

Quarterly Community Survey

AUTUMN 2019



Executive summary

The City of Newcastle (CN) undertakes a community survey on a quarterly (every three months) basis to better understand key issues, community needs and priorities regarding the services and facilities provided by the City.

The March 2019 autumn edition is the third survey in this program. A total of 815 people took part.

Results

City News and City of Newcastle e-news

Respondents were asked if they were aware of City News (the City's newsletter update distributed to letterboxes across the LGA) and how informative they think it is. Respondents were also asked if they were aware of City of Newcastle e-news, CN's regular newsletter sent via email. Principal observations include:

- Almost eight in ten respondents (78%) indicated that they read City News
- The mean score of 3.5 out of five indicates that, on balance, those who stated that they did read City News (n=676) find it somewhat to moderately informative
- For those that stated they did not read City News (n=160), the highest proportion (52%) stated that the reason why was *Not aware of receiving it*
- Approximately four in ten respondents (41%) indicated that they were aware of City of Newcastle e-news.

City of Newcastle's Facebook and website

Participants were asked if they were aware of CN's Facebook page and if they follow it. They were also asked about information on CN's website and if they were aware of our interactive civil works map. Principal observations include:

- Equal proportions of respondents (50% each) were aware of CN's Facebook page as were unaware
- Almost four in ten (37%) of those who were aware of CN's Facebook page (n=438) followed it
- Three-quarters of participants (75%) indicated that they had looked for information on CN's website
- A total of 73 per cent of these respondents indicated that they did find what they were looking for the last time they looked
- More than eight in ten respondents (83%) were not aware of the interactive civil works map
- The mean score of 3.5 indicates that, on balance, those who were aware of the map (n=144) found it moderately to somewhat useful.

Main ways to find out about CN initiatives, events and civil works.

Participants were asked the three main ways they find out about CN initiatives, events and civil works. Principal observations include:

- The top three ways participants find out about CN initiatives are *Main stream media news articles (print or digital)* (61%), *City News delivered to your letter box* (49%) and *Word of mouth* (37%).

What should improve - CN communications and engagement.

Participants were asked to choose from a list up to three areas CN should do more of or improve. Principal observations include:

- Relatively equal proportions of respondents indicated that CN should do more, or improve; *Letterbox flyer updates* (36%), *Community engagement activities* (36%), *Signage around the LGA* (36%) and *Traditional media advertising* (35%)
- More than half (54%) of those who indicated that CN should improve the website (n=221), felt this should be achieved by *Improving navigation*.

City of Newcastle's new brand

Participants were asked if they were aware of CN's new brand and how satisfied they were with the new logo. Principal observations include:

- Approximately three-quarters of participants (72%) indicated that they were aware of CN's new brand
- The mean score of 2.8 indicates that, on balance, respondents were dissatisfied with the new logo.

Community engagement activities

Participants were asked about the types of community engagement activities they have participated in and how they found out about them. Principal observations include:

- The engagement activity that the highest proportion of respondents took part in was *Surveys (other than this one)* (69%)
- For those who indicated that they did not participate in any engagement activities over the previous 12 months (n=189), the most common reason was *Were not aware of them* 57%
- Approximately one-quarter of participants (26%) stated that they found out about the last engagement activity they participated in because they were a member of Newcastle Voice, CN's community reference panel
- More than double the participants indicated that they would be more likely to participate in online (69%) than face-to-face (31%) engagement activities.

CN's community centres and halls

Participants were asked a series of questions about CN's community centres and halls; how important they are, if participants use them and how highly they rate them out of a possible

five. Those that stated that they do not use community halls (n=484), were asked why not. Principal observations include:

- The mean score of 4.3 indicates that, on balance, participants feel that CN's community centres and halls are moderately to very important
- Four in ten participants (40%) stated they use CNs community centres and halls
- Half of those (50%) who indicated that they did use CNs community halls (n=329) rated the ones they use as *Average*
- Those who did not use CNs community halls (n=458) were asked why not. The most common reasons given were *No activities that interest me* (40%) followed by *I don't know what activities are there* (36%).

Overall satisfaction with City of Newcastle

Participants were asked to rate their overall satisfaction with City of Newcastle's performance. Principal observations include:

- The mean score of 3.0 indicates that, on balance, respondents were neither satisfied or dissatisfied with CN's overall performance.

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1 Introduction

The City of Newcastle (CN) undertakes a community survey on a quarterly (every three months) basis to better understand key issues, community needs and priorities regarding the services and facilities provided by the City.

The March 2019 autumn edition of the survey is the third survey in this program.

2 Methodology

2.1 Data collection

The online survey was available to be undertaken from Monday 18 March to Monday 1 April 2019, inclusive.

In total, 815 participants took part in the survey.

2.2 Survey promotion

The survey was widely promoted through social and traditional media channels. Members of the City's community reference panel Newcastle Voice were also sent email invitations to take part in the survey.

2.3 Data handling

Data handling and analysis was carried out using the City's online survey software. All responses are de-identified to ensure the anonymity of respondents, and open-ended responses are edited only for grammar. If more than 100 open ended responses are submitted, they are coded by like theme. Please refer to Appendix II Verbatim Comments for verbatim responses.

2.4 Data weighting

The sampling process outlined herein is a self-selecting sample, which is a non-probability sampling technique. While this approach is more cost and time effective than a probability sampling (e.g. random sampling), there is likely to be a degree of self-selection bias in the results. This is especially true among broad community respondents who may choose to complete the survey because they have strong views on the topic one way or the other. Similarly, using a self-selection sampling technique may limit the representativeness of the sample. To help overcome this, the data has been weighted post-collection to reflect the distribution across the wards of the population (25% each ward).

2.5 How to read this report

2.5.1 Assessment scales

In the report and tables that follow a number of conventions have been established for the purpose of presenting the survey results.

In the survey respondents were presented with a five-point scale for the assessment of:

- How informative is City News
- The usefulness of online civil works map
- Satisfaction with new brand.

The scales were constructed as follows:

Table 1: Construction of scales

INFORMATIVE	USEFULNESS	SATISFACTION
1=Not at all informative 2=Slightly informative 3=Somewhat informative 4=Moderately informative 5=Extremely informative	1=Not at all useful 2=Slightly useful 3=Moderately useful 4=Very useful 5=Not at all useful	1=Very dissatisfied 2=Dissatisfied 3=Neither satisfied nor dissatisfied 4=Satisfied 5=Very satisfied
Respondents could provide a response of don't know/NA if they could not rate a statement		

A neither score of 3 out of 5 suggests a neutral opinion, i.e. no strong feelings either way.

2.5.2 Mean scores

The numeric values from the scales (1 to 5) were converted to an overall average (mean) score. This scale is calculated only for those who responded using the 1 to 5 scale - it **does not** include non-scale responses. An example of the calculation of a satisfaction score follows. All scales outlined above follow the same method for calculating mean scores.

Table 2: Mean score calculation

Response Scale	Number of responses	Response scale x number of responses	Score
1=very dissatisfied	30	1x30	The score is calculated by dividing 1,470 by the number of responses uses (420 in this case): 1,470/420
2=dissatisfied	60	2x60	
3=neither	80	3x80	
4=satisfied	170	4x170	
5=very satisfied	80	5x80	
Don't know/NA	80	Not included in calculation	Score = 3.5
Total	500	1,470	

To obtain a score of 5.0 ALL respondents who gave them a rating would have to have answered '5', i.e. answered *strongly agree, very satisfied* etc. as applicable. Therefore, a higher rating represents a relatively more favourable response.

2.5.3 Interpretation

In interpreting the scores, it should be remembered that:

- The higher the score, the higher the level of agreement, satisfaction etc.
- A satisfaction score of greater than 3 indicates that, on balance, residents were satisfied (the same interpretation applies to the agreement scale).

When interpreting the results, the distribution of ratings and the score need to be considered together not individually. For example, ratings which are evenly spread over the 1 to 5 scale may yield the same mean score as those which are relatively polarised at either end of the scale. The policy implications for these contrasting distributions are very different, despite the fact that they received the same score.

3 Survey findings

3.1 Communication Activities

3.1.1 City News and City of Newcastle e-news

Respondents were asked if they were aware of City News (the City’s newsletter update distributed to letterboxes across the LGA) and how informative they think it is in updating residents about what CN is delivering in our city. Those who indicated that they did not read City News were asked why. The results shown in Figure 1, Table 3 and Figure 2 indicate that:

- Almost eight in ten respondents (78%) indicated that they read City News
- The mean score of 3.5 out of five indicates that, on balance, those who stated that they did read City News (n=676) find it somewhat to moderately informative
- For those that stated they did not read City News (n=160), the highest proportion (52%) stated that the reason why was *Not aware of receiving it*.

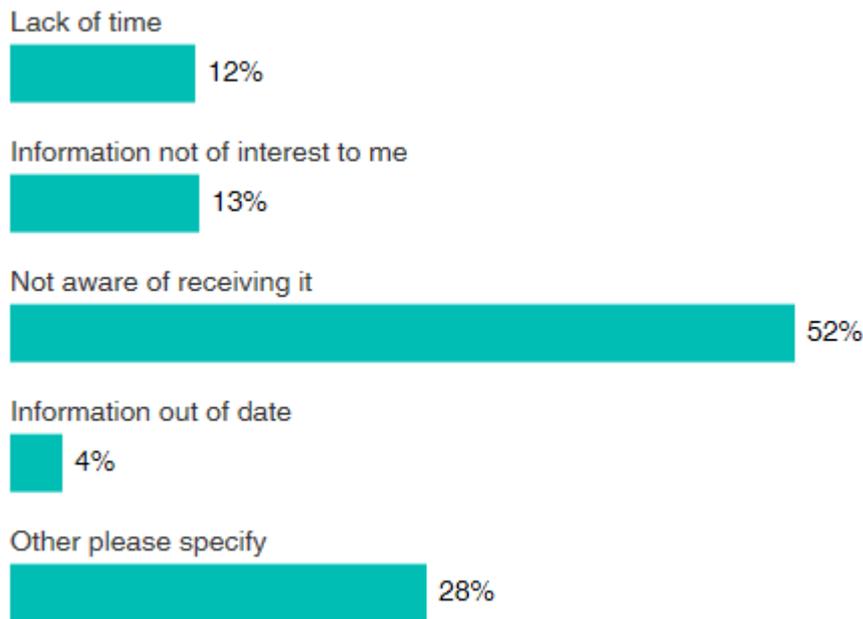
Figure 1: Do you read City News



Table 3: How informative is City News

How informative is City News	
Not at all informative	1%
Slightly informative	15%
Somewhat informative	29%
Moderately informative	42%
Extremely informative	14%
Don't know	0%
Mean score	3.5

Figure 2: Why don't read City News



There were 44 'other' responses provided, these can be found in Appendix II Verbatim Comments.

Participants were asked if they were aware of City of Newcastle e-news, CN's regular newsletter sent via email. The results shown in Figure 3 indicate that:

- Approximately four in ten respondents (41%) indicated that they were aware of City of Newcastle e-news.

Figure 3: Aware of City of Newcastle e-news



3.1.2 City of Newcastle's Facebook and website

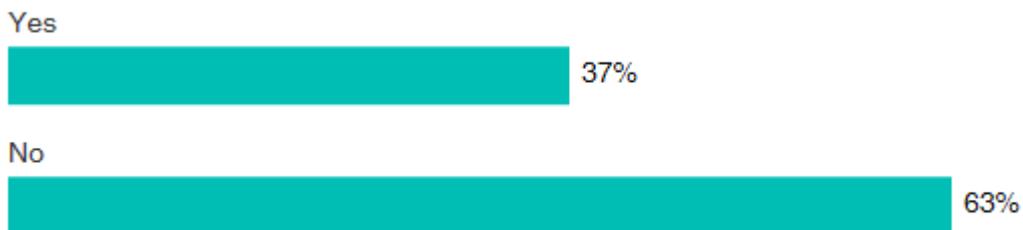
Participants were asked if they were aware of CN's Facebook page and if they follow it. As shown in Figure 4 and Figure 5:

- Equal proportions of respondents (50% each) were aware of CN's Facebook page as were unaware
- Almost four in ten (37%) of those who were aware of CN's Facebook page (n=438) followed it.

Figure 4: Aware of CN's Facebook page



Figure 5: Do you follow CN on Facebook (n=438)



Participants were asked if they'd ever looked for information on CN's website and if they'd found what they were looking for. As shown in Figure 6 and Figure 7:

- Three-quarters of participants (75%) indicated that they had looked for information on CN's website
- A total of 73 per cent of these respondents indicated that they did find what they were looking for the last time they looked.

Figure 6: Looked for information on CN's website

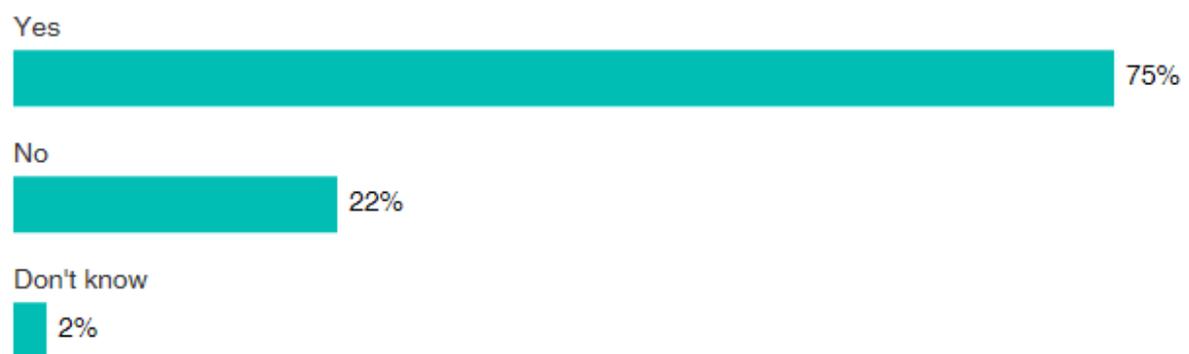
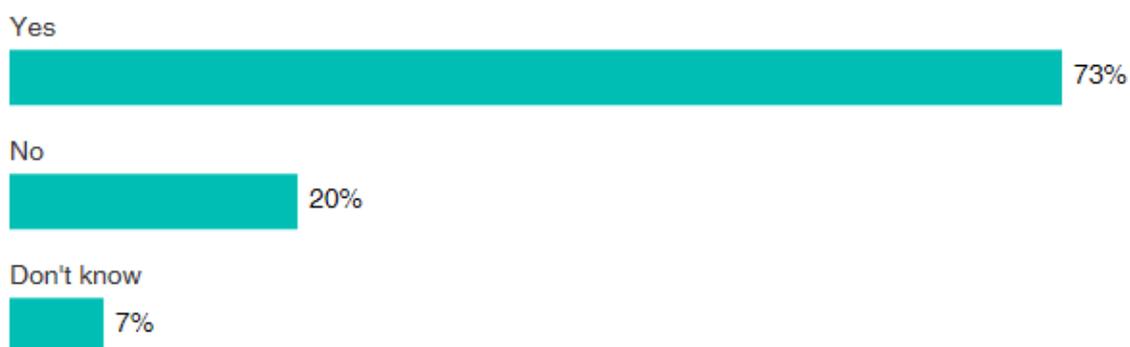


Figure 7: Did you find what you were looking for on CN's website



Participants were asked if they were aware of our interactive civil works map. If they were, they were asked how useful they felt it was. As shown in Figure 8 and Table 4:

- More than eight in ten respondents (83%) were not aware of the interactive civil works map
- The mean score of 3.5 indicates that, on balance, those who were aware of the map (n=144) found it moderately to somewhat useful.

Figure 8: Aware of interactive civil works map (n=144)



Table 4: How useful civil works map

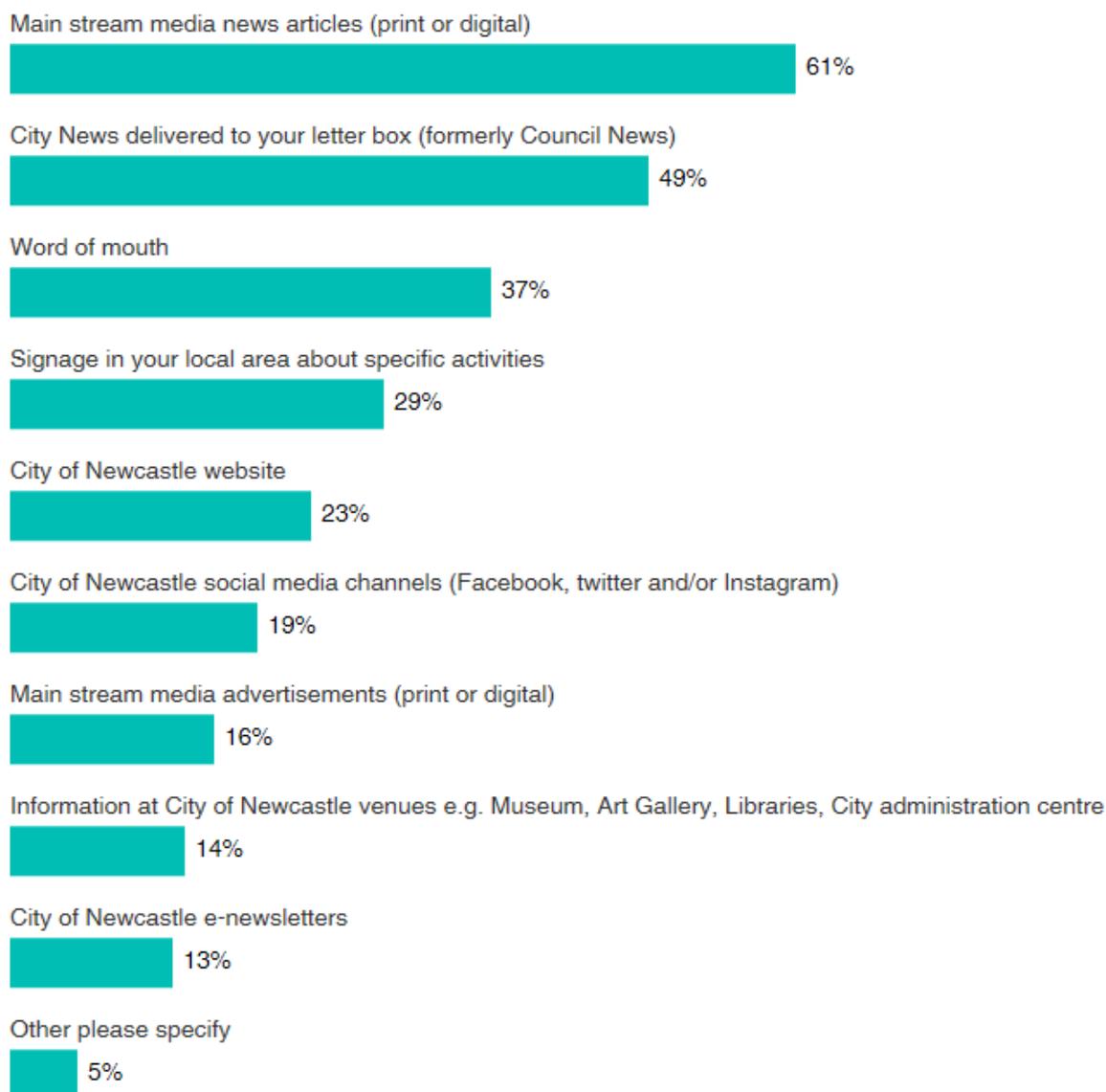
How useful civil works map (n=144)	
Not at all useful	3%
Slightly useful	17%
Moderately useful	24%
Somewhat useful	29%
Very useful	20%
Don't know	7%
Mean score	3.5

3.1.3 Main ways to find out about CN initiatives, events and civil works

Participants were asked the three main ways they find out about CN initiatives, events and civil works. As shown in Figure 9:

- The top three ways participants find out about CN initiatives are *Main stream media news articles (print or digital)* (61%), *City News delivered to your letter box* (49%) and *Word of mouth* (37%).

