more forth coming "honest"
	Try 'pushing' information, rather than waiting for me to go searching the NCC website. Be relevant and more importantly be concise. Short sharp messages. Let me decide if I want more information, then tell me where to find it. Also, start being consistent with look, feel and message. Everything is competing to be unique and therefore any branding or 'place message' is lost. We don't know if council is involved, funding, producing etc.
approach	Voice is good for general views only. need to consult closely with relevant community groups
approach	groups
	- More interaction with specific groups.
	- proactive rather than reactive communication on matters.
approach	- publish a detailed strategic plan and review of adherence to proposed previous strategic initiatives

1. Conduct workshops and or seminars on the building process and procedures for building new homes. Your web site states that 44% of building applications have to be returned for changes or more information.

approach

The high percentage 44% of development applications being returned indicates that there is room for improvement in communicating and providing appropriate information

1. Twitter feed for short news updates such as pool cleaning, beach closures etc

approach

2. Better quality communication with less errors.

approach

advertise the events, start the events on time and write the advertisements to properly reflect what the event will be

As stated many times, Newcastle City Council covers a large area and those in the outer areas feel that most interest and results are shown in Newcastle Central area. The outlying areas feel forgotten.

approach

How to keep people better informed is a problem as there's such a variety of ways and one can miss out on information easily as you might not use the type of media used in some circumstances.

approach

Be Honest and NOT political.

approach

Be honest in communication, listening and assessing feedback takes a lot of skill and time. Be rational about decisions and respect the community in telling us what you propose and why.

By having a Community (resident) based committee as they have in Seattle USA ( Newcastle Council actually initiated a guest speaker from Seattle and i thought the Council may organize such a committee where it would be possible to have input into council making decision....I live in hope that this will happen.

approach

Tired of Fix our City, Hunter Business chamber and Property Services being the decision makers Newcastle Council needs to get back to the grass roots decision making processes

approach

Change of council would be good, especially the Lord Mayor

approach

council could inform citizens about current ideas, issues and plans well before they come up for voting - and give opportunity for community input and feedback

Council could(and should) use a much better method of assessing the needs of ratepayer and general citizens than this method of Newcastle Voice.

There are much better ways of obtaining the necessary information but Council won't use them.

Council uses the cheap and inexpensive Newcastle Voice process at the loss of being able to correctly service the community.

Newcastle Voice gives the impression that proper research and investigation is taking place, and most Citizens ignore both the collection of information and the published results.

If Council had the proper information it could inform its citizens on the issues in which they were interested.

approach

My interest is a wide ranging overall concern for the administration of the City, but most people I know have much narrower and more focused interest in particular parts of City life. Examples would be sport, art and theatre, beaches, parks, cultural activities

and so on.

Council need to talk to the community more and LISTEN before they make judgement with many things. Residents live in the area, they know more of the situation and understanding.

Council seems to pick who they want on panels and forums etc.

Meetings I find in some areas are very one sided and the decision had already been made. All they seem to do is tell you that its going to happen.

approach I know for a fact that some of these meetings should not of taken place on the dates stated.

approach Council should listen to the public (eg Laman St) and not make anti-social decisions based on wrong advice -0 telling the public after the event is not very helpful  
Councillors connect with their ward

End closed workshop and offer a more transparent model

stop the bickering all have a job to do and get on with it

approach stay focused on the role & not play the personalities.  
Council's behaviour with respect to the Laman St fig trees issue-avoiding at all costs lodging a DA with its consequent requesting public comment- is the worst example of lack of genuine community consultation in my memory and an absolute disgrace.

approach Overall, Council including elected councillors and senior management, is the most anti-community I have witnessed.  
Diverse methods to reach all members of the community:  
Visual  
print and radio media  
electronic  
face to face

approach Do a better job with out the crap  
approach Don't bombard us or try to spin us - Novocastrians have a finely tuned BS antenna.  
approach Eliminate Newcastle Voice as a communications tool.

Improve the web site

Reinstall and expand the Community Forums

Return to weekly Council meetings

approach Introduce quality independant surveys based on unbiased questions and supported by sound background information.

For a Sustainable Active Future (Push bike culture):

Safer, faster, friendly (environmentally and less road rage stress and deaths), healthy mind (fight depression), more equitable (kids, elderly, disabled, globally), less wars for oil, and active (healthy body) lifestyle,

- Confusing "bike lanes" in Newcastle:

approach  
approach

The bike pictures on the roads in Newcastle are in the wrong place. Most are in the car-door-opening-death-zone, encouraging people to cycle where they will get hit by an opening door, or worse, swerve into traffic trying to avoid the door. Unsignposted "bike picture lanes" are too narrow & Road Rules 153, 144 & 247 advise not to ride in them. So cycle safely & legally (away from parked cars) in left of left hand lane. get back to consulting with people not computers (a lot of oldies don't have computers) Hard to know: I guess there is a responsibility for me and all other residents to take an interest in what Council does and to respond to decisions - both acceptable and otherwise. I generally seem to keep abreast of what is occurring, though I often find the local media - in particular, the Newcastle Herald - loaded in the direction of 'the big end of town' or more concerned with the sensation of a story rather than its content. An example of this last would be the current conflict between the Mayor and a majority of the councilors. What's this all about?