Figure 9: Main ways find out about CN initiatives, events and civil works



Note: as respondents could provide up to three responses, total exceed 100%

There were 47 'other' responses provided, these can be found in Appendix II Verbatim Comments.

Participants could provide an open-ended response to the question 'If there are any other ways not listed in the previous question that you think would be effective in communicating with you about CN activities, please provide them'. A total of 107 responses were received and were grouped into like themes. As shown in Table 5:

- *More transparency and honesty* in CN communications was nominated by the highest proportion of respondents (n=16).

Table 5: Other ways that would be effective in communicating (n=107)

Other ways would be effective in communicating with you about CN activities	
Theme	Number
More transparency and honesty	16
Misc.	15
email	10
Letters/letterbox drops	10
Signage	10
TV	7
Councillor communication	6
independent media	6
Radio	6
Social media	6
Face to face	4
Consultation	3
targeted coms	3
Newsletter	2
SMS	2
Website	1

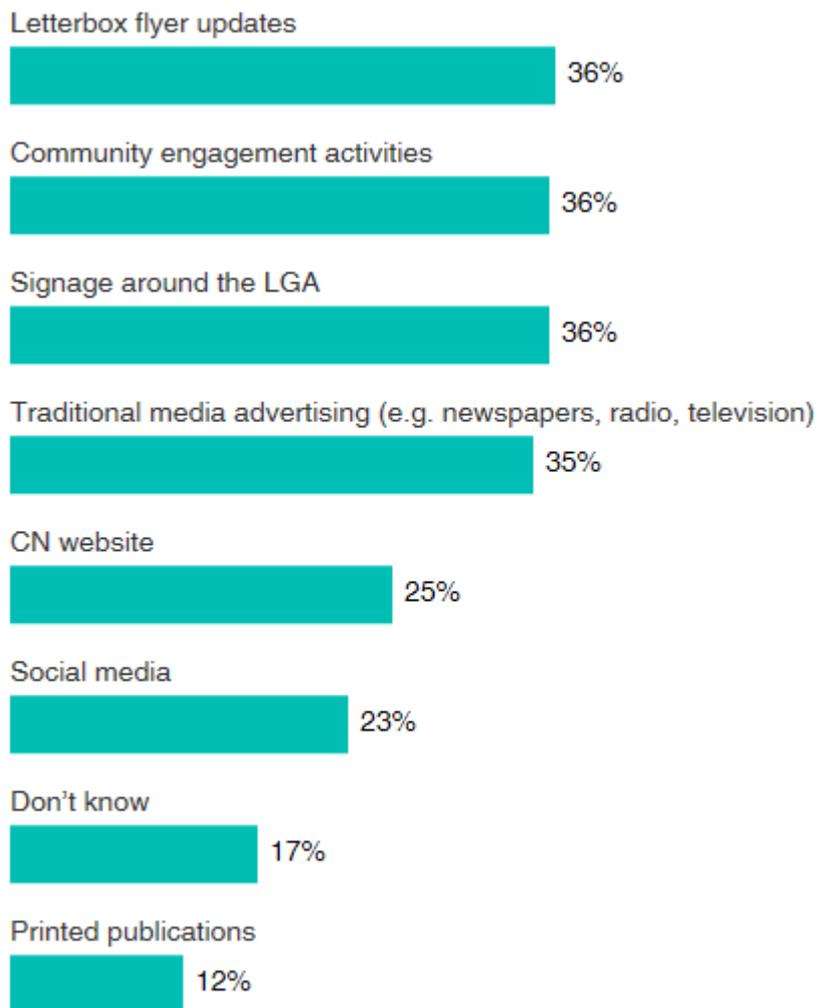
A complete list of these verbatim responses is provided in Appendix II Verbatim Comments.

3.1.4 What should be improved – CN Communication and engagement

Participants were asked to choose from a list, up to three areas CN should do more of or improve. Those who selected *CN website*, were asked to indicate what type of improvements should be made. As shown in Figure 10 and Figure 11:

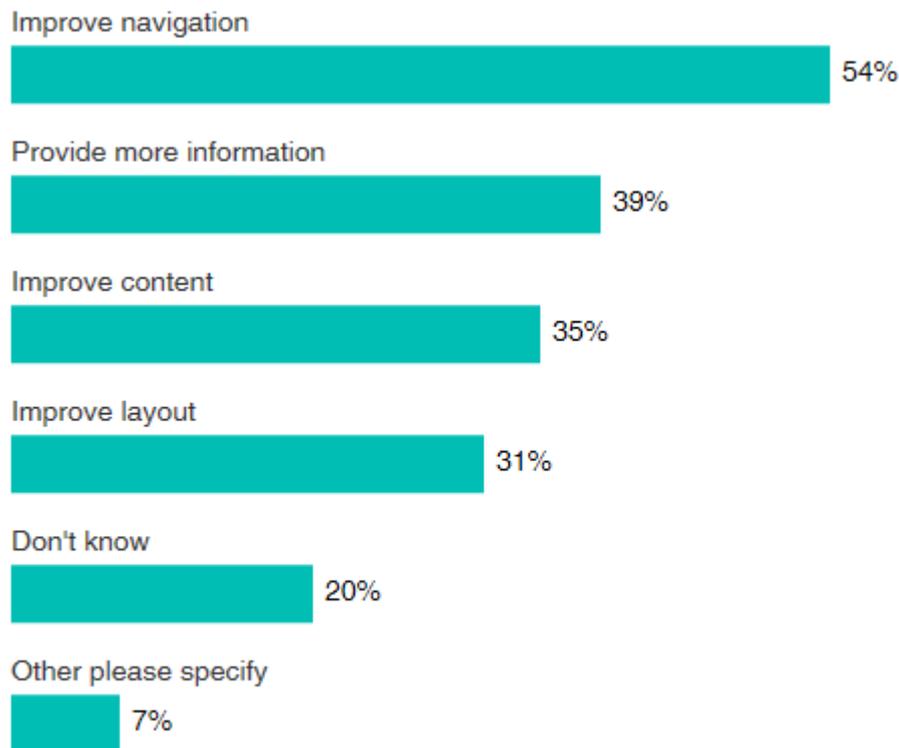
- Relatively equal proportions of respondents indicated that CN should do more, or improve; *Letterbox flyer updates* (36%), *Community engagement activities* (36%), *Signage around the LGA* (36%) and *Traditional media advertising* (35%)
- More than half (54%) of those who indicated that CN should improve the website (n=221), felt this should be achieved by *Improving navigation*.

Figure 10: What CN should do more of or improve



Note: as respondents could provide up multiple responses, total exceeds 100%

Figure 11: What should we do to improve our website (n=221)



Note: as respondents could provide up multiple responses, total exceeds 100%

There were 16 'other' responses provided, these can be found in Appendix II Verbatim Comments.

3.1.5 City of Newcastle's new brand

Participants were asked if they were aware of CN's new brand and how satisfied they were with the new logo. As shown in Figure 12 and Table 6:

- Approximately three-quarters of participants (72%) indicated that they were aware of CN's new brand
- The mean score of 2.8 indicates that, on balance, respondents were dissatisfied with the new logo.

Figure 12: Aware of CN's new brand

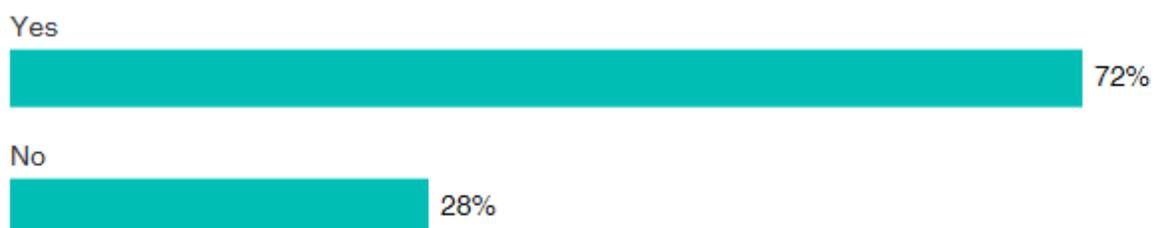


Table 6: Satisfaction with CN logo

Satisfaction with new CN logo	
Very dissatisfied	20%
Dissatisfied	18%
Neither satisfied nor dissatisfied	37%
Satisfied	15%
Very Satisfied	9%
Don't know	1%
Mean score	2.8

3.2 Community engagement activities

3.2.1 Participation in community engagement activities

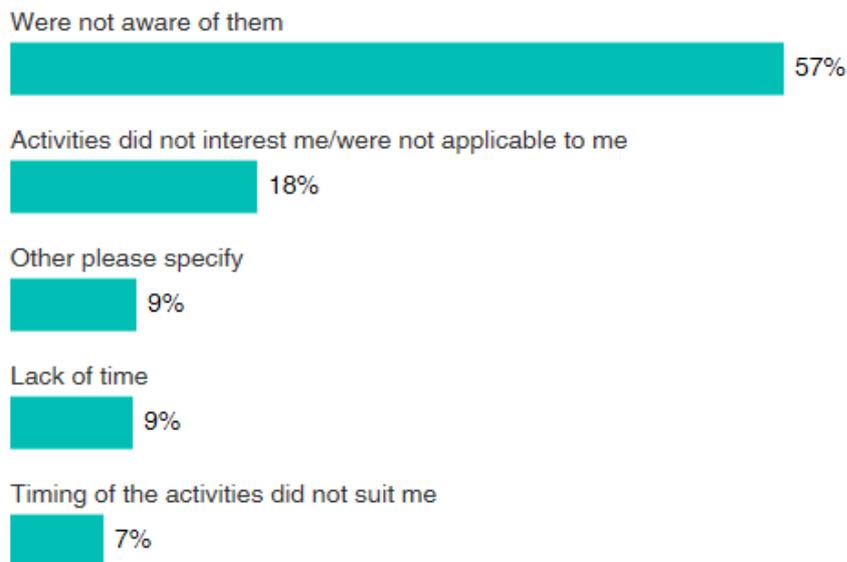
Respondents were asked about the types of community engagement activities they have participated in over the previous 12 months and how they found out about them. If participants stated that they had not attended any engagement activities (n=189), they were asked the main reason why not. As shown in Table 7, Figure 13 and Figure 14:

- The engagement activity that the highest proportion of respondents took part in was *Surveys (other than this one)* (69%)
- For those who indicated that they did not participate in any engagement activities over the previous 12 months (n=189), the most common reason was *Were not aware of them* 57%
- Approximately one-quarter of participants (26%) stated that they found out about the last engagement activity they participated in because they were a member of Newcastle Voice, CN's community reference panel.

Table 7: Participation in engagement activities

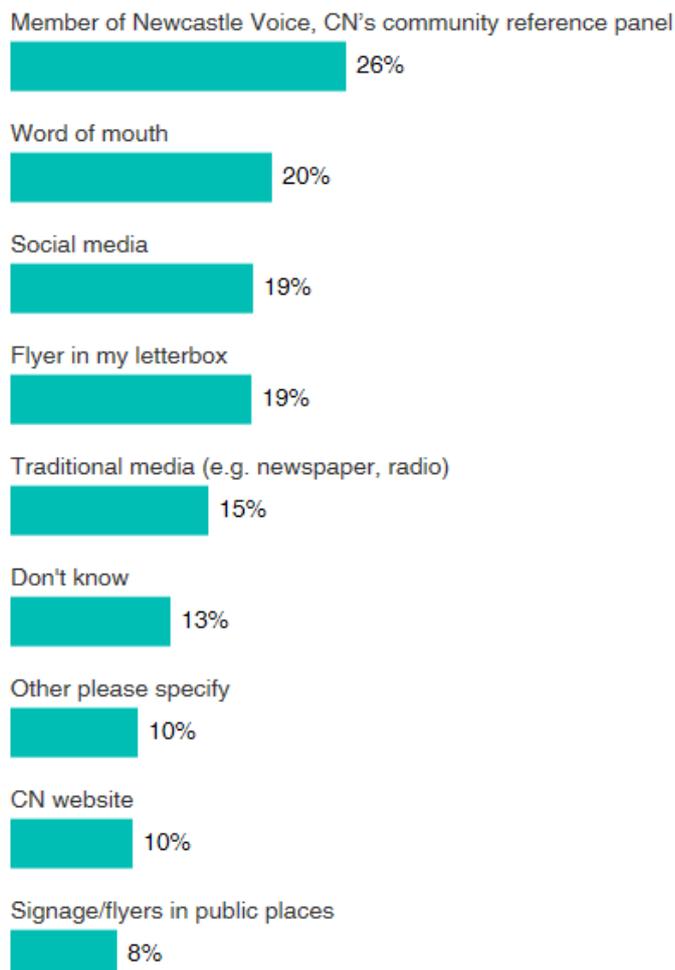
Engagement activity	% Yes
Surveys (other than this one)	69%
Community drop-in information sessions	17%
Online engagement activities other than surveys e.g. electronic mapping engagement	16%
Community workshops	14%
Facebook polls	11%

Figure 13: Main reason for not attending engagement activities (n=189)



There were 19 'other' responses provided, these can be found in Appendix II Verbatim Comments.

Figure 14: How found out about last engagement activity participated in (n=629)



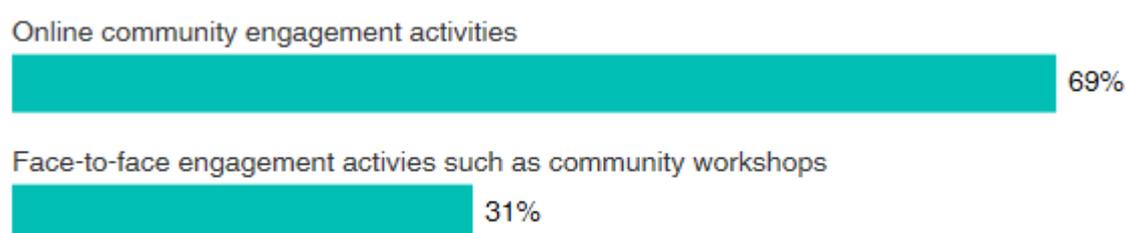
There were 67 'other' responses provided, these can be found in Appendix II Verbatim Comments.

3.2.2 Online vs face to face engagement

Participants were asked if they would be more likely to participate in online or face-to-face engagement activities. The results in Figure 15 indicate that:

- More than double the participants indicated that they would be more likely to participate in online (69%) than face-to-face (31%) engagement activities.

Figure 15: Online vs. face-to-face engagement



3.3 Community centres and halls

Participants were asked a series of questions about CN's community centres and halls; how important they are, if participants use them and how highly they rate them out of a possible five. Those that stated that they do not use community halls (n=484), were asked why not. The responses in Table 8, Figure 16, Figure 17 and Figure 18 indicate that:

- The mean score of 4.3 indicate that, on balance, participants feel that CN's community centres and halls are moderately to very important
- Four in ten participants (40%) stated the they use CNs community centres and halls
- Half of those (50%) who indicated that they did use CNs community halls (n=329) rated the ones they use as *Average*
- Those who did not use CNs community halls (n=458) were asked why not. The most common reasons given were *No activities that interest me* (40%) followed by *I don't know what activities are there* (36%).

Table 8: Importance of CN's community centres and halls

Importance of Community Halls	
Not at all important	5%
Somewhat important	6%
Neutral	11%
Moderately important	17%
Very important	60%
Don't know	1%
Mean score	4.3

Figure 16: Do you use our community centres, halls or senior citizen centres

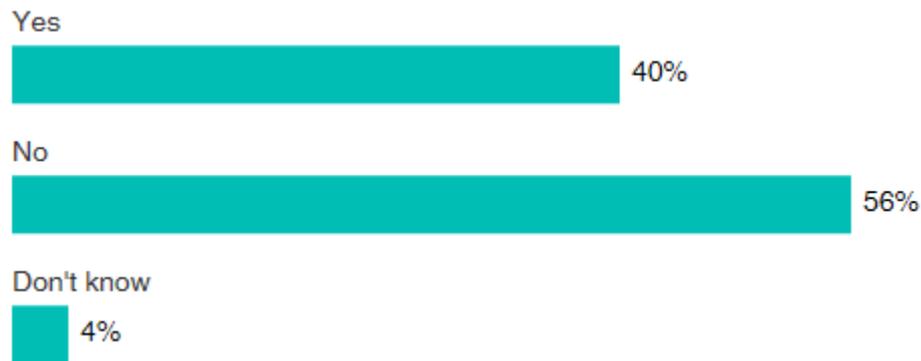


Figure 17: Where 1 is the worst and 5 is the best, how do you rate CN's community halls (n=329)

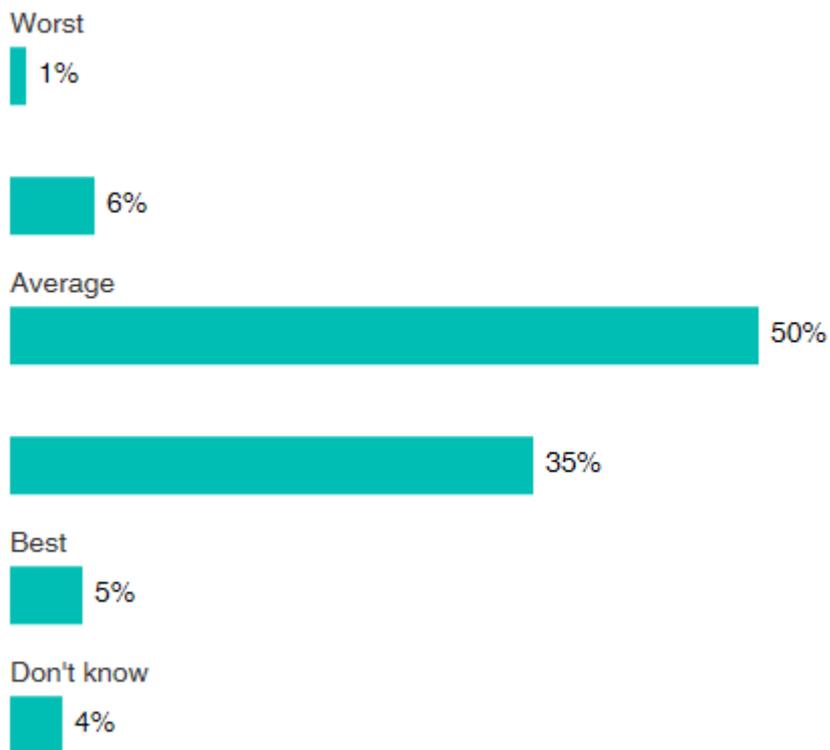


Figure 18: Why don't you use CN's community halls (n=484)



Note: as respondents could provide up multiple responses, total exceeds 100%

There were 30 'other' responses provided, these can be found in Appendix II Verbatim Comments.

3.4 Overall satisfaction with City of Newcastle's performance

Participants were asked to rate their overall satisfaction with City of Newcastle's performance. The results in Table 9 show that:

- The mean score of 3.0 indicates that, on balance, respondents were neither satisfied or dissatisfied with CN's overall performance.

Table 9: Overall satisfaction with City of Newcastle's performance

Overall satisfaction rating	
Very Dissatisfied	13%
Dissatisfied	23%
Neither satisfied or dissatisfied	22%
Satisfied	36%
Very satisfied	5%
Don't know	1%
Mean score	3.0

Participants had the opportunity to provide an open response to the question 'please provide any other comment regarding how we can improve our facilities and services'. Due to the disparate nature of these comments and the fact that many of them refer to issues that are beyond the scope of City of Newcastle's purview, e.g. provision of public transport, they have not been coded and are provided in Appendix II Verbatim Comments.

Demographics

The tables below show the demographic breakdown of the survey sample.

Figure 19: Gender

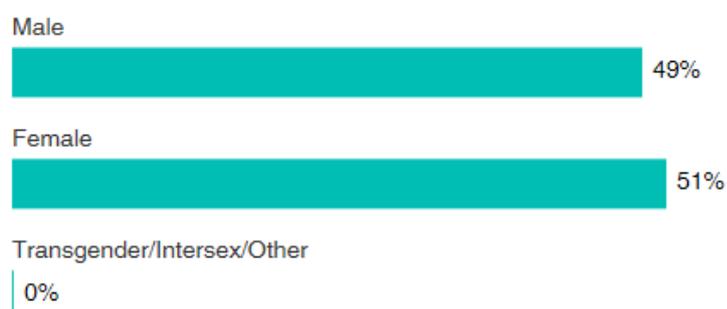


Table 10: Age range

Age range	%
20-24	1%
25-29	1%
30-34	4%
35-39	6%
40-44	8%
45-49	10%
50-54	9%
55-59	13%
60-64	12%
65-69	12%
70-74	12%
75+	6%
Prefer not to answer	6%

Figure 20: Location

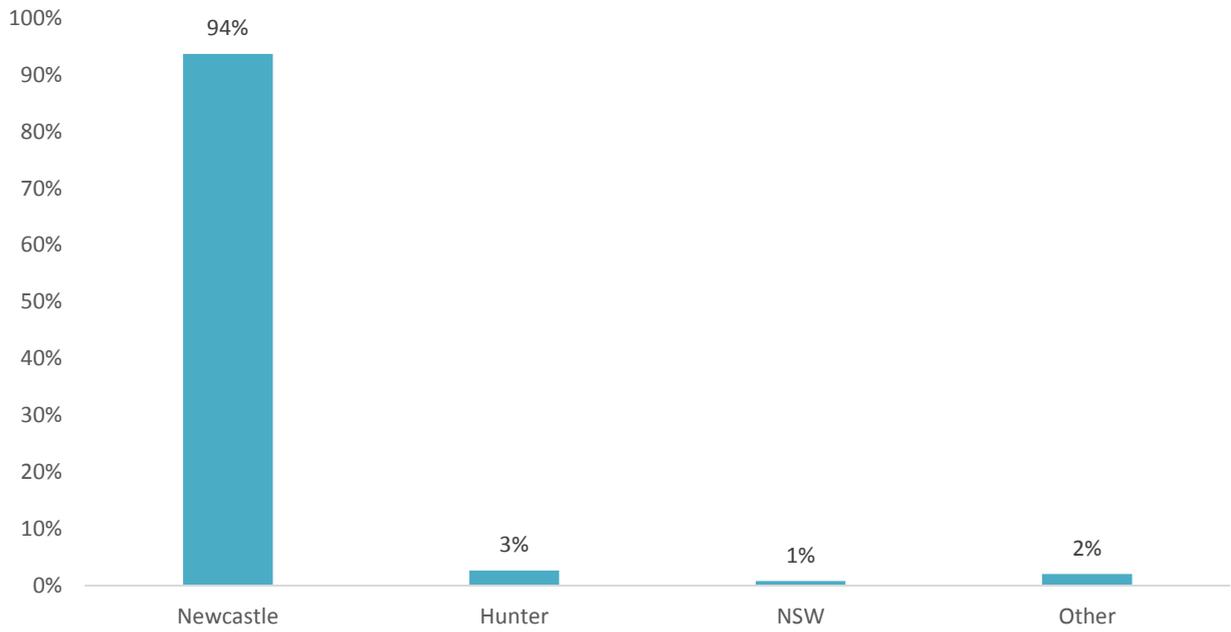
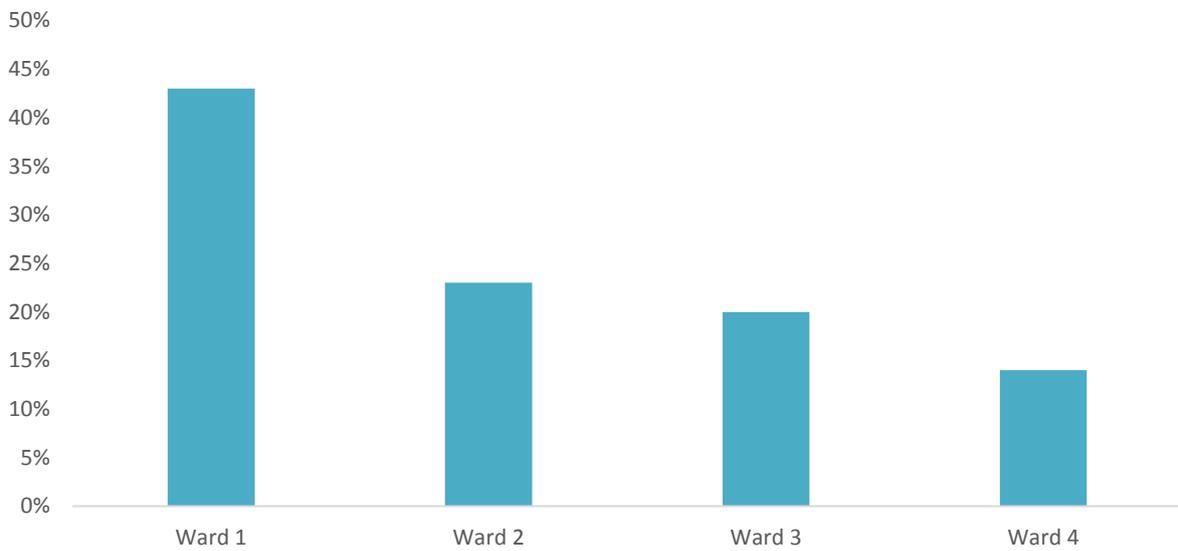


Figure 21: Ward



Note: Data was weighted so that each ward's results are equally represented (25% per ward).

Appendix I Questionnaire

Welcome to City of Newcastle's (CN) community survey program. We go out to the community with a unique survey every three months to seek feedback on a range of City initiatives, facilities and services. The results from this survey will help inform decision making now and in the future. The survey will take approximately 10 minutes to complete.

Q. Do you read City News (formerly Council News) the City's newsletter update distributed to letterboxes across the LGA?

Y/N

If yes

Q. How informative do you think City News is in updating you about what CN is delivering in our city?

1. Not at all informative

2. Slightly informative

3. Somewhat informative

4. Moderately informative

5. Extremely informative

Don't know

If no don't read City News

Q. Can you please tell us why you don't read City News? *Select all that apply*

Lack of time

Information not of interest to me

Not aware of receiving it

Information out of date

Other *please specify*

Q. Are you aware of CN's regular newsletter sent via email (City of Newcastle e-news) that provides an overview of what's happening across the LGA?

Y/N

You can sign up for e-news on our website:

<http://www.newcastle.nsw.gov.au/Council/Contact-Us/Follow-Us>

Q. Are you aware that CN has a Facebook page?

Y/N

If yes

Q. Do you follow CN on Facebook?

Y/N

Q. Have you ever looked for information on CN's website?

Y/N

If yes

Q. The last time you looked for information on CN's website were you able to find what you were looking for?

Y/N/DK

Q. Are you aware of our new interactive civil works map on our website that shows where works are being undertaken across the LGA? (*show pic of map*)

Y/N

If yes

Q. How useful do you think this map is?

1. Not at all useful
2. Slightly useful
3. Moderately useful
4. Very useful
5. Not at all useful

Q. What are the three main ways you find out about CN initiatives, events and civil works?
Select up to three ways you most often find out about these activities.

City of Newcastle social media channels (Facebook, twitter and/or Instagram)

Main stream media news articles (print or digital)

Main stream media advertisements (print or digital)

City News delivered to your letter box (formerly Council News)

City of Newcastle e-newsletters

Signage in your local area about specific activities

City of Newcastle website

information at City of Newcastle venues e.g. Museum, Art Gallery, Libraries, City administration centre

Word of mouth

Other *please specify*

Q. What are other ways not listed in the previous question that you think would be effective in communicating with you about CN activities? [Open ended]

Don't know

Q. From the following list, please select the three areas you think CN should do more of or improve. *Select up to three responses.*

Traditional media advertising (e.g. newspapers, radio, television)

Letterbox updates

CN website

Community engagement activities

Printed publications

Social media

Signage around the LGA

Don't know

If selected CN websites

Q. Can you let us know what you think we should do to improve our website? *Select all that apply*

Improve content

improve navigation

Provide more information

Improve layout

Other *please specify*

Q. Are you aware that CN has a new brand?

Y/N

Q. How satisfied are you with the new brand displayed above? (image displayed on screen)

1. Very dissatisfied

2. Dissatisfied

3. Neither satisfied nor dissatisfied

4. Satisfied

5. Very Satisfied

Don't know

Q. Have you participated in any of the following community engagement activities CN delivered over the past 12 months?

Community workshops Y/N

Surveys (other than this one) Y/N

Online engagement activities other than surveys e.g. electronic mapping engagement

Community drop-in information sessions Y/N

Facebook polls Y/N

If no to all

Q. What is the main reason you have not participated in any of these activities? *Select one response*

Lack of time

Activities did not interest me/were not applicable to me

Timing of the activities did not suit me

Were not aware of them

Other *please specify*

If yes to participating in any activities listed

Q. How did you find out about the last CN community engagement activity you participated in? *select all that apply*

Flyer in my letterbox

Signage/flyers in public places

Social media

CN website

Traditional media (e.g. newspaper, radio)

Member of Newcastle Voice, CN's community reference panel

Word of mouth

Other *please specify*

Q. Would you be more likely to participate in online or face-to face engagement activities?

More on-line engagement activities

More face to face activities such as community workshops

We are now going to ask you a couple of questions about CN's community centres and halls.

Q. How important to you is it that CN provides community centres and halls across Newcastle?

1. Not at all important

2. Somewhat important

3. Neutral

4. Moderately important

5. Very important

Don't know

Q. Do you use our community centres, halls or senior citizen centres? These are shown on the map displayed above.

Y/N

If yes

Q. Where five is the best possible community facility and one is the worst; how do you rate the CN community facilities you use?

1 worst

2

3

4

5 best

If no, do not use CN facilities

Q. Can you please let us know the main reasons you do not use CN community facilities?

Select up to three main reasons

I don't know where they are

I don't know what activities are there

Poor access – I can't get there

No activities that interest me

Not in the right location

Too expensive

I don't have time

I attend activities at other places

I don't feel safe

I don't know how to book or find out about them

Other *please specify*

Q. Overall, how satisfied are you with City of Newcastle's performance?

1. Very Dissatisfied

2. Dissatisfied

3. Neither satisfied or dissatisfied

4. Satisfied

5. Very satisfied

Don't know

Q. If you have any other comment regarding how we can improve our services and facilities, please provide it below. [Open ended]

Q What is your gender?

Male

Female

Transgender/Intersex/Other

Q What is your age?

16-19

20-24

25-29

30-34

35-39

40-44

45-49

50-54

55-59

60-64

65-69

70-74

75+

Q Where do you live?

Newcastle

Hunter

NSW

Other

If live in Newcastle

Q Which of the four Newcastle LGA wards do you live in?

Ward 1: Carrington, Cooks Hill, Bar Beach, Fern Bay, Islington, Kooragang, Maryville, Mayfield, Mayfield East, Mayfield West, Newcastle, Newcastle East, Newcastle West, Stockton, The Hill, Tighes Hill, Warabrook, Wickham

Ward 2: Adamstown, Adamstown Heights, Broadmeadow, Hamilton, Hamilton East, Hamilton North, Hamilton South, Merewether, Merewether Heights, The Junction

Ward 3: Georgetown, Jesmond, Kotara, Lambton, New Lambton, New Lambton Heights, North Lambton, Waratah, Waratah West

Ward 4: Beresfield, Birmingham Gardens, Blackhill, Lenaghan, Callaghan, Elermore Vale, Fletcher, Hexham, Maryland, Minmi, Rankin Park, Sandgate, Shortland, Tarro, Wallsend

Other

Appendix II Verbatim Comments

All verbatim responses are provided in Tables 11 – 17. Responses have not been edited in any way apart from profanities or naming of individuals (either Council staff or members of the public).

Table 11: Why don't read City News

Why don't read City News - Other please specify
It is propaganda for a miscreant LM and CEO
Email it to me instead.
Not in LGA
Imcc shire
hate the waste of resources, digital is fine
I have tenants in my home. happy to read it if you email it to me
not delivered
Don't receive it
in lake mac
I am aware of important info. before I receive it through local newspaper and TV
Dont want a paper copy!
Prefer online communication
I work in newcastle. I don't live in newcastle
more propaganda than information
My husband always reads it
You are the Facebook.
City News too library.
It's a cluttered, information overloaded looking brochure. Without headlines really standing out, I'm not going to read it. It should also be online, not paper - the printing costs alone would be very significant. Spend it on cleaning up Hunter, Steel and other trashed streets.
I only read the section of up coming projects. I dont need to see who nuatalie is shaking hands with
Inconvenient format
Don't receive it
Even though I should.
Lies
Not a resident
I am vision impaired and do most of my reading via computer or assisted with voice aid.
I prefer online
We have moved to Whitebridge
I regard all such publishing as political propoganda and therefore do not pay attention.
Not really news. Just a publicity machine for the lord myor
Do not receive it
I live in Lake Macquarie
Now don't live in the Newcastle Area so don't receive it
I have little trust in the truth of the information as this council is the worst I have seen - We have a Lord Mayor who votes herself a \$50,000 pay increase as a total conflict of interest - She should never have done that as it offends all forms of accepted democratic standards.
Feels like a spin campaign
Councils are not constitutionally recognised buy a Commonwealth. yet in spite they they get around it

and still bully and boss is about by creating false legislation that defies the constitution of Australia.
I'm sick of them brainwashing people into thinking they are an authority

Live in Charlestown

I live outside the area

out of area and do not receive it.

I read updates/council news online

there is a plithoration of secondary mail

Table 12: Main ways find out about CN initiatives

Main ways find out about CN initiatives - Other please specify

Observation

NBN TV

ABC radio

Other network/organizational enews

Local Community Facebook pages mostly

Told one, NC does another, too many lies over the years.

when activity is seen

Newcastle Herald

Other facebook groups promoting events and new playgrounds etc (in particular Newcastle with Kids facebook page).

Seeing work done

ABC 1233 Radio

the appearance of work crews, new street signage or road blocks with no prior notice

radio

I put in work requests and they are not acknowledged and nothing happens

Leaflets through letterbox drop

Friends Facebook feeds.

Community news groups

From Labor meetings

I can see what is happening

ABC radio

I sometimes browse through the Council newsletter but not always. For example I read about the electric car charging proposals but the rest of the newsletter I can't remember a jot about! I guess I'm drawn to what interests me.

radio

facebook- but not the endorsed group

Work at CN

Local TV news

Hunter Hunter e-newsletter

Dealings with officers

Often I am not notified by any of the above means. I find out work is being done in my area when the work starts.

Direct interaction when travelling

Lost interest

Community Facebook page

Seeing them first hand in town.
 mostly I do not find out
 I go to do something and find that it is no longer available eg. unable to access Horseshoe Beach because closed off for concert
 info from library or museum e newsletters
 Facebook posts from councillors
 Just look at the most stupidist thing and most illogical thing that can happen and then that is where the council is working. The real needs are not being met by this useless council!
 1233
 stumble across the activity
 Newcastle Herald
 When I feel my home vibrating from the machinery digging up Zaara street again or when I go to my front door and see, arhhh The CoN is doing a rebuild on the corner of Scott and Zaara Streets. You would think there are plenty of other places in the City that have more pressing needs of road repair

Table 13: Other ways to effectively communicate

Other ways effective to communicate
I have not received any City of Newcastle newsletter information since I have lived here: mid-2009. I am not sure who is supposedly delivering these?
I couldn't find the interactive map on your website mentioned in the previous question
CN does not proactively involve community members in decision making about matters that affect us
5 minute spot on NBN every week
Community supported events with a CN information stand set up
Electronic community notice boards located at strategic locations around the council areas. These could be updated remotely.
More posters, signage, host booths at shopping centres, etc
Instagram account with posts
I think emailing is probably best or as I work for Hunter Water putting information thru some key companies like ours would be useful.
Transparent and honest dialogue from our leaders is something that has been missing in recent times
Councillors answering queries posed in letters. No reply from a particular councillor.
Open and transparent communication with residents about why there is such a lack of council
As a citizen of the City of Newcastle. We would like to have the courtesy & opportunity to voice our views on the Sale of the Round Building & subsequent shift of Council out of the Civic Precinct
Truth. Most often missing in the outcome over the promise.
stick to local media sources
acknowledgments of email requests sent to NCC. Follow up when concerns are emailed.
WRONG TRACK anti v8 supercar website
A digital notice board at tram stops bus stops or in buses trams
Send all the affected residents in the area an email if possible about upcoming projects or events.
more about specific projects and details in more frequent letterbox deliveries
through schools and sporting clubs
Through the UON
you send us what you want us to know, not what WE want to know.

it ok for now

letter drops to affected businesses and residents, pre works signage p[osted in the affected area (BEFORE work starts)

Targetted news to ratepayers via same delivery method as rates (post or email) advising of upcoming activities and works in the ratepayers area.