approach

On the other hand, ABC 1233 seems to do a pretty good job of keeping us informed in a rational and comprehensive way - and I thank their journalists and on-air staff for that.

approach

Honesty and probity relative to good governance needs to be kept uppermost in all service situations.

approach  
approach

I believe that many of council's activities and services can be more effectively carried out by private enterprise

approach

I do have a computer and rely on newspapers, radio and TV for information or contact. I feel as though the Council only ask for opinions after they have already decided what will go ahead but feel by asking they are doing the expected. Not happy with their decisions of late. We are long standing rate payers but feel that "consultations" seem to be more highly regarded in their opinions than the general rate payer.

approach

I feel communication has improved immensely except for decision making in Council. The lack of informing people of why decisions are made prior to their implementation can have negative repercussions. The Laman St figs are a perfect example of mishandling information.

approach

I have concerns that by using only electronic notifications people are being left out of the loop

approach

I think a greater degree of transparency is needed. Video streams is a good idea, it is a pretty literal implementation of transparency. However, I do think more could be done in relation to decision making and a couple of people from Council have herd me rant on this already, so sorry for anyone that has to reread this but the question was asked. We all hear about why one particular proposal or decision is made but it is difficult to see what alternative existed so that a rational path to a decision is defined. The media is all too apply that spin for the council (usually only when it suits them) but if the logic and background behind things was transparent and easily available for anyones review then I think that is more in line with the future of digitally empowered Government.

approach

I think being informed and having access to information is useful, however I don't think Council needs to 'slant' the info about its activities to the ratepayers. I think it merely encourages cynicism. The Laman St fig issue has shown that even a local Council will engage in campaigns of misinformation and propaganda.

I think I have said enough through this survey.

I am anxious that the Council develop an enthusiastic approach regarding the future development of the city.. Whip up belief that something good is coming in the way of quality development to Newcastle.

Bring on an enthusiastic council, with its services and community events. Also try and have a specific time set on local TV, to present a segment from the council conveying good news, and include about the future of the city. The local TV report is often only a few seconds, and does real say much.

approach

It is frustrating dealing with NCC members, from my past experience they don't seem to have the general enthusiasm required to be helpful or informative. They should be excited about there role or position, be well informed, considerate, conscientious and highly effective.

approach

approach

LET EVERYONE KNOW THE TRUTH

letters/pamphlets to specific households closest to the service/event, etc.

I don't believe, in some cases, that it should be up to the ratepayer to chance upon an advertisement, etc.

When issues are related directly to your property (ie being a neighbour to a reserve, park, etc), I believe that Council should send letters out to the affected neighbours giving them time to comment, etc. No different to when a neighbour applied for a development application, direct neighbours are notified.

approach

approach

Make meetings and events more accessible for people that work long hours. Making consultation genuine, not just a rubber stamp AFTER decisions have been made, eg the skate parks in Empire Park and Wallsend - the consultations were a joke.

approach

approach

More concise information. Less propaganda.

NCC needs to care for and maintain ALL its suburbs and roads, as well as being easily accessible to its ratepayers.

approach

Obviously, there is a lot of literature around, but where is it? Some kind of concerted effort to list facilities, etc, in libraries and so on could be of some benefit.

As for the councillors, what a dead lot they are. never had one that was able to do anything but give evasive answers and as far as I am concerned, an Administrator would best serve the needs of the community.

approach

overall its pretty good, however i'd like more foresight from councillors, and I dont want to just hear about bickering (tate-buman, etc) just solutions to problems.

approach

perhaps direct messaging to phones re. council decisions that are significant e.g. Laman street trees / Merewether Surf house etc - in other words alerts of decisions pending and approved

approach

Provide relevant notice - eg, letter drops to relevant residents and ratepayers.

Not selective drops to obtain desired outcomes.

approach

Be honest in advertising or PR when announcing projects,

approach

Responding in a timely, considerate and knowledgeable manner to electronic enquiries and concerns

- see previous comment
- information and accountability for decisions made and who it is that does what.
- approach

approach

approach

Sending information and newsletters to the property owners, not just the tenants.  
STOP ALL THIS IN FIGHTING AND GET ON WITH WHAT YOU HAVE BEEN ELECTED TO DO

The council is very difficult to deal with if you need something done efficiently or within reasonable expectations. There seems to always be reasons why something is difficult and time consuming.

The department names are extremely confusing and must have been dreamed up to make the division heads feel more important - again culture. The departments should be renamed to represent to the general public just what services they are really accountable for.

Cost cutting always focusses on services and not real efficiencies.

The departments should become more transparent to the public and be accountable. Complaints, mismanagement or inefficiency should be followed up by somebody other than the council officer involved.
- approach

approach

approach

The GM should become more community involved, support the elected council and actually run the council as a business. That is too much to expect from public service mentality.

The Council lost the plot two GMs ago and has been getting worse since.  
will only tell you what THEY want YOU to know!