More face to face info sessions at libraries

Reminders in usal advertising where info. can be found. People forget and sometimes need info. Perhaps ring Council chambers regarding any info required.

Seems to cover just about everything

Mostly covers everything. FB and signs in public, like the Beaumont Fair recently work really well.

Yes: proper, open, and honest community consultation.

Don't know

Perhaps regular articles in the Newcastle Herald - also any social media other than Facebook (which I'm happy to say is loosing subscribers worldwide)

Community notices on local tv.

Emails

TV& RADIO

Can't think of any.

Lord Major, CEO and Councillors actually replying to emails would be a good start.

Give me a break! Communication is not only about pushing some corporate image, it is also about answering questions about difficulties residents face..potholes, no drainage, road surface danger.

Using newsletter to list upcoming activities or issuing a mini calendar of events.

More transparent information less pictures of the Lord Mayor

Better newsletters with information rather than "spin"

Community consultation, suburb specific letter drops.

Radio

Now that we have trams we pay for a formerly free service and it is NOT CO-ORDINATED WITH STOCKTON FERRIES ... very bad when meal break is not linked to tram service - appalling for disabled other than direct mail to the areas effected, no.

I did not know of CN social media info outlets. This needs to be promoted on MSM, signage, radio, TV until people get it

I like to receive an info leaflet in my letter box telling me what is going to happen.

daily tv news

After office hours, face to face where the people are - shopping centres, sports grounds etc

Website is key; not always easy to navigate. Needs a usability check.No option to comment on this in the question re finding info on the site.

E-mail newsletter sounds great - I signed up.

Not sure!

If you supply details on website and FB it then up to public to find CN activities

Lord Mayor should have a weekly interview on the abc radio and field any and all questions about her leadership and direction.

If you have a mobile number registered with CN send texts of some things. BUT have an OPT OUT part

LETTERS IN MAILBOX NOT ALOT OF PEOPLE HAVE EMAILS

Through the work place e or paper magazine or work place notice boards.I Community notice boards at main hubs like at the beach, at the train/tram station platform. Where people have time.

email

don't refer to the Council as CN. Acronyms maybe useful in government circles but mean little to your community. it comes across as lazy

Perhaps an update from our ward person about works in OUR ward area? [time-consuming I guess?]

on facebook:WE GREW UP in Newcastle & surrounding areas in N. S. W. 1940s - 80s

It's not the WAYS, it's the topics I'm concerned about

You need to engage in more effective communications strategies.

Transparency on ALL issues would be helpful. e.g. Supercars and major events affecting city activity.

I live at the top of town we never have any idea what is on, I am not sure how the good manners to inform neighbors they are going to be inconvenienced can be communicated, it is a shame would love to

CoN needs to implement these communication practices as in my area we find out once the work is actually being undertaken. We have to contact CoN numerous times to get an answe.

Letters to residents and businesses in areas impacted by your decisions.

Thank you for printing in black. Blues and grey scale do not work for me. Visual and hearing aids for many of the ageing population. You would be surprised how many are impaired.

Provide details on all projects in financial and quarterly reports to the public, instead hiding them behind general groupings making it impossible to find out what is happening.

just signed into newsletter

informative signage at work sites

To make the content less like an advertisement and more like information

Targeting residents within areas directly affectef

a curated subscription service

Because survey only allows 3 choices from for previous question, I was unable to note receipt of information from (a) membership of an NCC committee and (b) as a Landcare volunteer

The most immediate and informative methods applied, which I rely upon, start with SMS to my mobile and guide me to look at web-site or other sources.

Local papers

Newcastle Herald

Local radio stations

possibly emails

Survey the residents on how they perceive the PROPOSED activities

I would like to get responses to matters that I put to the council. This area of feedback is sorely lacking.

ABC radio

Sending the printed newsletter with rates notices to ratepayers - this should significantly decrease postage costs even allowing for some extra handling.

direct personal email

Events page in free magazines

The council is set up to be a servant of the people and so ask the people and stop forcing things not wanted in the wrong places on the population. Do the job and learn to be aservant not a dictator.

Use of projected image as notifications of events coming at the proposed site of event .on the walkway outs the proposed event or a building or structure near proposed event .activate site

Perhaps greater involvement of local councillors in the communication to residents.

no. they should not be telling us what to do and how to do it and how on earth are they doing it anyhow because they don't own any money. They are only custodians.

Lord Mayor Nelmes and the CoN Council could answer questions when some one writes to them.

Why was Supercars imposed on the City's historic precinct and why is this Mayor destroying the City.

Facebook

Local independent media - Newcastle Live, Mirage and HunterHunter
It would help if CoN was actually honest. I don't believe a word that comes out of the CoN spin office.
It's not the comms mode but the transparency of GM & LM most important. There are too many "commercial in confidence" dealings - obfuscation setting in & the public is in dark about major decisions.
a letterbox drop
Local radio AM and FM
Council papers at meetings
more emails about events that people can opt out of.
TV advertising or at least getting it into the local TV news. Often only hear about events after they have taken place.
Advertising in major shopping centers
TV. I have no social media,
Copies of Council Minutes emailed to all who requested same.
Maybe twitter
Digital signage in high traffic areas.

Table 14: What could improve website

What to improve website - Other please specify
Improve awareness of the information that can be accessed there to promote/ encourage people to access it.
Do not use your website to spin socially undesirable activities and actions that lack accountability & transparency
NOT so 'cluttered'!
Links to other groups/networks that provide up to date details on events/activities in the city. Currently need to go to multiple sources to find out what's on
Full search functionality
There is too much information on there. Keep it simple
Cease the continual "SPIN" of how well Newcastle is progressing & include the community, citizens & provision of safe comfortable places for our people.
Have rarely used the site so am not really qualified to comment.
Greater visibility of the suburb affected.
I regularly search for information that is incredibly hard to find - eg venues for hire.
search engine
searching facility; usability. Interfering drop down top sections that overlay information, temporarily, making the user have to dodge around them.
Allow feedback on each area eg greenwaste has no bulk pickup now which is a bit frustrating.
Improve the Search Engine
Council reports are becoming more and more sketchy, embedded documents are hard to read (should be attachments) and financial information is generalised and lacking detail.
It's ok as it is for me

Table 15: Why don't participate in engagement activities

Why don't participate in engagement activities - Other please specify
I believe our responses carry little weight in decisions made by the council.
it's both lack of time and awareness
No notice taken of residents
Physical disability.
Lack of trust that it will lead to change arising from opinions expressed.
Activities in Newcastle City or at City Hall are inconvenient locations. No parking. Public transport non existent
Not sure really. Maybe didn't interest me. I did take interest in the Newcastle Council stall that was set up at the Supercars events. I'm more into what's happening where I live, in my street and surrounding streets.
I prefer print and info at libraries
The engagement is too late in the design process. Feedback forums are held under the name of community consultation but they are usually geared towards ratification or communicating outcomes.
Travelling or living out of area
I don't believe the present council really cares what the ratepayers wants/says.
Waste of time. Any decisions have already been made and CN has no intention of listening or altering the decisions
Pointless when decisions made anyway
Parking problems
not feeling engaged
Health issues taking priority
How find out about engagement activities - Other please specify
Email
Email
Email addressed to me. Same as this survey
email
email
Newsagent
I forget (but not social media)
you emailed it to me
email
Just came across it
did not participate or know about them
email from you
email
Can't remember
They contacted me
Email
I was emailed by a Council officer.
Email
I didn't

Did not participate!
E mail
What are these community engagement sessions, I haven't heard of them. Are they actually worth attending.. After the choas of taking over park trusts, I am sceptical.
newsletter
Email
email
email
Did not engage in any
Emai
e-mail
Survey sent to me
Email
Direct email via Newcastle Voice
newsletter
Email
email
I did not engage in anything
Work at CN
Small Business BIA
Invitations
Email
NCC Email
Email
E-mail
Newsletter in email
I said lin last question I have not done one of these
Survey appeared in my email box in the same way that this one has
Staff in library
Carrington Community Council
Email
Member of "Friends of Stevenson Park".
By concerned friends telling me about further stupid actions of council
Email
online
Newcastle & Hunter District & Merewether Historical Societies
The Newcastle East community have been engaging at multiple levels trying to get the CoN to fulfil their obligations of acting on behalf of the rate payers of Newcastle not some private businesses operating from within government.
flyers at libray
Email
Phone poll

Table 16: Main reason don't use CN community halls

Main reasons don't use facilities - Other please specify
Age and disability
Local Hall misrun with no activities for local residence since council stole hall from progress association
No need
different shire
I currently rent my home and live out of area. But will be returning to retire in Newcastle
At this stage too busy and away from Newy too often to use for regular activities
I would if the events were advertised in time and about issues that affected me.
We have access to a private hall for free.
I work away from Newcastle and don't get time when home
Personal lethargy
Too much red tape.
Activities do not coincide with the little free time I have
As retiree not always interested in the activities.
cost involved for Ward 1 facilities ?
I live near a community centre and it is used everyday. I believe as I get older it will become more important to me
Dont have the time to
I have no need
I think there's a need for them but not for me, not yet.
Have no requirement to use
No requirement
out of LGA
Haven't needed to at this point in time
Hasn't been relevant
I answered I don't know where these should be enough. I should be asked for two non relevant alternatives after that
I am far too busy to waste time and I do not engage in mindlessness
What is doing? not a community anymore. We have told what to do rather don't need to Kate it about the limitations of council. They are only a corporate business with an ABN and not constitutionally recognised as a layer of government.
no need to use them
No need for them

Table 17: What should do to improve CN services/facilities

CN overall comment
Cease acting like a spin machine and exploiting our rates for the self vested interests of the LM, Labor Party and GM especially for glamour offices, Supercars grog ons, luxury catering, LM luxury cars, overseas labor Councillor trips, workshops on collaboration used to bully independent Councillors, supercars track works that you lie about to the ratepayers, placing bus layover 3 metres from heritage resident homes, spending rates in Merewether at the expense of other suburbs, not replanting the 235 Foreshore Park trees you vandalised and cementing parklands for private

company exploitation. Your misappropriated spending of our rates needs to be reported to iPart as rates rises were contingent on reducing the infrastructure backlog that is now 10% and rising.

Explain reasoning for decisions made by council to rate payers and justify those decisions.

I think Council is doing very well. I'm pleased with how the city of progressing and continue to be very proud of our city.

what the point nothing will change

I cannot see why the garbage bins at Bar Beach kiosk area, can't be cleaned on a monthly basis, when they are put out, they stink, and look filthy why can't they be cleaned on a regular basis, it is an eyesore at worst.

Better engagement with the community and more transparency with council decision making. Prioritize to improve existing community facilities before spending on new.

stop looking after yuppies & the stop mayor big noting herself

Look at doing repairs & upgrading facilities, roads & footpaths in all the suburbs not just in the deadend town

Return the control of local facilities ie halls back to local control from whom council stole them

I like how CN has changed over the last 10 years and think things are going well.

There are other areas that fall outside CN jurisdiction like aiding the homeless (as opposed to recidivous beggars). I know of the Mat Talbot centre that could be supported / publicised if CN decides to move into social support. I don't know of any others and that is possibly an issue - either there are not any or people may not know what is available.

Other than that comment I think CN is doing a great job

Who ever thought that a skate park on the beach was a good idea and then spent rate payers monies on moving the idea forward needs to be more engaged with the community. Up grade and maintain what we have. Lambton park is a great space and the gardens and regular maintenance shows, although perhaps the schedule of works for the returfing of the main ground and then digging it up again to put down drainage was the talk of the suburb as typical council waste of monies.

Spend less time and money on rebranding (which looks like a 4 year old did it!) and more time on your core responsibilities. Oh, and stop increasing your charges so much just to pay the GM and for fancy new offices!

There is no consultation with the community -- if I may say so.

Remove the current lord mayor from office before she sells more of the city of Newcastle assets and wasting \$50,000 just on this new stupid logo that represents more about the gay and lesbian community and wasting our money again for just eight people to occupy the top floor of the new council building that have showers attached to all offices that rents for 2.5 million dollars per year for the next 15 years. The city does not even own this.

Ensure that there is available parking in the city. I went on a great sightseeing trip down the coast in a boat and then had lunch. The only parking available cost \$20.

Stop allowing more buildings until public parking is again available, after you allowed the DJ's and Store parking to close with no replacement. I hardly venture in the city now.

maintain and upgrade cycle paths

More action on complaints about noisy barking yelping dogs

Involve community members and ratepayers meaningfully in decision making.

Cut Council Numbers, DON'T spend huge amounts of money on relocation, 'skate parks' and other ludicrous thought bubbles.

Council have spent huge amounts of WASTED money on Newcastle Baths, foreshore facilities that are rusting and 'sap leaking' from wood all over concrete, wasted monies on facilities at Nobby's Beach, SuperCars, created NO parking in the CBD ... need I go on. Our Council unfortunately does NOT 'stick to the knitting' of what a real Council is about ... AND as for the professionalism of senior Council workers AND the 'consultants' they employ, well they are just NOT WORTH FEEDING. All the

good done is seriously outweighed by stupid, UNCONSULTED with the COMMUNITY, thought bubbles.

The Council (Ms Nelmes) 'gave away our ace card', being the heavy rail corridor, to the NSW Government that absolutely lied as to their intent of producing a 'Transport Plan', what they wanted to do with that corridor, etc. Also Council lies re SuperCars ... how can we have trust. They promise community consultation and they are only words.

How can we (Council) improve facilities and services? ... Council (we the ratepayers and residents) ARE / SHOULD BE consulted ... ask the people ... we have incredible professional people and people with 'real' ideas for improvements and services living in Newcastle eg Ron Brown on Newcastle transport AND I observed at a Council Meeting when his advice was totally ignored, as they knew better ... GUESS what, he has been proved ABSOLUTELY correct!!

Newcastle Baths ... still not complete and has 'cost a fortune' of ratepayer dollars. Couldn't duplicate a façade in 'no cancer' type concrete ... guess what ... cancer's back. Council told us this was finished on adjusted time and on amended budget. Sorry SCOPE completed was probably only about 40% and with shoddy products.

SICK OF THE LIES.

Parks and gardens are important so keep up the good work on improving and maintaining these.

I think the new logo is childish and would admirably suit a kindergarten or childcare centre. Why so many colours? It's hard to look at it and feel confident.

1. Extend the Art Gallery.
 2. Provide more parking in the city
-

Change 4 way stops signed intersections to a through road for the main way, and a give way for roads crossing that road. 4 way stops signed intersections increase pollution, wear on brakes, travel times and driver frustration.

Please help support the rental market in anyway possible. its out of control.

Garbage pick ups are often missed and not tended to immediately when reported. I feel like all the council does is collect money from rates and doesn't provide quality services or good customer service.

Monitor and clean up streets more regularly removing dumped goods etc. Engage with residents on keeping side walks and road areas clean.

Engage and work with companies to make their premises less of an eye sore eg Coles site in Mayfield and Hunter Valley White goods.

Removal of graffiti from buildings.

There is a need for council to maintain its facilities and infrastructure to a better standard. It's one thing to build new infrastructure but Council seems to forget that there needs to be maintenance of these items. A prime example is the attitude to trees that have been removed or vandalised. Instead of being replaced the plot is simply filled in with asphalt. There are dozens of locations around the city that have suffered this fate.

Rubbish removal and street maintenance is another area where Council fails to perform.!

Stop fleecing ratepayers for nonsense that is not required by law.

All non-legislated activity should cease. All remaining services put out to tender to drive maximum value for the ratepayer dollar, and the savings passed on directly to ratepayers.

Workforce should be reduced by at least 25%.

Extend Landscaping across the city to improve the amenity of the city and suburbs. Trees can turn an average area into a beautiful space.

I find some decisions and the way Council go about things arrogant.

We live in the one outer most suburbs in the Newcastle Local Council area. We see the footpaths being renewed and work on infra structure happening in the Newcastle CBD but we don't have a foot path in our now busy street.

The traffic has increased significantly since the opening of Hunter Expressway and our road is used as a shortcut to get to Lookout Road intersection via McCaffrey Drive, Rankin Park.

There is a school at the end of our street; parents and children are often forced to walk on the road as there is no foot path. The grass verge is uneven and dangerous for prams to be used. We see parents walking on the roadside down Lake Road, Wallsend as the foot path stops where the developer was required to install.

A new logo for vanity sake turns my blood cold. Reading about the new facilities provided for the CEO and Mayor is infuriating. The cost of these status symbols is coming from funds that could be diverted to making life in the suburbs for our citizens safer. Access to areas much easier. Having a safe area to walk in the community promotes a healthy culture for the community. Fences around play areas near busy roads, toilets near play areas that are open for the public, Access to parking for visiting RV vehicles that are travelling through the area is non-existent. The Tourist Information Centre should be at a location with parking facilities for these and other types of vehicles like in other towns within Australia.

All the statements you make on your Web Site, you do not live up to.

There is not a lot of transparency in a lot of the NCC LGA with Business and Community

I would like to know if the council employs a heritage officer? Not enough has been done to protect and preserve our fine, interesting buildings that would attract more visitors than ordinary, run-of-the-mill glass edifices. If not, why not?

more disabled parking, especially at venues such as City Hall/Civic, the Con, etc

Stop wasting ratepayers' money. Our rates were raised significantly, supposedly to address an infrastructure maintenance backlog, yet that money is being squandered on other things, such as the V8 race and the new Council Administration building.

New logo is disgusting, bring back the old one.

CN is just one big disappointment.

There appears that many decisions are made without community consultation. Some of these decisions involve the use of ratepayers' money e.g. new logo, new headquarters, use of funds to provide cover for privately owned and operated hire bikes. It appears that the total focus is on revitalising Newcastle to the detriment of the suburbs. The parking situation in Hunter Street is ludicrous. My wife and I visit a dentist there for at least an hour with half hour parking out the front.