We don't receive the free weekly papers in our suburb so rely on what we read in the Herald or see on the news, or the mail outs. I use the website when I'm searching for specific issues relating to my property or services to my property. When I rang to enquire about tree trimming the response was less than acceptable and I had to chase 3 times. I still didn't get a response from council. However Energy Australia fixed the tree in their annual sweep of our suburb. I didn't find councils response very satisfactory at all.
- approach

approach

approach

when information is available re activities etc it is distributed well before not after the event which appears to happen now

When there are activities going on at the foreshore area it would be good if they were listed on a billboard along the foreshore or the mall before hand. we have been up walking on a sunday morning and there are things going on we did not know about. and take away sunday parking fees for people so they can bring their families in.
- approach

I think I have said enough through this survey.

I am anxious that the Council develop an enthusiastic approach regarding the future development of the city.. Whip up belief that something good is coming in the way of quality developmenht to Newcastle.

Bring on an enthusiastic council, with its services and community events. Also try and have a specific time set on local TV, to present a segment from the council conveying good news, and include about the future of the city. The local TV report is often only a few seconds, and does real say much.
- approach

approach

I have found a number of the answer selections biased e.g. you have an option of somewhat irrelevant but only an alternative option of very relevant. This seems rather unbalanced to me.

broadcast media	they could inform us by e mails, newspapers,tv & radio.
broadcast media	tv adverttising
broadcast media	Weekly radio session with a different Councillor each week on the local ABC.
broadcast media	* newspaper articles
broadcast media	* brief irregular updates on Council activities on local news tv
broadcast media	A 5 minute spot in NBN new or before news
broadcast media	A segment on the local news each night
broadcast media	Change the media section and employ people who are skilled at journalistic and mass media management preferably with an attitude of getting the thing done and informing the community about the reasons for council decisions. Most information to the public and I believe to councillors is late and
broadcast media	Community noticeboards on regional TV
broadcast media	Council should have an Information Officer who is highly visible, on radio, TV, newspapers, etc.
broadcast media	Hard to know: I guess there is a responsibility for me and all other residents to take an interest in what Council does and to respond to decisions - both acceptable and otherwise. I generally seem to keep abreast of what is occurring, though I often find the local media - in particular, the Newcastle Herald - loaded in the direction of 'the big end of town' or more concerned with the sensation of a story rather than its content. An example of this last would be the current conflict between the Mayor and a majority of the councilors. What's this all about?
broadcast media	On the other hand, ABC 1233 seems to do a pretty good job of keeping us informed in a rational an comprehensive way - and I thank their journalists and on-air staff for that.
broadcast media	Having a talk back program on radio once a week after people are home from work about 8-9pm.
broadcast media	Having recently moved to the area, I find more exposure to the media about forthcoming events would be helpful as simply relying on limited public displays are often issued in the normal course of the working week.
broadcast media	I think Council works successfully at communication with residents, More events as at Wheeler Place and more advertising of performers.
broadcast media	I think I have said enough through this survey.
broadcast media	I am anxious that the Council develop an enthusiastic approach regarding the future development of the city.. Whip up belief that something good is coming in the way of quality developmenht to Newcastle.
broadcast media	Bring on an enthusiastic council, with its services and community events. Also try and have a specific time set on local TV, to present a segment from the council conveying good news, and include about the future of the city. The local TV report is often only a few seconds, and does real say much.
broadcast media	I think you ought to have a few minutes of regular, well promoted tv air time, right after an evening local news show listing upcoming events and the schedule of service provision.

The Star and The Post are better print sources - I hardly ever buy The Newcastle Herald.

- broadcast media

Just more advertising whether it is radio or newspapers or fliers.

Large newspaper advt in the Herald
- broadcast media

Radio advertising

email

letterbox brochures, as these will reach all residents of newcstle council, rather than just in rates notices, as rental tenants do not receive this info.

Council website.

Signposting or posters in both public and commercial places.
- broadcast media

Television announcements/advertisements

broadcast media

more addvertsing about events. An event calander

possibly 10/15mins after evening news, when folks are watching,
- broadcast media

or printed in local and free papers, sent out with rate notices? community notice boards ( WHERE ARE THEY ALL???) in shopping centres.

broadcast media

report the minutes of council meetings in the press and tv

broadcast media

Use the media

The library services staff are amazing. I lived in Sydney CBD for 11 years & library service was woeful. Here the staff are always friendly & pro-actively helpful. They, & library management, deserve the highest praise.
- face to face

years ago we used to see our local alderman driving around the suburb or address our neighborhood watch meetings which folded due to the lack of support
- face to face

Attend local street fairs to promote services and programs. Customer Service centres in major shopping centres or libraries.
- face to face

by bring back ward forum meetings
- face to face

Continue with Council public information sessions regarding on going issues. These include:

The Rail Closure or termination

Revitalisation of the Mall

Revitalisation of the remainder of Hunter Street
- face to face

Coach terminal ( professional standard befitting a city of Newcastle's stature )