Stop destroying the heritage and infrastructure of the city for the benefit of developers and supercars

I honestly don't know why I'm paying rates. I recently made a complaint about waste services and all I got back was a letter that told me what my complaint was. No rangers for sick and distressed animals and staff that are at best passive aggressive answering phones. A new logo we didn't need and a council moving buildings. Spending money like it is a personal bank account.

Cease the sale of "Lazy" assets as called by the finance people.

Care a bit more how Council should be delivering services to its citizens.

Cease the re-location out of the Civic precinct.

Pay attention to all the existing Plans of Management & Strategic documents prior to making ANY decisions that have been produced over the last 20 years.

Establish open communications/consultations with the community about the car races, the light rail and its future expansion, future public transport in Newcastle, parking in the city and parking outside the CBD for the CBD, and future population density and building heights in CBD and inner city suburbs.

I am dissatisfied due to; 1. The Super Cars. 2. Very high rates

3. The tram line in Hunter St. rather than on the old rail corridor. though I know this was a State Gov't matter I think NCC should have done more to oppose it. 4. The destruction of many heritage buildings such as The Store. And what are the plans for the old Wickham School of Arts which Henry Lawson frequented?

Did not deliver what was promised; tram; parking; public consultation; truth; access to

Honeysuckle(public transport). Stop bankrupting our city.

Communicate better in all forms of media. Nobbys Beach Pavilion refurbishment and Skate Bowl issues were a disaster in public relations for your Council.

Stop supercars and provide a proper bus station

The last question is too open and needs to more defined.

As a cyclist I see little action on real commuter routes that are safe to access the CBD, the most distressing being Hunter St, Griffith, Newcastle roads

Real community consultation

Improved transparency of decisions and monies

The light rail is a joke and should not run down Hunter St. You spent a fortune on rebranding with no real benefit. We've had record increases in rates but you don't know how to spend it wisely. The only thing the Lord Mayor is interested in is getting her face on television and not serving the community. A big improvement would be to get rid of the Lord Mayor.

I only get information about issues that have been decided on. There are a range of issues I am interested in that I hear very little about. Never contacted by councillors.

Issues I would like the council to address are

- more and better trees in parks and streets. They need to have canopies to provide shade and lower city temperatures
 - shade at ocean baths, beaches and playgrounds
 - better and connected cycle lanes. These are very poorly planned for users, lanes just appear and disappear.
-

newcastle possibly requires an easy access multi vehicle parking station for those long distance visitors coming to our city. possibly in the west end region. subsequently these visitors would then make use of our public transport. also very important we have tourist facilities for vanners, motorhomers, campers on the city side of the harbour. many towns, cities have made use of their showgrounds for this purpose thus making these facilities more profitable for their towns/cities. this is an ever growing stream currently mostly bypassing the city due to lack of accomodation for them citywise.

Improve roadside clean ups, in my area there has been a mattress on the side of Minmi Road for over 2 months

Roadside mowing contractors should clean up rubbish before mowing, this does not happen and there is a bigger litter problem after the mowing

More litter bins needed at various locations, if these were provided people would pick up litter and place it in the bins

Better exercise facilities in the west, all we hear about is providing these at the beach front

Improve traffic congestion on Minmi Road, morning and afternoon peaks are a real problem

Improve the pedestrian paths along Minmi Road

Stop using our local residential areas and parks for major concerts and events. Please respect the privacy of your constituents and our right to be able to enjoy our local areas without massive disruption to our lives. eg, recent concerts on Foreshore park and King Edward park on the same weekend!

We have a football stadium and showground designed for major concerts and events. These locations are perfect and do not disrupt residents and destroy local parks and lifestyles.

You are making the once livable city unlivable.

I'd like to see a list of services and activities available in each suburb, including contact details. This would be of great help to people moving into a new area, the elderly, young parents, and those who have little social contact. As many people don't like going out at night unless they have a car, more daytime activities would be of benefit to those, I'd also like to see something similar to the Men's Sheds available to women.

Please coordinate the huge amount of construction sites and road works better (limited car parks,

unpredictable road closures, continuous noise emissions during day AND night etc.) and consider, that there is still people living in town who are affected directly by all this activities, events and constructions in progress. A vibrant and prospering NC - which definitely needs city development - is great, but it feels NC became a unrestricted playground for land developer and builder. Give the people living in town a break...occasionally. Thank you!

Look at outer suburbs

i live in smith st., merewether - since the traffic lights have been installed at glebe rd., the traffic in smith st. has increased significantly and dangerously. why not try the one way at sports ground end option that was mooted?

respond to email

make safe bike lanes

install keep left signage on shared paths

educate pedestrians on shared paths

CN is already doing a pretty good job – facilities and services far better than expected since I moved to Newcastle 2 years ago.

I think the new logo is the most ridiculous thing I have ever seen in my life and a total waste of my rates money. The city has a coat of arms. Why not use that. That ridiculous thing means only one thing to me. Newcastle City Council has totally lost the plot.

Consider the aged and aging population to include disabled people and how they can navigate their city. So far CN seems to be only interested in young people. Disabled parking in the city is virtually non existent.

COMMUNICATE HONESTLY TO RATEPAYERS.

DO NOT WASTE RATEPAYERS MONEY.

RESPECT OPPOSING OPINIONS.

More exercise classes, craft and interesting speakers on offer in the newly refurbished town hall

This current administration seems to shy away from hard questions and it also doesn't disclose the full cost of current works. The community only wants to know where our money is being spent. The council should treat the community as adults and always tell the truth.

unnecessary new logo and marketing/advertising could stop.

spend money on actual services and caring for our natural environment, and provide more education and help for residents to encourage them to collectively care for our area and people

Please do not renew supercars contract.

Make the council and councilors work for the community, not just their own party or their own egos

Please stop wasting money.

Re-branding! Again! Really?

How many ways can we waste money?!

With the heat this summer all the parks were dried up and the grass died.

Why don't we put spikes down so the parks can be watered, sprinklered and the grass kept lush & green. It would be a low cost way to keep the parks looking great.

Go back to providing basic services - maintenance, roads, promoting better public transport - rather than high-cost, under-budgeted feel-good dreams of the controlling clique of Council

Have more of a focus outside the CBD, and that's coming from someone who lives in Merewether.

Focus on improving Ward 3. Also please consider a railway line from Nelson Bay to Newcastle

Interchange via the airport. Think about how many customers and workers that would bring into the city.

We have light rail, scant reasons why I would want to use it.

Need to give progress reports on service requests. I put in a request and got no action or correspondence after four weeks.

General cleanliness of streets eg footpaths along Beaumont Street, leaves and rubbish accumulated

along kerbsides. Parking areas are diminishing especially in the city area. It is unreasonable to think that we can all access this area via bicycles. Many people are physically unable to ride bikes. Where do people park their cars to access the trams.

Continue to upgrade facilities, especially public toilets. Continue to provide community activities eg family friendly, for young kids under school age, and enhance promotion of events.

Priorities need to be established and enforced for inner city communities that are being neglected. I appreciate CN only has limited dollars but inner city infrastructure is in desperate need of renewal even if it means increasing borrowing to expedite the renewal process.

Some survey questions are unclear eg on community halls

Would participate in both online and workshops

Be more transparent!! Need to stop the 'Commercial in Confidence' excuse on all issues regarding funding, planning, business case justification, and explain the reasons decisions/recommendations are made. The City of Newcastle Administration is representing, and spending the money of the ratepayers, who are not the opposition, but the reason you are in the position you are.

Be more transparent.

Value heritage REALLY not as platitudes

Build a flyover across the Adamstown train crossing. It is horrendously dangerous, especially after the barriers open.

Be more open and honest in matters such as Supercars and moving to the new building. Hiding behind "commercial in confidence" only leads to distrust of both the elected council and spin doctor CEO. The ratepayer has a right to know where its rate dollar is being spent.

PARKING ADVICE IN RELATION TO THE SOON TO BE RELOCATED CITY ADMINISTRATION CENTRE

Avoid keeping fact and figures from the community.

You are spending "our" money, we are entitled to know where and how you are spending it.

I live in Hamilton as a rate payer I feel so disappointed not one lease free area in our large suburb , Gregson Park has great sections hugely suitable. I visit inner Sydney and there are parks for our dog to go and enjoy running around .

Clean the public toilets to an acceptable standard. Follow lake macquarie's example, their's are always clean no matter where you go

Fixing up the bike path situation in the centre of town- its downright dangerous at present

Council should attempt community consultation BEFORE signing any secret or disclosed contracts for proposed developments/events and derive benefit from the community's input, not spend time in defending hastily ill-considered decisions and trying to hide commercial incompetence behind commercial-in-confidence policies. Councillors and Council staff should have the book, Wrong Track (How Supercars was driven to Newcastle) as mandatory reading.

Council should also run in house training on recognition of conflict of interest circumstances arising in Council business.

-Disappointed with the Supercars set up, Newcastle didn't need them

-The move to new offices is a good example of the way Council run things ignore the budget, ignore the correct room for staff, surely the ongoing rent will be dearer than the upkeep of the "Roundhouse "

- South Newcastle Beach skate board fiasco

- Stockton beach retaining wall fiasco

In all of the above projects the there seems to be gross ignorance of the use of public money & common sense

Publish FULL costs of all works, without hiding behind "commercial in confidence". You are spending ratepayers money, and you are paid (employed) by us, so please be FULLY accountable.

More car spaces and improvements to help the flow of vehicles along Honeysuckle Drive and Wharf rd.

The Parks and Beaches in Newcastle are for the people and The City of Newcastle should be providing services for the people not renting out our facilities for exclusive use and as money making ventures by the Council.

They should be looking after our Parks much more than they currently are.

Get rid of the stupid colour 'N' logo for Newcastle and put the old fountain one back.

What a mess you have made of public transportation

Inspect what you expect. I am referring to DAs approved and no follow up by council to check the business is compliant with in DA example is Harris Farm in Darby Street. Waste management and traffic management is appalling. The business should never have been approved to operate from the location .

I love the active nature of the events being conducted, however I really wish they could be run somewhere other than at the beach. As a regular surfer and beachgoer, it can be frustrating when the beach, roads past the beach and car parks are closed or difficult to access due to events that really don't need to be run at the beach. Music events, triathlons and other forms of entertainment could be run in many locations other than the mini peninsular around Nobbys beach where they would not render the area inaccessible to the general public.

1. Stop killing and pulling out and destroying trees. And start replanting mature trees. Especially in Carrington and foreshore around Super car track.
 2. Improve car parking availability and costs in city and around beaches.
 3. Cancel future polluting car and boat races
 4. Clean up pollution and waste, plastic etc from our creeks and waterways. Especially mangroves in Carrington and upstream.
-

Listen to your home owners. Don't just play lip service.

Keep up maintenance particularly footpaths

You have been collecting my bin on the correct day - so at this point in time I am satisfied.

CN should be countering the misinformation regularly found in the Newcastle Herald.

When did it all become CN. It is not impressive at all if that is part of the logo. Also the ramp area at the new council building at Stewart Avenue. The turning area is too sharp and will be very difficult to move a wheelchair or a walker in that space. Not adequate for 2019. It compares rather badly with the slope at Blackbutt Reserve Freyberg St to the Mobility toilets and the gradient at the Memorial Walk. I would not look forward to having to push a wheelchair at any of these venues.

This is my main venue for participation. Every time I hear about something happening in Newcastle it's after the event. I have been here 8 yrs and will be here for the foreseeable future. Own my home in Maryville but I don't really know much about how the information about happenings in Newcastle are disseminated. I don't watch the local news or listen to the local radio as I listen/watch ABC news and listen to music podcasts etc via the net. I generally stay away from news sources with advertising and often an inherent bias as non ABC or SBS sources tend to have...also not interested in football.

I realise that part of this is my fault but also it seems to be a quiet agenda re the happenings in town. I did get to the vigil for Christchurch for example but that was through friends information via facebook not from any official source.

For example the logo: had no idea it was changed and even though I have studied it I can't see how the new logo relates to newcastle. Is there a hidden meaning that only locals born and bred might understand? That is not a sarcastic question by the way.

I do like the changes I see around town, think the linking of the foreshore and town an excellent idea and look forward to seeing the city come to life again.

Thank you

stop wasting our money.

Community consultation re Drop Fest was very poor. It is imperative that com unit consultation be deeper than currently the case.

Would like to see more attention and resources dedicated to Adamstown.

Stop the party political and personal promotion (especially the lord mayor, deputy & CEO) activities and concentrate on what the ratepayers want and need. Listen to us!

More effort and money needs to be spent on areas other than the Foreshore and beaches. A large community exists in the growing newer areas of Wallsend. There are lots of young families, children and teenagers and council needs to ensure services exist in that area. MinmiRoad needs to be widened to allow for safer and easier vehicle movement.

Too late to say anything now. Driving into town is so depressing, i feel like i have moved to Chatswood without actually wanting to. Tram is a wast of money and everything is being built out. University building looks dated already. Etc

Looking forward to the Gallery upgrade.

I think the increased number of tourist in Newcastle are looking a bit lost.

I think it would be good to have a visitors centre, preferably at honeysuckle, maybe at the location where the maritime museum was? They could run tours for tourists, for example to visit aboriginal art and culture. Also they could run bush walks in the local area and visit Blackbutt to see the animals there.

We haven't made the city bike friendly which has been a huge oversight by the council team. Who didn't pick that up on sign off? I think we need to be 'greener' in all we do and should be prioritised when decision making moving forward.

Parking is going to be a nightmare in the city for residence. No more apartment buildings with units with no parking allocated/part of each unit.

Love the progression of the city in whole, does look amazing, just need to maximise the function!

Plant the trees that were promised to replace those that you cut down for the Supercars debacle especially those in front of Fort Scratchley. Plant more vegetation in the Foreshore park. Stop locking up the Foreshore park for over 2 months of the year. Tell us how much the ratepayers are paying for the Supercars!

You are actually removing facilities for ratepayers during the 9-10 weeks of the Supercars.

I have tree roots and shoots from a council planted tree growing through my front yard and they have come as far as my new front deck. Council's solution was to cut a small portion of the root next to the curb. No solution.

Also trying to book a curb cleanup currently the wait time is months. I booked in early December and the pickup was 28 February. I have a feeling all out rate payer money has been wasted on the Supercars and an expensive and unnecessary building move. Not a happy ratepayer ATM.

The new main street precinct in Carrington, whilst looking pretty sharp, is deficient in overall standard. The work has taken an exceedingly long time and appears the work crews are inefficient or poorly led. After minor rain some of the pedestrian crossovers still have water across them and the gutters don't appear to drain quickly. A private contractor would have completed the works in a timely and cost effective programme as well as giving council recourse to remedy poor workmanship.

Focus on the basics of local government and stop the political grandstanding. Political parties have no place in local government.

Please prevent the continuing alienation of the East End of our city for totally inappropriate use as a racing car track, for three months each year, and please cancel the expensive move to the Stewart Avenue site, both of these at an huge but undisclosed cost to the rate payers of our city.

Replacing the only large greenspace in Honeysuckle with a wide concrete path to nowhere at Brake Block Park is a very bad move. I wrote to NC for assistance in preventing this but no response.

Replacing a good family park with a concrete path down the middle makes no sense at all and will only encourage nuisance skateboarders late at night. Letting HDC do whatever they like in Newcastle is unacceptable.

Start the council pickups again

Maintenance of local footpaths is practically non-existent (unless developers do it); time taken by CN road crews to do road maintenance suggests 19th century work practices are alive and well within CN.

Plants rather than concrete will keep a city healthy and beautiful.

Would have preferred the round building be kept for the community

community is only consulted on trivial matters. There was no discussion on relocating Council offices and cost or on Supercars or on Light rail routing. I attended a workshop on what illustration should be shown on light rail stations- big deal. I'm afraid Council has been complicit in the city being duded by the State Government, N'cle Business Chamber and Property Council. As past Chair of Port Corp and initiator of cruise ship visits, we can't even provide a decent docking facility.

Why does NCC do major road work, construction activities performed by internal crews are very slow and appear inefficient. Maintenance is fine but big jobs should be rendered out.

Provide more parking in the CBD

Council needs to engage openly and honestly with the people. We were not asked whether we wanted Supercars (but we let it be known that many of us do not want Supercars), and our strong opinion that the light rail should run on the corridor was ignored. Council over-rides people's wills.

New branding probably a waste of time and money, get on with what you are supposed to be doing.

A lot of cosmetic pretty things being done at the cost of parking, traffic flow.

Move to west end a waste of money, renting a building in an already congested centre, difficult for both employees and public to access typical of the idiotic thinking of this council.

Street cleaning and weed elimination should be a priority

The refurbishment of Beresfield shopping precinct is taking too long and is 20 years too late

Too much time and money spent on logos, rebranding, expensive moves of offices. We have had a huge hike in rates. You need to spend our money more responsibly. More roads, rubbish and rates and less self aggrandising behaviour.

I guess for myself & most that I talk to, it's the lack of transparency in all matters regarding Newcastle. Our city is transforming before our very eyes & it's both long overdue & very exciting! However as rate payers we would like to be informed about the considerations for our amazing city - too often we are told & to be frank we would like to be advised - a distinct difference. A good many of us have moved into Newcastle from other States & countries & as such we have a wealth of knowledge to impart, plus the fact that those of us who have relocated to Newcastle intend to remain here (& dare I say it, die here) so you see we are keenly interested in our place of residence. Thank you

More community consultation and more transparency as to cost of activities. Very disappointed in manner in which local community was ignored with car race and tram / transport / business inputs were managed.

One of my main concerns is the state of Newcastle baths. The neglect by Council borders on criminal!! Promises have been made time and time again and nothing is done. Spending so much money at Newcastle beach yet nothing at our heritage listed baths!! The handicap facilities are full of wizz bins and no roof. Sails that came down in storm TEN years ago not replaced. Change rooms are almost third world standard and the northern end is just a disgrace!!

Wasting tax payers money on Lord Mayor's indulgences. Cost of moving council offices is over the top.

Reestablish good governance and financial management, focus on core local government services, not grandstanding opportunities for the LM and GM. Stop waste. Stop the churn on staff and restructures.

Get rid of Supercars. Use the money for more important works. There are places crying out for maintenance, but are ignored at the expense of a once-a-year intrusion that makes some of our best assets no-go areas for weeks during great weather!

Do something about the lack of change-rooms at Nobbys Beach.

Improve ways community groups can access use of CN halls, rooms, etc for their activities.