Development officer who was to call for a 2nd prearranged meeting did not turn up. (We had returned home early from a family lunch for the meeting) The development which we had queried was subsequently approved (against Council heritage and height regulations) and we were not informed until we requested information. At a prior meeting with the Officer, he was calling the developer by his first name and obviously had a relationship with him. We were very disappointed by the unprofessionalism.
- face to face

face to face Council should have followed up when they did not turn up for meeting. We should have been informed of the outcome of the disputed development application which has significant impact on ours and surrounding properties.

face to face Good to know people working for council not just councillors  
Hamilton library is a good source of information about council events it is just a pity that it has very limited opening hours - this should be certainly looked at as Hamilton is such a big area.

face to face Have more regular and in-depth community meetings about issues affecting communities (eg, storms, floods and water channels etc.).

face to face Make community consultations broader and wider, not narrowing and restricting them to very small working parties.

face to face Develop a better search device on the NCC website that has a more advanced search term facility.

face to face I attended an Islington park planning meeting but was not informed about the follow-up meeting in spite of giving contact details. Therefore I am not confident that the council will keep me informed on information I would like.

face to face I feel council provides a lot of information to the public but I also feel that council should not move totally away from the person to person contact. I do not want to see all communication be done through the web site or on email. I recognise that this is an important tool for council but there should always be the easy access of face to face interaction, particularly where a problem exists or where things do not fit the norm.

face to face I feel they are trying to improve and that they are being more successful. I feel that councillors should have some essential and desirable criteria applied before acceptance to council. For example a business course and "how to run a meeting"...using manners

face to face I have been in contact with some excellent Council staff. Recently I was particularly impressed with staff involved in the 2030 community visioning process. This type of personal contact is very important.

face to face I think NCC does an ok job with website. It is fairly easy to find info and if I can't the customer service people at admin centre are always really helpful and friendly.

face to face I was recently at Council for a meeting and whilst I was waiting in foyer I asked the customer service lady a question. Before she could find me an answer I had to go to my meeting. The lady not only got me an answer to my

face to face question but chased down the person I had the meeting with and then sent me the info.

face to face Make sure all face-to-face council staff are kept informed of what is going on in Newcastle due to the closure of the Visitor Information Centre, many people will come asking.

face to face Making it possible for council representatives to be available via community meetings i.e Street Tree planting project staff

face to face more ranger policing "no" smoking on our beaches it really shits me after all we're no 9 in the world for nice destinations!! Wow!

Much of the stuff from council is not or at least does not appear to apply to me.

Even some of the voice stuff seems irrelevant because it is someone else's suburb - I know more about my own and the connecting areas.

Most everything is word of mouth - there doesn't seem to be any central point to find out what's happening easily and I don't have personal internet because I cannot access broadband from home.

face to face No feedback on this, although I would like to say that whilst there are some benefits with call centres that the "face to face" and friendly staff at NCC have always been valued and extremely helpful. I will be sorry to see this service lost.

Also kiosks for tourism, once again have some benefits, but visitors to our City want to see a face and meet the locals.

Technology is wonderful and has many benefits but a friendly face / voice is always welcome

face to face regular local visits and meetings with elected councillors

face to face Reinstate Community Forums where the Council and Councillors are held responsible and answerable for actions which are taken without ratepayer input or knowledge

face to face Where I am involved in the council (tourist site) we volunteers get no information regarding the above. Rarely do we get any council reps come and see what we are doing

face to face the present flow of information from council is diversified sufficiently to be accessed by all city and who wish to be informed. Enough money spent

none unsure

none unsure

none As i said...if I want to know something, the website has the answer! It's easy!

none Completely satisfied with present information sources available.

none currently I find Council communication through all media to be excellent

none Feel that council already keeping ratepayers and residents well informed. No doubt there'll be improvements from time to time as new ideas and changed circumstances arise.

none find current info ok

none Generally good the problem is that most people are not interested unless it effects them.

none Generally very satisfied with the level of communication and customer service received from Council.

Response to the need for a Graffiti Hotline and the response when contact is made with the Hotline have really improved control of this problem. Whilst it is far from fully in control, at least every effort appears to have been and continues to be made to address this significant problem.

none good as is

none happy as is

none I am informed enough, through My Voice and with the on-line programmes

none I am pleased with things the way they are

none I am quite happy with the information

none I am quite satisfied with existing service

none I am satisfied at the present time.

none I am satisfied with the information I receive about Council services and community events

- none I am satisfied with the level of information provided.  
I believe that the present system of informing ratepayers of council services and events is more than adequate. some will say its not enough, some will say its too much "the majority don't care". save the money wasted on the paper trail and use it on maintenance
- none I feel I have enough information I need.
- none I feel you are putting the information "out there" and it is up to me to read it
- none I think council is doing a reasonable job of this. The difficulty lies with those who expect information to come to them through no effort on their part. I think individuals need to share the responsibility of being informed. Organisations should be expected to provide access to information for consumers, but consumers need to take the step of accessing the information.
- none I think it is covered in this questionnaire
- none I think the website, the leaflet drops about waste collections and the information in libraries is sufficient for my needs.
- none I think we are informed sufficiently.
- none Information is great
- none Inundating the public with all sorts of info shows the public that NCC is wanting to be upfront with everything.
- none just keepup the good work I'm happy with the imfo. when i require it
- none Newcastle Voice is fantastic, i'd like to see more two-way communication like this. Also the local ward meetings are very good (although i sometimes can't get to them, i like knowing the council turns up to talk to people)
- none No further comments
- none No suggestions
- none No, communication with council services are currently quite adequate.
- none None
- none none that i can think of - find the web site a little bit unfriendly though
- none None that we can think of.
- none not sure
- none not sure
- none Not sure
- none Not to sure about this.
- none Nothing in particular.
- none Nothing really
- none nothing to comment about at the moment
- none OK as is.
- none Ok with current situation
- none Quite frankly I dont know how, except to say existing methods further fined turned.
- none Satisfied
- none Satisfied
- none So far so good. Keep it up.
- none Website and emails
- online your emails could be made more targeted. At the moment I learn of all council things and most of it isn't in my area or my type of dwelling.
- online Or you could do something like the Senior Citizen newsletter where there are lots of

summaries with links to the full articles.

- online \* email subscription & alerts  
A subscription based email alert system would be great to provide information regarding council events and activities. For example as a member of the library it would be nice to be emailed regarding special book reading events etc
- online A subscription e-mailing (or post mailing) list.
- online A weekly or fortnightly e-newsletter with upcoming events. I don't watch much TV or listen to local radio or read the paper regularly, but I do check my emails every day!
  
- I attended the Ube concert on Monday night at City Hall as my son was part of the Wind Ensemble. It was a fantastic concert but I was a little dismayed about the small number of people attending. I only knew about it through HCCRWE, I over heard a couple of people saying they had seen it in the paper, but I hadn't heard of it at all. So for me an email would be good.
  
- online There are so many great things on offer here, but often we don't even know.
- online An e-newsletter summary, where the headlines are links to the full article.
- online By email as with Newcastle Voice
- online By information to my email address and with my rate notices.
- online By providing an electronic newsletter, e-mailed out.
  
- online By providing updates for livesites and other activities by e-mail.
- online By sending emails such as this one.
- Council could send more emails/brochures to ratepayers about certain events/tourist attractions.
- online e letter would b great
- online email
- online Email alerts / newsletters
- online email alerts.
  
- online online newsletter (this may exist but I am not aware of it)
- online Email and/or facebook
- E-mail council news items headlines and intros with further
  
- information leaders attached.
- online email newsletters
- E-mail notifications are timely and useful, fast and easy to receive and almost cost free to council.
- online email subscription list. save money and would not affect people who aren't interested in the majority of Council services.
- online Email/Internet, letterboxing.
- online emailed about them
- online emails
- online Emails
- Emails about topics you have expressed an interest in. I would not want to be inundated with emails that were not relevant to my interests. For example, if I didn't own a pet, I would not was Ranger information.
- online

- online E-mails may be a partial answer, since not everyone has or uses the internet, but quiet effective for those that do.  
I think it would be useful for an SMS to be sent to ratepayers close to the time the bill is due.
- online Businesses like the PetBarn SMS me when they have specials so why couldn't the Council tell ratepayers when Live Sites is on or Short and Sweet or the dancing in Wheeler Place?  
I would be happy to recieve information of upcoming events via e-mail.
- online I think it is up to the individual to access information that is available from Council.  
online I would be very happy to receive electronic notifications by email.  
I would like an email when something that would be of interest to me is to occur. This would be after nominating these interests on the website - an option that is not currently available.
- online I'd like to get regualar emails sent to me about council cleanup dates and recycling drop off venues and dates.
- online Inform bye-mail  
online Large newspaper advt in the Herald  
Radio advertising  
online email
- online maybe a monthly email update on any changes to council services and activitys  
online monthly emails for those who wish to be informed  
online more emails etc on what the council provides to ratepayers, and where the rates go to.  
online Newcastle City Council Website Newsletter for those with internet service  
Not exactly sure how, but I think more effort should be going towards making the general public aware of these services and events. It is hard for busy people to get involved however these surveys are a great start.
- online One thing that I would be interested in would be a mail out (email) of up and coming Council Meetings and their points of discussion.
- online Perhaps emails to my address concerning identified topics  
online Push a summary email of the headlines of the council newsletter with a link to the newsletter
- online Ratepayers who use internet could received (along with letterbox drops) notification of recycling days by email maybe.  
regular email updates (as is done with Livesites) on community activities like volunteer gardening projects, community gardening groups or other forms of volunteer activities and markets or changes to the timing of markets. Also info on major traffic disruptions on weekends or new services or deletion of services
- online Regular email updates. A more user-friendly council website and "What's On" section. The public library website is unreliable, at times (crashes) and doesn't have a good "what's on" section for kids/baby events and story times. The catalogue search is also unreliable.
- online regular e-newsletters  
online Send out email messages with specific information, or directing me to website for more complex stuff
- online Subscption for rate payers of information via personal email.  
Information like waste pick up bulk/green waste.  
Upcoming Events.  
Council meeting results.
- online Council announcements.