I hate sitting in a chair getting a sore back and neck staring at a computer screen so I prefer papers I can read in whatever light I choose when I choose (don't have to update computer, wait my turn, wait for the computer to process details etc) and that is how I like to be informed. So I prefer council news delivered to my mail box.

Overall I have been quite happy with Council facilities and services with the exception of city parking. Perhaps if Newcastle became sophisticated like Europe and England and allowed pets on public transport, then we would not have to drive into town and therefore not need accessible parking. Kids are allowed, why not our pets?

Also, shame about the new logo - looks like a 2 year old did it in kindergarten. Certainly not fitting of a classic top heritage regional centre.

Waste of money to move council office, as you have still not moved everyone to one location. Reinstate regular bulk waste pickups, there is rubbish dumped on footpaths everywhere. It also allows more neighbourhood 'recycling'. More and cheaper car parking in CBD, SO WE CAN ACCESS THE FORESHORE. More bus shelters at bus stops to facilitate public transport usage.

Monthly list of activities emailed, book on line, interested etc, auto add to calendar

No further suggestions.

Replying to emails sent to CEO Lord Mayor and Councillors.

The perception of The Council knows what is best for Novocastrians is nothing but arrogance at its worst. The skateboard debacle was a prime example.

Stop the spin

Accept there are people west of Wickham

Focus on basics needs roads, drains and rubbish before doing the spin stuff. The state of residential lanes is third world...but some poor people have these as their front address.

Llewellyn St Merewether desperately needs a car park. The very obvious solution is to change the unused, grassed area in the middle of Merewether Street in to a carpark. Please

We pay rates that are forever increasing, do not reduce services. And remember that there is more to Newcastle than the so called CBD.

Spend more on maintaining facilities eg baths. Balance the budget. Last time I attended an event at the Town Hall it was very dusty and my (paid for) seat was actually broken!! No one even bothered to dust the grand piano the artist was using. It was embarrassing.

Agitate politically for the extension of the Newcastle Art Gallery.

Make the website less busy. It is too difficult to find the information that you require

Executive offices with high end fitouts for the LM and CEO, including their own toilet, showers and rooftop terrace is not a good use of rate payers money, especially when they force some residents, at their own expense, from their homes each year for a car race. Invite some of those most severely impacted by council decisions to the LM's supercars party, at \$90,000 a pop this should be open to ordinary rate payers, not just Nua's besties. Where decisions are made that negatively impact a community, think about other ways to balance this with some positive impacts (not fake positive impacts like "look you got new roads that you didn't want and are really for Supercars not you"). How about some honesty and transparency....this is sadly lacking despite being something CoN says is important.

parking is a problem , i live in the cooks hill bar beach area , the streets are clogged with all day parkers walking to their place of employ , brooks street is a nightmare at the howzat building there are dangerous posts protruding from the ground all over the footpath it is an accident waiting to happen,drivers are coming from outer suburbs and parking cars over driveways all day long , something needs to be done

Be more transparent

I belong to a group that hires CN's venues (multiple) and most of our committee cannot navigate the pricing information at all, much less the details of venues. The recent consultation process about community venues was very disappointing - I am both a multiple hirer on the part of groups and a member of a managing committee - my perspective was not sought and I believe not valued.

I think that the old logo could have been coloured and still kept.

Less rate money spent on glossy spin releases and wasteful projects such as expensive plans for a skate park unwanted by the community. CoN focus is all about shiny gimmicks....moving to an inadequate new office and paying for the privilege, re 'branding' logo, when the original was more than adequate. Wasting money on stupid Supercars decision and not revealing true costs. Rolling over to state govt when rezoning rail corridor without a commitment to extending light rail. Not advocating resident impacts for issues such as bus layovers outside homes, supercars damage to homes, poor transport decisions. Failure to implement Heritage policy and urban forest policy. Ripping out almost every tree in the city with no clear plan to reinstate them, especially in east end. Lack of transparency in deals and policy formulation (we are told Foreshore Plan and NE street plan are NOT for public viewing). Decide and defend modus operandi (as in Nobbys showers). Uglification of urban spaces with tar, concrete and traffic islands with fake grass. Removal of heritage features (such as sandstone, cobblestones, brick pavers) in conservation precincts. Relying too heavily on external major events for revitalising city instead of promoting community based, local events. Ward councillors voting as a Labor bloc without even meeting with constituents or replying to queries/concerns. Sacrificing suburban street projects for Supercars track maintenance and hiding the truth of the costs to the city. LM's unprofessionalism at meetings (didactic, intolerant of differing opinions, wearing supercars onesie). Lack of a cultural policy for the city. CoN authorising decisions with conflict of interest (QW Brewery license).

This survey repeats 'finding information' from the last survey - why? Stop wasting my time. Your new 'brand' has no substance or meaning despite what you try to tell us. Your performance as an organisation is woeful - selling a city owned building for an expensive rental, irrelevant logo, labor dominated council that does not respect councillors who ask legitimate questions about your over the top spending (supercars hospitality, planning day that couldn't even be held in Newcastle), mass resignations and pandering to the whims of the mayor with no corporate governance around the 'mayor's/captains's call' - and that's just what we know in the public. How bad is it really? What else don't we know about?

Council needs to upgrade the lights at Gibbs Bros Park in Rowan Crescent, Merewether to LED rather than make the junior rugby club pay for it, particularly given that the lights and the facilities are actually all owned by Council.

Would like the Council to be more transparency with facts and figures on projects that ratepayers pay for

I would like council staff to return emails and phone calls.

Certainly that does not happen in the area of swimming pools.

I would also like council to spend more money on maintenance of inland pools and Newcastle ocean baths. Stop wasting money on building monuments and moving council staff to rental premises.

We also need more transparency as promised by our Lord Mayor. Supercars has proven to be a bad decision and a nightmare for Newcastle with very little return on money spent. I resent waste of ratepayers money.

rationalise services to few shared purpose locations and provide better quality rather than multiple fairly average sites

Clean up dump sites. We have contacted 4 times about a dump site in north Lambton over 8 months and still no action.

Do more than lip service about dumped shopping trollies in Jesmond.

Remove weeds and brush in Pilkington Park

Provide information about major changes to Admin building, stop use of corporate hand outs, improve transport management, open up all business and financial decisions to full disclosure....

when operations of Council are open and transparent then people will have faith that Council can manage facilities and services appropriately.

1 too many works undertaken at once, new buildings, tram, other roadworks all same area.

2 large growth in inner city living, more impact on parking and appears No extra money (although earned by council spent on public spaces parks etc. unless it is waterfront). I am happy with Commercial development but it seems happy to give them parking concessions but residents given absolute zero tolerances. If Commercial Developments cannot comply with enough parking on site why not insist on providing parking in the area by purchasing nearby spaces for parking

3 with more people accessing areas a review and upgrade of footpaths are long overdue. Dangerous particularly at night

CN should focus on core services and not try to be all things to all people

Very unhappy about plans to reopen Hunter Street Mall to traffic. Need more innercity pedestrian only areas and more thoughtful urban planning.

I see money spent on unimportant things i.e. the money could be spent on areas that help the majority of rate payers. Typically money wasted on setting up and moving the museum. Will good consultation we could have set it up at the last position. A better solution would have been to leave the old power station which was a beautiful building and of historical significance. An overall plan needs to be formulated and changed when good ideas are canvased and not ignored by council so not to hurt someone feeling (the author)

I don't like the new logo.

There is little consultation before decisions are made and no transparency as to how they are made. When a incorrect decision is made or goes over budget no one appears to be responsible, but rate payer still carry the cost. Try that outside the protected area of all levels of government.

You listen far too much to minority groups who do not represent the greater public opinion. These smaller groups have too much self interest, rather than overall interest of the WHOLE Newcastle region.

Your emphasis on road safety at the expense of traffic flow with all these pedestrian outcrops/obstructions and speed humps is slowly squeezing the life out of general movement around the suburbs. Long term road planning appears to be non existent, with the only solution on council's agenda being more traffic lights!!!!!!!!!!!!!! This needs serious overhaul of council policy, PLAN for the future, not just next year.

Parking too expensive . Not enough disability parking .

Make more cycleways and exercise parks in the beach suburbs.

The website design and lay out could be simplified. You are doing a great job

Bring back regular suburb-wide kerbside clean ups. They were always a great way for most stuff to be 'recycled' so that by the time the trucks can around only the true waste was going to the tip.

Get the Lord Mayor off the television every night. Remember the basic role ie. footpaths, roads, parks etc. Not entertainment.

The lack of transparency/ communication from the City of Newcastle is appalling. The blatant disregard for small businesses on Hunter Street while the light rail was constructed is disgraceful. The light rail has now been completed and there is no provision for parking resulting in further businesses closing. I live in the Newcastle East area and try to support local businesses however there are less and less businesses operating. The selling off of the Council Offices in King Street and relocating to a rental property in Newcastle West is a waste of rate payers money. Already the costs associated with the fit out of the new offices has blown out, again there has been minimal transparency into this decision. The CoN sold out the East End to Supercars with no regard for the residents or ratepayers who use the parks and beaches. Events and activities such as the Hunter and Gathers Markets, Surfing events, fun runs that fitted in well with the East End area have long gone. The recent Spark Helmore Triathlon saw traffic delays of up to 2 hours when people tried to leave the area. It is obvious City of Newcastle wanted to get rid of the heavy rail to sell the prime land off

to developers, why wasn't it replaced with the light rail? This would have saved many of the small businesses from closing and left the off street parking for customers. The City of Newcastle has not given me any support during my battle to save my home which was built in 1882 from being placed in the middle of a racetrack. I attended many council meetings and was disgusted at the way the Lord Mayor and Councillors carried on during meetings. The Lord Mayor obviously has her own agenda and will bully anyone in her way and treat them like idiots to cover for her lies. I feel very sorry for the small businesses who have tried to make a go of it only to have to close due to poor patronage. I have been watching one of the last bakeries in Hunter Street try to make a living with many hurdles placed before them by the City of Newcastle - each morning they arrive and battle another day with less and less customers purchasing their goods. This is despite assurances from the City of Newcastle that people will come- the residents in the apartments do not shop in Newcastle they go to the big shopping centres. As for the Heritage Section of the council - this is a useless façade - they should have stood up and fought for the East End and everything that is heritage-just get rid of this department.

Toilets at King Edward Park are disgraceful many tourists visit this park and must leave wondering why they haven't been updated Roads, Rates Rubbish are an important part of Local Government and many areas in the City of Newcastle require footpaths. Brown Street Newcastle is always dirty and the street is full of leaves. This street needs beautifying.

You have to get the message out there in any way possible as to whats on, whats happening like inviting people to follow ur facebook, be directed to event calendars, It's not easy but persevere until people go to your website without thinking to find stuff.

Street signage with direction and distance to facilities

Lighting along the Stockton side path. Very dark and feel a little unsafe when walking home at night. (Western side of the ferry along the foreshore)

You ask me to give my time to a committee, then your staff don't action its resolutions. It seems you're all too busy relocating and rebranding to give any time to core business.

Council working in harmony as adults rather than sniping and insulting one another

Serious consideration into looking into other types of 'tread lightly' activities such as triathlons, surf events and festivals for the East End, rather than a highly disruptive V8 car race which adversely affects both residents and businesses in many suburbs, as well as costs the council significant amounts every year in contractual road resurfacing costs etc.

The best scenario for Newcastle would be if the car race was no longer held in the residential streets after the contract ran out (ie. not be renewed for the current location). It could be moved to a non-residential area in Newcastle/Hunter Valley where it would be less disruptive yet still allow for visitors to use accommodation and hospitality services in Newcastle.

I did not appreciate Tim Constance and the Premier ridiculing the NMH journalist when he asked them questions about the new tram. It was rude. I get very sensitive about the apparent Sydney-centric bias of the sitting State government. I think the current Council has done a good job in the presentation of the inner city to visitors and tourists. The workers who did that landscaping did a great job. I asked the Mayor a question on her Fbk page about plans for the Hamilton Mall and was answered promptly and in detail. Like most ratepayers I like being listened to.

Rate payers in the outer suburbs do not get the same level of investment in facilities as those living in the city centre.

Lobby Federal and State government for an extension of the light rail

Remove the light rail. Cancel the super car event. Spend money to improve the Art Gallery. Plantings are in public gardens are dull. More colour and more modern landscape is needed.

Politics seems to be a bigger priority than providing quality cost effective services to the cities residents.

Bulk waste disposal very slow. Neighbor illegally dumped large amount of household rubbish & furniture on footpath. Reported to council & it took 6 weeks to remove as council stated there was

a backlog of illegal dumping.

CN is heading in. A great direction with sustainable energy. Would love to see more community facilities using renewable energy.

How about a list of facilities in Ward 1 ? Start with a list for Seniors. Include a list of basketball courts in Ward 1. List play streets closed to traffic.

Stop urban sprawl. Great that City of Newcastle has a 2030 vision for lowering road trauma and road congestion. Over 50% trips by active transport by 2030 Yeeewww!!

City Of Newcastle's 2030 vision is for half of us to be happy, healthy and safe:

<http://www.newcastle.nsw.gov.au/newcastle2030> is for half of trips active (walk, bus, pushbike, rail). This reduces car & parking congestion (and frees up necessary car trips for less able people) Sports culture keeps some 6 to 26 year olds healthy (body and mind). Active transport culture (incidental exercise) keeps most 9 to 90 year olds healthy

<https://www.abs.gov.au/ausstats/abs@.nsf/mf/4177.0>

safe backstreet short cuts

To meet this vision need CycleSafeNetwork now! Basic human right for fresh air and to travel in safety and not put others in danger. We can be more happy with a transition to an ethical World's best practice city planning and transport . Ethical habits are using appropriate technology. All cars above 30km/hr in residential streets are a danger to pedestrians. Car focused cities (with urban sprawl) make people unhealthy (body and mind), causing social isolation and internet, homes, food & other infrastructure too costly. Bust the transport myths that 99% of people are confused about: cyclingfallacies.com/en/

Faster main roads for cars, more buses/trains (screen time and active transport), better pushbike shortcut paths. Pleases everyone, so we can stop the fighting of motorists vs cyclists vs public transport user. Need to start talking about the elephant in the room, the whole system. No silver bullet on one small part of the problem. #cyclesafenetwork#bestbangperbuck#visionzero

Seriously, they need to prioritise safe and convenient places for walking first (footpaths). Then they need to prioritise safe and convenient places for pushbiking 2nd (separate cycle lanes). THEN they need to prioritise safe and convenient places for public transport 3rd. Then cars. They need to stop prioritising cars first in the cbd which is causing congestion, pollution, danger, sedentary lifestyle.

Basic human rights to walk and cycle without fear of cars please

1b. Better City Planning

High density cities (with affordable housing) are faster (spread out suburbs are inefficient and get people addicted to cars) and cost benefit ratios for bicycle paths show increase in society health and increase in business/shops near them.

Too many carparks spaces have been removed to fit in the light rail. Existing rail corridor should have been used and stations upgraded/added in the existing corridor.

New multi level carparks should be build near Broadmeadow, Adamstown and Hamilton, to encourage people to leave their cars and use the existing and new transport systems.

Perhaps investigate the need for services prior to ceasing or starting.

Break down the 'locals only' attitude prevalent in Newy LGA facilities, amenities and sports grounds. Regain control of bookings by digitalising, streamlining and centralising the process.

Park committees and individual sports should not be permitted to 'lock grounds up' for their exclusive use.

I would like to see much more emphasis on the arts and libraries; in particular the facilities and programs that support the community. They do a good job but needs much more publicity and funding to enable the work they do. New Art Gallery extension is so overdue....This is a national treasure and of high regional importance, Maitland Gallery is eating our lunch!!!

More dog friendly places businesses parks etc and utilising council owned surf and beach houses more effectively with a variety of food outlets along beach front.

I like a lot of what the council is doing, particularly with bike paths, the beaches, and kids parks. However, the supercars, lack of night life and terrible decisions about transport are really making

Newcastle a less attractive place to live. A few years ago Lonely planet said Newcastle was a must visit. No-one is saying that now except for ONE WEEK a year, when a couple of thousand people who bring their own beer, don't visit local businesses, and look for accommodation out of the city (they drive cars to elsewhere because they are car people) do. I guess the council didn't waste the whole \$900,000 million dollars of the port sale, but someone did and the council runs the city.

More effort needs to be put into the maintenance of facilities especially parks and public places. This should not be just for those in prominent places. For example Church Walk Park is a disgrace to the city. The steps are uneven, trip hazards, overgrown with vines, trees with broken branches thrown into the park area,

Your workshops are at times working people usually cannot attend .
having workshops Monday to Friday before 6 pm cuts out a lot of people .

Council should have a dedicate area for pop up functions with toilets and power supply. Like Lake Macquarie's Speers point park.

Maintain existing infrastructure instead of doing new work that is not necessary
Stop wasting money
Listen to the public
Answer questions honestly and be transparent (as promised before election)

Lack of cultural initiatives compared with many other LGAs.

Walk a mile in others shoes - council should actually try:

Cycling in town

Wheelchair acces to council facilities

Parking near inner city Drs office

Accessing the "Interchange" form outlying suburbs

Crossing at Adamstown gates

Don't just talk about it - DO IT.

Seems to be a lot of talk and promises, very little result from them!

Dissappointed on the Rail line and Tram promises. Yes the Tram is now here, but, it is no better than what we had! 100metres longer than train track, but at what cost?

Sporting facilities in N'cle area, depending where you live you can get action. Put structures and developments in over priority requirements.

The secretive nature of Newcastle Council with particular developments!

Car parking almost anywhere in the CN area is always a problem.

The Harbour Foreshore from Wickham to Nobbys in very bad at all times.

When are you going to open the Footpath to pedestrians between Carlovers and Hunter street?
So we pedestrians can get to Newcastle interchange directly!

Some changes to roads are very poorly thought through. We know what you are doing, trying to force changes of habits. But one that has been an absolute disaster is changing the left lane of Howe Street at Croudace Rd to left only. That has created a nightmare, and its been that way for years since you made the change. But of course, NC knows best. Well, no, actually. It is a continuing disaster.

I am very concerned about using 5G to link everything and its adverse health effects and the privacy issues around digital usage for as we know we are all under surveillance all the time now. This is an abuse of citizen's rights and needs addressing and whistleblowers need protection when they tell us what is happening to us and how the system is being abused.

increase parking spaces at Broadmeadow station, fight for funding to get light rail to go around beaches, more street tree planting,

Give Maitland Road in Mayfield some love.

Lack of transparency and genuine consultation re Council spending causes dissatisfaction

Keep Public Toilets clean and well maintained.