- online           Talk to me via email
- online           Tally the voting record of Councilors on a monthly basis & provide by email.
- online           The council web site in adequate
- The emails I have been getting through Voice etc have been good.
- Regarding the website, I usually Google, so the layout of the page doesn't really matter. However the new web site does look good, you seem to have set it up in logical fashion. However I tried to find when the next kerbside recycling is going to be, and gave up.
- I'm not going to phone up and wait on the line.
- online           Thanks.
- The existing events calendar has too much irrelevant information and commercial advertising. It should be stripped back or allow filtering to show non recurring, local events.
- I use the site on a Saturday mornings to find some stuff to do with the kids over the weekend. The site does not make this particularly easy.
- online           The internet is great, but we need to know there is something there worth looking at. So we need some sort of prompt. I have no problem at all in receiving mass emails that draw my attention to relevant things such as services (but no politics or ideologies such as environmentalism please!).
- online           The main focus should be on their website.
- online           update news stories on council homepage with links to documents that are referenced in the article
- Webcasts of council meetings (including a web-based archive).
- Better advertising (via the website) of council committee meetings and agendas (not the strategic level committees that are advertised via the Agendas and Minutes section, but the other committees beneath these).
- online           Providing community access to tape recordings of council meetings.
- Online live help (like a messenger service)
- Improve the website (searching and ease of access to information has to be more of a priority than appearance!)
- online           a 'whats on in newcastle' facebook page with council events on it
- online           Accept email questions and reply in detail or by telephone discussion.
- Notify & include local residents when an inspection (such as traffic in our street or parking problems) is taking place, rather than simply advise that "inspection has indicated no action is warranted".
- online           By far my most preferred way to keep up to date with Council events, activities and news would be via RSS feeds (<http://en.wikipedia.org/wiki/RSS>). The advantage is that I would be able to select and receive the feeds of interest and relevance to me (e.g. have a feed only for events, another feed only for council news etc).
- The other advantage of RSS feeds are they are "pull" based so that I can easily view and change what I receive.
- online           Council could provide a "What's on in Newcastle" website and printed monthly newsletter.
- online           Events- no ideas
- Services - could you just put the relevant officers names and areas of expertise, on the website. Direct contact with the right person would be truly amazing, and efficient
- online           Facebook and/or Twitter
- online           Facebook page for events?
- online           Fuller use of calendar & notices on website & in news outlets
- online           Get the website working properly - I can't judge what I can't access.

I admit its been some time but when I did try to use the council net site it was very difficult to navigate and I gave up !!

- online      By some time i would say 2 years  
I feel the search facility of your site needs to be more intuitive. I tried to find documents relating to structures that do not require a DA. This was very difficult although 18mths ago it was a realitive simple procedure. Not sure if these documents had been removed? But much smpler than ringing or going to the office.
  
- online      Perhaps a page devoted to these kinds of simple queries ie what you can build in your yard without a DA.
- online      I no longer buy newspapers, so electronic communication is best for me.  
I think an informative web sight is top priority. The current site is quite effective, maybe more on future plans re the city etc. Have links to things suggested in the survey eg able to pay rates, register your pet etc. This would make it very user friendly to the public.
- online      I think the council is doing a pretty reasonable job in communicating its business to the public,  
Why not have an open comment section on your website where we can have the ability to comment complain and p0raise what is going on in council and the rest of the public can respond to generate some on line debate so the the councilors have a better idea of what their constituents are wanting.
- online      I was not aware Council's website provided that information.
- online      I suggest provide a list of what information can be accessed online.  
if you are going to publish records of council meetings please keep them up to date. I was looking for information on council meetings a few months ago and the minutes/agendas were over a year behind. If you start a service, maintain it.
- online      More information on website and more information in local Stockton newspaare on local missues and projects. While we get the Star we don't read it as it isn't particularly great paper and not terribly relevant for us.  
Signage on projects, bring back community forum meetings ward meetings.
- online      NCC website should be refreshed and updated regularly: text and images.  
Ward meetings should be reported upon for those who can not attend meetings.  
Councillors should use greater consultation before making unilateral and party decisions in council meetings. They have been eleceted to represent and advocate for the community.
  
- online      I apologise if such information is already on the website.
- online      Newcastle Voice is an excellent way of keeping the community informed. The website has also improved considerably with a better search function.
- online      not me, but people in general - they could have a facebook page - social networking and blog sites seem to get people interested these days....
- online      Not really sure as it is mostly on the website etc but perhaps a simple weekly snapshot of "whats on around town this week or similar".
- online      on-line
- online      publish council meeting agendas more than 2 weeks prior; publish minutes ASAP, not a month later
- online      Streaming of Councils meetings would be fabulous!
- online      With the risk of repeating myself, info re museum, a proper page re Placemaking, more details re Blackbutt redevelopment
- online      Local news papers Hunter herald, messenger and mail box on matters relating to the
- print      electoral ward I reside.

- print The Newsletters need to provide concise summaries of the issues raised at the regular Council meetings, summary of who voted for /against/abstain, which resolutions were passed/passed in/deferred.
- print use of the star or the post would reach all of us. hence routine submissions to these papers would be the way to go
- print A one page advertisement in the Newcastle Herald H1 section on a Saturday with events that are on that weekend & up upcoming events in the Newcastle area. Also this information sent via email to registered recipients on a Thursday/Friday would be helpful to plan the weekend.
- print Advertise in newspapers, including free newspapers
- print Advertise well ahead of time in local papers (Post, Star, Herald).
- Yearly calendars with the Rates notices.
- Quarterly calendars with the Council News.
- print Relevant links with updated information on the Home Page of the Council website for current upcoming events.
- print any mail as I do not have a computer
- print by letter box drops
- print By mail
- print Community Events and services should be well advertised in the Newcastle Herald, the Star and the Post on a regular weekly basis, with the events advertised in the same format and in the same location in the papers.
- print Community events.
- print I would like to see a weekly advertisement in the Herald or Local Star etc.
- print Others I would like to see some advertising in papers etc and direct mail.
- print Continue to provide leaflets with rates Notices.
- print Local ABC radio 1233KHz
- print Newcastle Herald
- print Could Council services be listed in alphabetical order in yellow pages and under logical listing headings.
- print council meetings could be discussed more in daily paper for the right reasons
- print Discontinue the Lord Mayors column in the free weekly papers and replace it with a half page of information, events and a short relevant message from the Lord Mayor - similar to that in many of the free weekly Courier papers distributed throughout Sydney.
- print every week have its own column in Saturday's paper of all the info that has happened and going to!
- print I am not interested in being bombarded with information via electronica - it wastes my time. I am quite happy to receive info with rates notices and often look out on library/community noticeboards for things to attend during school holidays. While I am not for wasting paper either I find the intrusion of lots of emails a frustration more than a joy!
- print I live in a home village and we get no quarterly newsletter, no mailbox drops. We don't get rates notices - could we get newsletters posted to us?
- print

I would like to see more environmentally friendly communication tools utilised.

print  
print  
print  
print

If you feel a flyer with the rates notice is the only way to connect and communicate with the community then please make it a non-colour, non-glossy, environmentally friendly and more cost-effective alternative.

I'd like to receive the quarterly newsletter - perhaps in my rates  
Information in the letter box is always read, unless it comes in the form of advertising.  
Keep using your present newsletter method and local press advertising.  
Large newspaper advt in the Herald  
Radio advertising  
email

print  
print

Letter box drops  
letterbox brochures, as these will reach all residents of newcastle council, rather than just in rates notices, as rental tenants do not receive this info.  
Council website.  
Signposting or posters in both public and commercial places.  
Television announcements/advertisements

print  
print  
print  
print  
print  
print

local letterbox deliveries  
Mail drops followed up by email messages where this has been requested.  
maitland star, post for beresfield, tarro we do not get the newcastle version  
More advertising in local newspapers and free newspapers  
more advertising, advertising with more notice of upcoming events  
More in the local paper as I don't listen to local radio or TV channels. Often hear about things happening in the area after they have happened. Examples on advertising:

1. Every Wednesday or Thursday in the local paper (Star, Post or Herald) have a page or half a page of what is happening even if just in dot points with were to go/ring/webaddress for more information. Not just the big things but small local things. Could even have were voluntary help is needed.

2. Have a webpage for what is happening each month with the same idea, the little things need to be included as most people want to know what is happening down the road, not just large events in the inner city.

3. Promote what you do with a different place/item each time. Have a small story of things that are in the area the community may be interested in e.g. what is the greening centre(who uses it, plants to buy or for free), the local youth services (who uses it, what its purpose is), what is available at a local library, examples of recycle action done by council (the same stuff, make it more personal) etc.

print  
print  
print  
print

more letterbox drops  
more mail outs for relevant wards  
News letter  
Newsletter drops to homes about council activities and decisions that affect the community

print  
print

newsletters  
Newsletters.  
Prompting emails to inform of information on website.  
pamphlets delivered to home & at shopping centres  
posted newsletter to each household

print  
print  
print

Provide relevant notice - eg, letter drops to relevant residents and ratepayers.  
Not selective drops to obtain desired outcomes.

print

Be honest in advertising or PR when announcing projects,

Provide subscription options on Council website - i.e., option to tick and tag categories and then receive automated and tailored periodic emails from the council. E.g., be able to tick options like Council Strategic Plan Updates, e-cycling events, recreational events, special topics like City Rejuvenation - and then get automated emails with information (or links to information).

print  
 print  
 regular letterbox drop information - dot point would be sufficient  
 Send out more information with rates. We see the rates rise, but don't know why. If the council provided information on the services that they provide etc with the rates - might be less painful when paying them.