Finish the tree planting in the holes already in place in Hunter street opposite the Court House and

please when you have to dig up completed work for something that was not planned for, don't just shove in some bitumen and leave it. Hunter street already looks a mess with rivers of bitumen all over the sidewalks. The light rail is great, I use it a lot.

1: \$200 millions last year from Cannabis in Colorado alone. Think of the homeless people we could help with that. I know old people don't like it and 50% is over 60, but they'll get over it once they hear and feel the the beneficial effect of this product. Can we afford not to legalise it? Become the most progressive council in Australia. Think of the people of Newcastle.

Re Moving staff to Stewart Ave to rented office space with millions of dollars of fitout costs. This seems very counterintuitive to owning office space and keeping all city staff together. It will instead make 3 separate hubs of staff (depot, city west & city)

Please improve the connectivity of the shared bike paths

Community consultation should actually be consultation rather than CN advising us what their plans are, i.e. ticking boxes. Many issues have happened locally for me where submissions have been sought by CN and I have contributed but in the end no changes were made to reflect my or other residents' comments.

Parking. Because it's near impossible to get a park in Newcastle I try to avoid it. I'll only go if I have appointments, or if I leave early for the beach.

The complete lack of consideration for cyclists in the development of the light rail was an oversight by the City of Newcastle. Instead of spending money rebranding the city, you could use the funds to improve cycleways so people on bikes aren't continually riding in the "car door lane". I also believe a lot of residents would agree that the public toilets in the inner city parks including Civic, King Edward and Centennial Parks could do with an overhaul. They're pretty gross and with the poor lighting, I actually feel quite unsafe using them.

I live in Honeysuckle with my young family. I find walking from Honeysuckle to Marketown quite often scary or unnerving. This is due to the facilities on Steel St in particular - the meth clinic, KFC, the brothel, King St Hotel, McDonalds, Travelodge and the old Marketown where large housing commission communities gather and/or get high. I can't walk that very short distance with my 5 year old daughter as I feel very unsafe. I wouldn't walk it alone either, especially at night. Is there anything you can do to help?

More shaded areas in public places

Less concrete and asphalt more trees and shrubs

Less development in CBD more open space

Better, safer, connected bike paths

Do surveys on things that have the potential to give me a say in how the council spends my rates. Not on how I feel about the marketing arm of the council. Since Jeremy Bath took over the council its all Hat and no Cowboy on the real work of council.

It takes so long to get answers sometimes.

It gets passed back and forward.

Improve community activities and event listings on the website. Remove commercial activities which congest the feed.

The poor finish to Nobbys Surf club - inside the building

The lack of work carried out to the exterior

The decision not build public toilets or showers til after the fact - at Nobbys

Continue on the great improvement of the foreshore - looking great

Light Rail - loving it

Civic Park looks great since the removal of those weeds (Not Trees- Figs)

Get rid of Labor sitting members at State & Federal Level - better if we are a marginal seat again...

Merewether Baths are great - lets get the Newcastle Baths finished off.

South Newcastle Beach development - Less the skate bowl - looks promising

The council is quick enough to take your parking money

But the weeds, gardens and especially the trees in and around the carpark in TELFORD STREET it is very embarrassing especially now that we have people getting off the light rail So i do hope you look into this please. And also the music that is played in PACIFIC PARK needs too be looked into sometimes the music is so loud that we have to close our doors. This is so disrespectful by these artists When you have most doing the right thing; and others not following the rules Thankyou

I am looking forward to the city of Newcastle partaking in a trial for electric scooter usage. The benefits of legalising these in the area include utilising the improved walkways, access on the foreshore, less cars on the road, and encouraging outdoor activities by the community. The electric bikes are a good step forward, however, they are heavy and can be a hazard to pedestrians. The e-scooters are much more compact, agile and helpful for use on mixed transport eg train, light rail and electric scooters. I understand that these are currently illegal in NSW which I find surprising giving that you can limit the speed and these are agile light modes of transport that would enable Newcastle to move forward.

you should have a suggestion box for improvement ideas for Newcastle and award a free 1/4 rates for each winner PA or for each big idea that is implemented.

I believe a major restoration of NCC Baths needs to be undertaken. A clever and compassionate restoration (not a glass box renovation that allows a private developer to shove a restaurant or cafe in there). This is one of the most highly used facilities by a broad cross section of the community and has the potential to be a true landmark of Newcastle. If this was in a european city it would be capitalised on and be on bucket lists. Respect the heritage - we're running out of it.

Improvements and expansion of walkways and cycle ways. Incorporate good quality outdoor exercise equipment along walkways.

Parking--on weekdays, by 7:30, or so, all parking on my street is gone. Many of the drivers are obviously, by their dress, professional employees and are parked till 6 p.m. or later. Students to nearby schools and TAFE then arrive--often our driveway is partially blocked as a driver has tried to squeeze in. I imagine parking in my area will get worse when the new city hall opens. And when drivers realize that a walk to Newcastle Interchange is an easy 7 minute walk so can park for free all day on this and nearby streets, or longer, when going to Sydney, etc.

So much of council spending seems to be secret. I can't see why as the money is from ratepayers. I feel that all council libraries should be opened daily.

I'm looking forward to renovated Art Gallery which has a coffee shop. Should be as enjoyable experience as the Maitland Art Gallery.

Off cycling route into town, would be nice and a whole lot safer

Ways to reduce costs and in turn rates for a change would be great. Every council is always looking to increase rates and this seems to be the answer to everybody. Be great if we had someone to think outside the box a little and lead the way in changing this trend to show other councils that it can be done.

I would like to see some place making initiatives in the suburbs of Newcastle and some beautification of the main villages e.g Mayfield, Hamilton. I would love more dedicated cycleways street planting and street art.

NCC should get back to the basics of running a city and forget the arty farty.

Pedestrian Footpath URGENTLY needed up the steep hill of Carnley Avenue [beside Blackbutt Reserve] from Orchardtown Road to top of the Hill for the numerous residents trying to exercise and stay healthy.

Don't sell community-owned facilities CAC and move staff into a place where it will be more difficult to deliver services.

Overall the CN council is doing okay. I would like to see more diversity in posters, literature and general advertising. Not everyone is a white heterosexual couple with young children. I see a lot of

the stereo typical advertising around. I know that no offense is meant by it but we are far from that. I think we are a bit blinkered like that. I have a personal experience of how a policy was applied. Probably the person that uses the policy thinks it could be improved and made more realistic but it appears no one challenges or puts forward ideas or are heard from within the Council but instead they keep applying it. I'm not sure if there's a channel for staff employees to make recommendations?

Community events need to be promoted on Facebook with far more notice. Often I only see the event promoted on the day it is happening.

Transport to and from facilities. Activation of public spaces, ie. more trees / gardens / bike hoops and bike lanes, sense of place and community. Show research and evidence on why decisions are made ie. show that decisions are structured and thought-through and not just ad-hoc.

Build and extend the Art Gallery, build and improve libraries, improve parking, lobby to continue the park and ride facility.

Parking especially in the city needs addressing. Build a multi story car park in the CBD or near the interchange.

Be more forthcoming with information to the public. It has been a complete disgrace, the secret deals and subterfuge concerning the Super Car Races. Newcastle should never have accepted them. The council needs to cancel these races in the East End and be financially accountable to the citizens of Newcastle.

NC needs to be more transparent on issues affecting the community not just being transparent on selective (hand picked) issues that look warm and fuzzy in the papers or on tv.

maybe a suggestion box or similar on the web site

I have been asking for footpaths to be put in place in our area. At present there is no path for us to use. The path I am asking for is from Allan Street through to Birdwood Street New Lambton. This is currently a bush track and is not suitable for the elderly or children as it is elevated and there are no means of preventing a fall. This is a real safety concern and one would now insist that the Council puts safety before cost. I am happy to meet with your staff at the site in question to discuss this matter.

Stop allowing high rise apartments and offices. Stop building on Honeysuckle. Provide more green spaces and community gardens especially on Parry st opposite Coles. Stop building on the rail corridor.

Feel the council has been hijacked by Corporate axemen" with interests out of step with community welfare, staff welfare or democratic principles while a pretence at communication goes on. Big decisions made beyond council. Never recovered from McCloud style cronyism.

The tram is a horrible mistake and did not change the flow of traffic up Stuart avenue, I avoid the CBD at all costs since the work began, parking is horrific, why would you go into the CBD and struggle to find a park then pay a fortune for it and worry about running to check a meter, then walk a mile to get where you need to be when you can go to Kotara or Charlestown or Greenhills and get everything you want for three hours free parking with a system that shows vacant spaces and how many are available. Newcastle has catered for high rise apartment dwellers only.

the stuffed up railway station at Wickham is a disaster. Open to rain from east and south with no cover at all. Brilliant fail. No taxi drop off in front of station. Taxi has to drive away then turn and turn again and turn once more to station. No cover when it rains at taxi stand BIG FAIL AGAIN.

No cover at platform. who were the idiots that passed all this? and what is the roof that does exist doing five floors up protecting palms instead of humans?

Please stop referring to yourself as CN. Newcastle Council, or the City of Newcastle if you prefer...BUT not CN. Its very impersonal and most people wont understand the acronym. less work on the public image required - just keep getting on with job please :)

I would like to see a greater emphasis on environmental sustainability.

stop changing the 'brand' given to the city and start treating Newcastle as continuing community with a long and rich history and its people active in protecting its best features. Start a trend among

Australian cities of building on its traditions and not on shiny new brand symbols that are meaningless to the overwhelming majority of citizens and do nothing to cover the deficits of the City administration.

Give us decent public transport - I mean, how do you even get to that ridiculously short light rail line? Where has all the street parking gone on Hunter St?

Have a bigger font so people can read this is a big start

Dog Parks!!! & not that hanky sized 'thing' Lake Mac spent way too many \$\$\$ on...big dogs need space to stretch out. What's wrong with some fences around existing parks/grounds...u don't necessarily even need access to water, owners will provide their own! [most parks have access to water I know] Rubbish bins, yes!

Access to community halls for small community groups, . There seems to be a propensity/history for closing the halls and selling them off. Halls are important for local community needs. to be able to connect with others physically, socially . Social media is not always the answer and often far from the best way to connect in an ever increasing dis functional and disconnected community

The supercars is a blight on the city. The race and the rush to overdevelop have made the city a no go zone for many people. It has destroyed small businesses up and down the strip. Yes I know that local government cannot win out over state government in a lot of these matters. The mayor is excellent and I intend to vote Labor again.

Explore real Global cities overseas- Newcastle falls very short

Better cycling facilities

Extend the light rail route

Beach facilities are like something out of "the ark"

Bar Beach walkways need complete resurfacing. Has anyone tried walking there with bare feet straight out of the sea?

Bring the Ocean Baths into the 21st century.

Consultation & Planning around events & event / local area interfacing is very poorly managed. Please consult local area people face to face and online prior to event planning - you currently do this poorly and in a most arrogant manner.

Introduce facilities and services that Novocastrians want not what Gladys and Constance want. We (might) get a \$13 million cruise terminal and Eden gets \$43 million one. I wonder why.

Perhaps if as much effort had gone into this as went into Supercars we would have one by now.

I think you could do more about the road quality on roads that AREN'T part of the Supercars track. Also, it's not great when you have visitors to the City, and they can't access (or easily access) the beaches or foreshore due to blockages because of the Supercars. The cost of parking in the CBD is too expensive, and all metered parking or timed parking should end on Saturdays at noon before resuming on a Monday morning. This does not give me any incentive to go into the CBD. While I like the new CoN logo, I am not convinced that this was ratepayers money well spent. Also not sure about the driverless bus which is going to be trialled, sounds about as good an idea as the light rail. Furthermore, does Lord Mayor Nelmes and the CEO of NCC both need large offices in the new building when not all staff are able to be accommodated within. An ordinary sized office, rather than a penthouse suite for those two would surely suffice. Also, Council staff need to be provided with other transport options, and carparking facilities, rather than them taking up customer's spaces at the nearby Marketown shopping complex.

Address these types of things: The ceaseless promotion of Nelmes' - don't you have any other people in the council who know what they're talking about?. The race is unforgivable, WRONG PLACE, and condemns many suburbs to more years of NO road maintenance, while East Newcastle gets gold-plated surfaces for the 500 supplier. The cost blowout of your new building, which won't fix your organisational culture, and which has penthouses for the Lord Mayor and GM - such vanity. Unbecoming for the managers of a former industrial city, with little genuine economic growth to show for all those years of housing construction. And shame for not doing more to keep the heavy

rail line to the city: how will you plan now, without an artery?

New logo is a disgraceful waste of money

Selling parks and green spaces to out up poor quality apartments, approving stupid developments for more and more apartments without any actual planning around services and infrastructure seems a poor choice.

The works the council does seem more focused on making them and their developer mates money than in improving the city.

Provide compostable options for recycling

Ask and listen to community members regarding works that affect them. When I have rung Newcastle city council regarding trucks double parking in out street and unable to get out because drivers are not in their trucks, or when construction workers park all day in your street when it is a 2 hour park, please do something about don't just say "you know we have other areas to look after not just your street". I don't bother ringing NCC anymore as they don't return your phone calls or don't do anything about the situation. I feel you are happy to take our rate money, but couldn't care less about how people are affected. You satisfy people who don't live in the area first.

Community engagement and communications from staff could be greatly improved. Stop wasting money on logos and spend on wages that would put more staff on the ground.

Art Gallery needs an expansion

Transparency of information is an issue. Treatment of the Small Business community (one of your largest sources of rates revenue) is disrespectful

The move from the council building, along with the cost of it, is disgraceful. The change in name, and associated cost of re-branding is disgraceful. The CEO is a power-hungry man and the whole management needs to take a good look at itself and check for corruption and greed. We, the rate-payers, are sick of the wastefulness and individualistic approach. It's very hard to see the council as a group of people working toward the common good of Newcastle, which is what it should be.

NCC Surf Club Buildings are the worst in Australia, well past their use-by date, Their capacity to house rescue equipment is poor, the amenities for public and volunteers is disgusting. Volunteers are asked to pay rates and pay to look after NCC Buildings, they should be ashamed of themselves wasting money on far less important projects ahead of Community Safety. and valuing volunteers well over 3,000 in the 6 NCC Surf Clubs.

Shame on you Newcastle City Council SHAME!!!

Radically improve public transport in Newcastle

Foster more community groups

While I think council overall do a decent job, I think the BS that goes on behind the scenes is disappointing. It would seem that you take an awful lot of \$\$\$ in rates and spend a lot on Newcastle, but also a lot on things that should be paid out of your own pockets. I am proud of my Newcastle and I am appreciating the improvements that are happening around this fabulous city ... just less BS please.

Draft Music library strategies only available on line. Music strategy difficult to print out and library only a copy to read in the library. These are big issues and big documents. I want the opportunity to read and provide a meaningful response. This is why community consultations are productive, they provide a platform for dialog and to ask questions of the authors of the draft strategies and to have a better understanding of the vision and direction of the service. The library strategy has had little direct engagement with the users of the service. This leads to bad policy and strategy development.

Increased garbage collection sites especially around pubic venues parks etc. Improved pedestrian footpaths with sensor lighting especially in inner city precinct.

Generally facilities are good. The Newcastle Baths needs maintenance badly - treasure that art deco façade. Keep iconic facilities public and don't privatise them. Spend supercars revenue on other roads and public facilities. Please provide transparency when making deals and spending our money. Keep the 'spin' out of Local Government.

Regular updates regarding expenditure and cash flow. Regular updates regarding maintenance backlog. Getting the cleaners at Merewether baths to keep the sand off the promenade and off cement around pool - it's clear the cleaners do not have regular oversight as that sand has built up and up and it generally looks unkept compared to Sydney beach areas. The Newcastle Ocean baths surroundings need a massive upgrade - has that fallen off radar?

Improve parking and traffic and public transport.

CoN needs to act in a timely matter of customer feedback received and put effective measures in place. You can run all the customer satisfaction surveys you wish but it is a waste of time if nothing is going to improve council service or facilities.

I feel the rates are too expensive for what we actually get. My street needs regular street sweeping because of trees and this hasn't been done in over 6 months. We also have significant parking issues in the our street yet council do not do anything to rectify this. They also approve building developments that should not have ever been approved

CN does not understand real consultation. CN approaches consultation as a process of "ask them what we could do" then mix a small number of responses with what CN plans to do and declare that a majority preference. Real consultation is much harder and takes much longer than that, it requires professional statistically based and back-referral research, appraised gains what is possible.

to be completely transparent and open to public comment on ALL dealings involving public funds.

Community consultation is ignored/the decisions are pre-ordained. Somewhere along the line a disconnect has happened

Newcastle is growing and being a person who is a younger ageing person I find I am not totally impressed with the continual changing from original to something else to satisfy developers. There Tram intersection is in the wrong place. Still stops the traffic. And other incidents. Traffic in Llewelly St is still a problem and a crossing at Souths would be immensely helpful as traffic flows a little too quickly there. More community halls or access to schools after hours as new clubs are finding it harder to find premises to hold meetings etc in the suburbs especially city. No use building more high resend not have ammenities to cater for them. New people mean extra outdoor and indoor recreational ammenities. Parking is horrendous. Buses are not frequent enough. Inner city buses required for the suburbs they serve a smaller round trip bus could be made available. The town of Newcastle is filthy when I visited it with filthy windows etc. The Council is letting building go ahead which creates dust. Total turn off. Now I am becoming an younger ageing person I am raising the difficulties that they may face. Newcastle can be a vibrant city catering for all. Large trucks continually in the suburbs should not be allowed but they park in small streets. Why... Kerbside garbage pickup is getting harder with cars everywhere. Well done to the garbage drivers who are able to manoeuvre in smaller streets. Council needs to get around the central suburbs later at night and early in the morning to see what can be done tp assist dwellings be more helpful for car owners etc. becoming a nightmare. My brother pays for parking in cooks hill for years but cars continually park in front of his home and he is unable to retain a park at times close to his home. Perhaps more policing of these areas as between Newcastle and the Junction car parking in streets is almost at a premium as the city business area moves more towards the west. Council needs to assure the residents that all is well in all its areas as the tram does not service the suburbs...

Newcastle needs to design for the future, spaces such as those around the library in town become extremely hot through about half of the year. There is too much concrete and not enough shade and vegetation.

I am concerned that CN is pursuing a smart city strategy and it isn't entirely clear what that means. I am concerned about the ongoing capacity of elderly or less technologically literate citizens to access the facilities of CN as this process accelerates. The free 15 minute car parking by app only is disgraceful.

There is an ongoing issue regarding dogs at Merewether Ocean Baths and on the beaches south of

the baths. Current signage is inadequate as it is hidden with about 13 other signs and those painted on the ground are frequently rubbed off. The lack of enforcement is baffling too. The lifeguard also spends undue time and attention having to deal with dog owners rather than performing lifesaving duties.