print  
 print  
 star and post  
 suggest 1-2 x a year a booklet / covering the year ? delivered with telephone directory or available at council sites / similar to tourist info booklets for regional events or like WEA

print  
 print  
 The Council advertising seems to be adequate.  
 the council newspaper is very informative in my account and so I guess I am satisfied with it

print  
 print  
 would like delivery of free papers in our street

signage  
 I always look at the noticeboard at library.  
 I would like to see a large (10 metre X 20 metre) electronic display on the wall of the CBD hotel in Hunter Street which gave continual information about Newcastle Events ie Council conducted events eg clean up campaigns, and Community events eg Jets playing program. It could advertise Art Gallery programs, Sporting Events eg Triathlon, Surfest, Knights.  
 It could also promote Clubs and Organizations seeking patronage and providing services and fund raising.  
 An eye catching display interspersed with Photos and Videos of locations such as Black Butt Reserve, Nobbys Beach, Mount Sugarloaf etc would be an asset for tourists to Newcastle.  
 The cost of the display and its upkeep and programming could be obtained through advertising on the screen.  
 It could also be used to show major TV events of interest such as World Cup Soccer, NRL grand final etc.

signage  
 This display will put Newcastle ahead of other cities hungry for tourist dollars.  
 Instead of 'gloss' in brochures, providing hard facts.eg opening times, facilities, actual addresses not 'areas' for events.

signage  
 Haven't looked recently but am hoping the information signage at the D.J's end of the mall has been corrected (its a long time since I reported it) and the Art Gallery is no longer the Library and vice versa.

signage  
 letterbox brochures, as these will reach all residents of Newcastle council, rather than just in rates notices, as rental tenants do not receive this info.  
 Council website.  
 Signposting or posters in both public and commercial places.

signage  
 Television announcements/advertisements  
 Local signage of events for people like me who walk around the city a lot but don't watch local TV or read papers much!

signage  
 Information boards in relevant locations explaining how systems work.

signage  
 More billboards, signs, community poster poles in high visibility locations such as the Hunter St Mall, street corners - under-utilised plazas etc.

Provide council signs at worksites to describe the activity taking place, how much it is costing and completion date.  
 Also provide signs on Council owned property which is neglected and in need of repair, to indicate what future role the property may play in council plans.

signage

I have lived here all my life and I'm ashamed of the seeming lack of direction and productivity in implementing at least cosmetic changes in the CBD! It looks like a ghost town in places and in a recent TV program, we looked worse than "the block" in Redfern. I love this city and I would appreciate some prompt attention to these matters. Don't care so much about being informed - I want something done to the CBD please!

subjects

I honestly believe that something as important to Newcastle as "the rail line" should have been put to the people vote, not left in the hands of the polities

subjects

I live in a block that a major development application was submitted for. This development was going to be 12 m from the boundary of my property, but as I was not a boundary neighbour or live on the same street name as the development application listed, I was not advised of it. No street signage was posted saying that the development application was lodged and As mentioned earlier, it did not appear on councils website. It was only due to a door-knocking neighbour that I knew about it. I don't believe this is an acceptable level of communication and disclosure.  
 In terms of community events, could you start by sending a weekly email of "events this week" to Newcastle Voice members and ratepayers who choose to? Newcastle Voice members are clearly interested community members who would be receptive.

subjects

Livesites doesn't seem, well, as live anymore. Has there been a change of organiser? The weekly Latin dancing Fridays were such a wonderful occasion in Wheeler Place. I note there is only one this year.

subjects

More information and action to occur in ward 4

subjects

more polices to do with global warming, the care of the environment,sustainability etc

subjects

plant more native trees

subjects

please cut down the trees in laymen street as it has cost lots of money in study after study and legals achieveing nothing. The leaves on the trees are dangerous, in wet weather as they make the pathment slippery particularly in front of the library.

subjects

please examine the development approvals process - takes too long costs the community too much

subjects

The council is doing nothing to enhance Fort Scratchley or get information out to the community. It should be promoted as an icon and looked after accordingly.

subjects

All that seems to be happening is the Council and the caterer's are making money out of it and putting nothing back, nor even acknowledging the efforts of the volunteers, who turn up 6 days a week to keep it open!

subjects

This reply pertains to the next question as there isn't space to write about it anywhere else.

subjects

With regards to the question about Newcastle valueing its natural environment----The answer i would like to give is that as far as open spaces and treesand parks, wetlands etc --yes but the air quality is very poor. You only have to observe the fall out in suburbs such as Waratah, mayfield, Hamilton, georgetown, new Lambton to see that environmental air controls are really poor. A recent state survey showed that Newcastle has the poorest air quality of similar sized places. No doubt it is better than it was year ago but one only has to live in the above suburbs to see that it still leaves a lot to be desired. I live in Waratah and my outdoor furniture is filthy with Black dust every week. In fact what I wipe off my window sills inside is on a par with what i wiped off my windowsills when I lived recently in China. One only has to go to Braye park



early in the morning to see the accumulation in the air from overnight releases . Late at night very strong and objectionable chemical smells (presumably from One Steel galvanizing plant) often permeate the house .

So whilst natural environment concerns seem to be very good in some quarters I don't think they are good enough with regards to air quality. The exceptionally high rate of Asthma in the Newcastle area would also be an indication that all is not well in this area of our environment.