The library consultation has been disappointing. I have read the council report available for comment and to be honest it is not very informative and spends around 30 pages waffling on and it is hard to distill what tangible changes this means for library users. As a form of public consultation and provision of information it is woeful. It is like something out of Utopia.

Development standards in the suburbs like Merewether are concerning. There is so much green space being lost and not replaced. As most new dwellings are built to the edges of the boundary and remove older trees and vegetation there is a loss of habitat for urban fauna, increase in heat and a lack of shade. Why does council allow so many of these developments? Or not require them to retain some existing vegetation in the build? Further the huge front fences that are allowed on many such properties diminish a sense of community, add to the heat issues and are generally an eye sore. Perhaps CN should consider options adopted by other cities about keeping their front spaces open (re: Canberra).

Councils inland pools are getting very old and need significant funds spent on them to bring them up to scratch. Too much money is being spent on the coast, new offices, and in the CBD, not on refurbishing existing facilities.

Also erosion at Stockton and flooding in Wallsend are massive community problems that are being given lip service. \$10's of millions are being spent on "swish" new offices of no value to the community, that should have been directed to Stockton and Wallsend.

Our City is going through a major renewal phase and it seems to me all decisions about what is taking place is coming from greedy developers and the State government. Local people who live here should get a say through the council and the council more control.

Concentrate on the basics - Fred & Ginger may think they are in charge of Camelot , but unfortunately its Newcastle.

Replace the demolished Kotara Community Hall.

The provision of public transport in the city is useless for those of us living in Fletcher. We can't get to the city without our car, and once we are there the lack of parking becomes a serious issue. The park and ride is great for city workers, but not for people with small children or older relatives. You are making the city great for adults without families and the rest of us miss out.

Focus of road upgrades, maintenance of parks and public areas, and general improvements are focused on the city area. I rarely visit the city (for reasons outlined above) and therefore miss the benefits.

Provide more events for adolescents and people aged 25-40.

Car Race Non transparency, nil consultancy.

Just a little disappointed that the new logo looks awfully like the Transport Logo. The next time Council feels the need to design a new logo why not run a competition with a monetary prize. I am sure there would be an enormous number of graphic designers who would appreciate the opportunity to design for a lot less than what this one cost.

I think there are so many different platforms out there now for getting a message across that maybe the message is being lost. I am busy with a full time business but would like to know what is happening in Newy so print media is still the best option for busy people.

more information about local issues via ward councillors. e.g. what is going on at intersection of Wood st and Glebe road Adamstown

Change the direction of traffic flow on John Pde Merewether beach from North to South.

This will enable traffic to follow the Bathers way without turning right across the traffic at Frederick/John and Helen/Livingstone Sts

Public transportation out of and returning to Maryland, Fletcher is pathetic. My children's

grandmother can not access a bus from Mayfield to Maryland without catching 2 busses and alot of walking, which is impossible for a 60 odd yr old women. I can not go to her house with 3 children as no transportation suitable options available, unless I want to walk for 30 mins to a bus stop, then go to Jesmond then catch another bus to Mayfield and walk for another 15 minutes. I would like too see more action taken in this area. The area is still growing with new builds and more immigrants/refugees being settled near the area. However transportation is still neglected. Stop wasting money on arts and crafts, live free performances for the unemployed and start to address the real issues!

Some upgrading of the ocean baths please.

Police the non-leash-free parks more so that I can safely walk my dog without fear of dogs off their leashes attacking

With the removal of road speed humps particularly around the Newcastle area.

I find it makes a drive scenic around town and by the beach unnecessarily unpleasant.

Provide adequate bike paths so that people who want to travel without a car can do so

Do maintenance on carpark surrounds. Particularly the carparks at Dixon Park and Merewether Beach Carpark (John Parade and Watkins Street).

Drainage from the shower at Dixon Park needs to be addressed, currently the water is not going down the drain but pooling in the gutter. The kids' play and Barbeque area need cleaning up and rubbish removed and plants replaced. (maintenance!)

The landscaping around the Merewether Beach Carpark has not been touched since it was refurbished a few years ago. There is rubbish everywhere and its been there for years.

Loving the light rail service

Be transparent about decision-making processes

Not fund commercial entities to the detriment of local residents and businesses

Be respectful to all council members, residents and business owners

Not obfuscate and hide behind so-called commercial in confidence arrangements

Not spend money gor new council office space

Use genuine business cases rather than get pet organisations to provide yes-men responses

Spend money on urban park and infrastructure maintenance and build a decent children's play ground in Foreshore Park. The one there is embarrassing, it's not even as good as the one a Bunnings. That park should be our City's showcase and have a very extensive and inviting playground with facilities that will encourage families to go there.

When is the NCC going to do something user friendly with the section of the race track that runs the park at Nobbys for the ten months of the year when Supercars don't monopolise it. There was a survey about wha t

I live at Stockton and fell that the western pathway from the ferry along the foreshore is unsafe at night... it needs to be lit in some way (maybe solar lights?)

The cats alone the break wall are a major problems and unfortunately some "cat lovers" feed and water them which only means they multiply.... can something please to done to remove the feral

cats.

CN seems to me to be about the social improvement of its leaders who seem to be very reluctant to be transparent on projects and costing . There seems to be a stand over attitude when legitimate questions are raised .

More reliable and less expensive parking to assist bringing business back into the CBD. Better public transport to the less central locations. More done to help homeless community. More indigenous rights, acknowledgement, and involvement. Making use of empty buildings for creatives or as homeless shelters etc.

Con should concentrate on providing basic services such as footpaths to improve pedestrian safety in areas such as New Lambton where no improvements have been made for many years.

Get rid of the disruption caused by supercar races. Tone down the Public Relations facade - 'City of Newcastle' is ambiguous, misleading and waste of funds. Newcastle is already sufficiently 'on the map'. Improve NCC personnel morale - in the past 15 years, NCC has been 're-organised' backwards, losing much of its best performing, professionally qualified personnel and corporate knowledge. While there are 'islands of excellence' there are also major deficiencies e.g. in areas of environmental protection, and lack of provision for cyclists on the tram route, lack of signage for the "Interchange".

More garbage bins around walking tracks particularly honeysuckle, Maryville - enabling walkers to pick up rubbish and put in the bins or actually people putting them in bins and not throwing rubbish on the ground - more drinking fountains on walking tracks.

I feel we are lagging behind Lake Macquarie City Council in regards to waste management (Green Waste!) and DA application accessibility. I also feel "closing the loop" in communicating and engaging with the community is critical. I think often you feel your feedback falls on deaf ears. As part of your Newsletters (if you're not already) I would recommend regularly reporting back on how engagement activities are driving outcomes and realigning priorities in our community.

Take a trip out to Lake Macquarie and see how they look after the people with amenities - cycleways, caravan parks, swimming areas. Newcastle spruiks how much high rise they are building but how does that cater for community needs?

Local libraries are very important and useful to all age groups...keep up the support for them and expand their facilities and activities

Thank you for the opportunity. My main engagement with CN has been in Planning, through a DA for Newcastle East. It has been a lengthy process, apparently courteous to my architect but taking many months. I am waiting to move to the renovated property, when completed over nine months, to get business running. I do not know what has delayed the DA discussions and approvals/rejections for so long for a residential property, but it seems to me to be an inordinate delay overall. The finest part of my interaction has been regarding permit parking in Newcastle East: superb CN response.

Do not allow developers to build on the rail corridor, keep it all for green community space and don't remove any more trees.

Trees on our beaches/more shade along our coastline

Disappointed that management of facilities is outsourced to a third party (The Canopy). The Fletcher Hall is filthy and has a rat problem.

Safety for people crossing the road in Darby St near Harris Farm Markets is a huge issue. Also signage for parking for people exiting apartment buildings is terrible. Cars are nudging out and a serious accident is going to happen due to not being able to see oncoming traffic.

The reduction to parking in the city honeysuckle area is counter productive to growth.

More parking is required in the city for workers. The light rail does not offer a viable transport option for most commuters from the suburbs.

I feel Newcastle Council is like a secret organisation. It seems a lot of planning goes on behind closed doors and by the time anything is presented to the public it is already decided and the community involvement is just like a show pony because any ideas suggested by the public are not

acted on. I would like council to be an honest representation of the people rather than an organisation that does what it wants and pretends to be interested in what people want
And I'm sure this comment will not be seen by anyone who has the power to change this.

Why is there such an emphasis on mapping civil works? What about mapping the environmental works ? Or community and social programs? All we hear about is what council is building in concrete. How are you building community?

Interestingthe map shows more works happening in the well off communities, not the less well off places. Surely council demonstrates equity and social justice in the delivery of your services ... don't you?

Well done in transforming Newcastle into a vibrant modern city. A really great place to live.

Provide more shared paths and footpaths.

I am extremely dissatisfied with the 'beautifying' of Beresfield - this has made the area so much less accessible to people who use it as well as making the place sooo much less attractive - it is a complete nightmare to visit the area now!

Share with us how rates income is spent, particularly the levy.

We need residents parking permits in our street on The Hill. It's been refused in the past. I don't appreciate being fined for parking in my driveway when I would otherwise have to walk uphill quite a distance because there are no parks. We're overrun with cars here. I'm 70 with painful arthritic feet. We're not all spring chickens who can walk everywhere. Tell Nuatali and the other councillors. They should replace trees blown down in storms. It's looking very bare in our streets now.

How NCC could so disgustingly ignore a representation last year for recognition of Vera Deacon's services to the community has completely put me offside with NCC. My community is planning to attempt to remedy that in some small way while she is still with us.

Sick of all the money being spent in postcode 2300. Most people in the LGA don't live there. People are being killed having to walk on roads or ride on busy thoroughfares. We want footpaths and separate cycle ways. Need to change garbage collection for older units. 3 bins per unit is RIDICULOUS. the roadside is LITTERED with bins. Not enough street lighting in suburbs. Safety issue. More public toilets. Do something about lambton st in front of library. People are using it as a way to avoid lights. They are speeding and not road sharing.

It would appear that the services and facilities you provide are what you think the public should have and do not consider what the public really want/need

Our roads and public transport are woeful. Whilst much of this state responsibility, surely council can have some input and control of what is happening. I have grave concerns about overdevelopment of suburban areas. Roads, public transport and drainage are already unable to cope with the load. These need to be improved to cater for increased development, before approvals are granted.

I am impressed with the visible improvements around the city. Very impressed with the new upgraded City library. Very good service from the Hamilton library. Thrilled with the " Anzac Walk". The whole coastal beach walk is marvellous. Birdwood park needs a footpath from north to south to continue the pedestrian access down Stewart avenue to the interchange.gutters around Hamilton need improving as the water does not " flow" because they are uneven leading to a build up of silt leaves and weeds. Greatest lack: cycleways.

Improved city access - parking, particularly for motorcycles. To go to the city using public transport I need to take a bus, then a train, then the tram. Would be much easier if parking was available at the train station (Broadmeadow or Hamilton). There is so little motorcycle parking provided in the city that I have given up on trying to access that during daylight hours. Additional space would be a simple and cost effective means of improving access, one car space would hold 6 to 10 motorcycles. Bicycles are increasingly catered too but motorcycles are ignored. Not everyone is capable of riding a bicycle to the city centre.

There used to be regular festivals and events held in the city eg fire festival, night time markets and vivid style festival which all seemed to be well attended, what has happened to those. Also the

removal of parking spaces in the city has greatly discouraged people from going into the city.

Communicate with us. Tell us why you make some of your dreadful and impractical decisions (Nobbys Beach toilets and change room is a classic). When you invite comment/s on DAs etc, traffic plans etc why don't you contact the responder to ascertain if his/her problem or suggestion is a valid one.

Collaborate and build partnerships more with other councils and government agencies for better outcomes for the community and environment

Additional open space eg parks to provide green space for the many apartment blocks being built in the inner suburbs.

Stop spending money on Logos & renting buildings that are too small and spend money on street cleaning & organised community park walks

We need proper change rooms at Nobbys Beach, the current facilities are totally inadequate.

Fix the traffic bottlenecks that occur weekday mornings and afternoons, Saturday morning and Thursday nights along Park Ave Kotara eg at intersection of Park Ave and Grayson Ave and Park Ave and Joslin St. Roundabouts / traffic lights were promised during initial planning of the Kotara Homemaker Centre but have never eventuated. However since then significant funds have been spent elsewhere on lower priority projects eg along Park Ave replacing good footpaths with new ones for the often underutilised cycleway project. I invite Councilors to sit in the traffic queues eg weekdays between 8:00 and 9:00 to realise that these affect far greater numbers of people and need to be prioritised.

Communication and responses with service requests. No response whether doing something or not. Very poor communication

1) Should not have sold the round house, 2) should have insisted on better cycling infrastructure as part of the rail corridor/ hunter / Scott street redevelopment

There appears to be no interest by any of our elected reps re the problems faced by their residents. I have not been able to make any real contact with any of them since they came to power and they certainly have made no attempt to contact the residents of this area. I find this very disappointing. They are paid to do this job. It strikes me that they have little real interest in the people they are supposed to be representing.

Look to enhance other suburbs, such as Mayfield

Providing more accessible footpaths.

Regular maintenance and cleaning of under road tunnel in Ridge St to Merewether beach.

It would be fantastic to have some footpaths around the area between Werribe and Stevenson ave Mayfield West. There is one small patch of footpath out the front of one house in Norris Ave Mayfield West that is currently being fixed. One house! The whole street including Travers Ave and Thornton Ave need footpaths too. Not just one house!

There is a lot of young families living in the area and a lot more cars using the back streets than there was when this area was developed in the 50's and 60's. I don't feel safe having my children walk or ride the bikes on the road as cars seem to drive recklessly through our area.

Money seems to constantly be spent on "rebranding" and marketing but not actually fixing the organisational problems that have plagued Newcastle council for years. Rates keep going up but services and public spaces keep declining, corrupt planning approval abound. Community groups get pushed aside.

Council should charge more to developers and control the spending of public space spending, should listen to community groups, limit rate increases to private residents, and minimise expenses on "rebranding" and restructuring for no effect and actually fix the problems within this council.

I have been so disillusioned by this council for many years and have considered moving well out of the area but my local community and community group are wonderful and have encouraged me to stay put.

Listen to your active community groups, they have vast knowledge and really want to improve the

local area for local people.

showering facilities at bar beach are very poor, sand build up in drains is really bad and shower cubicles overflow...its like standing in a human soup...this needs to be addressed. Also think that more local businesses should be used inside the precinct for the supercars event. We have such a great range of food trucks and they should be the ones benefiting from this event.

Sack the xxx mayor

More car space, driving lanes and parking

please do something about our beach!

1. Model efficient, respectful, professional behaviour, and the more senior the officer, the more important this is. 2. Be more open and accountable. Do not force people or groups to take you to court to get info that should be available. What do you have to hide in not telling us what you spent or who you invited to VIP events at our expense? 3. Do not make major decisions eg change the city brand without seeing if that is what constituents want. And it is appalling that some Councillors were not even advised of this change beforehand, very high-handed and disrespectful behaviour. So is tolerating the abuse of Councillor John Church online at a seminar when it would have been very easy to investigate.

Stop wasting rate payers money on frivolities. New logo, council luxury offices, resurfacing roads damaged by supercars. Make the city safer for cyclists, pedestrians and better parking. Stop the internal bullying of council staff and elected Councillors.

Preserve newcastles historical heritage; cease attempting to make Newcastle like northern beaches of sydney; be wise with how you spend the rates collected; embrace our colonial heritage

Provide compulsory return of email. Counselors should engage with their ward and return phone calls. Address community concerns in a genuine matters e.g gutters tree concerns. Be transparent about counselors expenditure of rate payers money. Be more transparent. Follow up on community meeting concerns

I have said it before and I'll say it again - The council is to be a servant of the people but it has not performed that way for some time. Surveys even of this type are intentionally designed to become a process of applauding the council of what it has done. The council will not respond well to any questioning of their ways not will it respond well to any request for a full disclosure of the relationship between the council and other entities it has relationships with.

When honest and full disclosure is the trade make of the council I may change my view of the council - The Lord Mayor and the General Manager together stand in the way of this completely and absolutely.

Continue to roll out cycleways, walkways, upgraded parks, playgrounds and community spaces

Be more a community services provider rather than attempting to be a government corporation focussed on financial surpluses

Get rid of Jeremy bath he's quasi corporate parochial vision is a boys club of comparison, show me your bottom line and it correct mine .newcastle has the appearance and appeal of a deconstruct car park with little difference except no low set roof .start putting trees in start with replacing the trees in hannell street you removed over a decade ago start looking at the safety and health of your citizens and plant trees plant trees they will out live your current folly

A woman was killed due to no cycle pathways. Where are the pathways that can increase fitness, reduce traffic congestion and also keep our citizens safe?

Take heed of resident concerns and don't just dismiss them as collateral damage for what Council considers the best interests of Newcastle.

Fix footpaths

More and better communication with ratepayers, and acceptance of their views.

yes invest in surfclub upgrade. involve the community in discussion

take away the 14 days to respond policy. some information can be responded to promptly get politics out of senior management - work for the community not self get each and every

department to work together they all work for NCC
communicate better

More actual community input into revitalisation project planning. It is absolutely ridiculous that the light rail & revitalisation upgrade to hunter/scott sts was completed with no provision for safe cycle lanes. The only safe option now for cyclists using hunter, king & scott sts is to ride on the pedestrian footpaths. In a supposedly 21st century "smart city" this has to go down as one of the biggest screw ups ever!

Spend more time considering the needs of residents. I am concerned about the Policy you are introducing about live music. We spent a long time finding a house that was not next to a Pub only to discover that the Cafe next door is now becoming a live music venue. Why should we have to be bombarded by noise inside our home with no redress from Council? For goodness sake can you empty the bins!!

Overall, I think CN does a pretty good job in most areas. But the way Supercars was approved for our city, with zero prior consultation or input from those most affected, for me has left a pall over everything else CN does. With this in the back of my mind, I just roll my eyes when I hear CN talk about community consultation.

It's too late to undo the terrible carnage, that has almost removed Newcastle's Great Old Heritage. Tickle Tackie High Rise Is Now Overshadowing Most of Newcastle Heritage. The Removal of the Maritime Museum is a ' Serious Disregard' for one of the ' Most Important Pieces of Our Heritage'. It should be housed again in the ' A.Shed ', or given another home, in a building of similar size and prominence in 'Our Town'. The Light Rail (well I won't even bother going into my opinions on that one) - The Removal of the Store Facade (a ** Monumental & Personal Disaster **), one of the Original Board of Directors was my Great Uncle & I have a long history of working there and as the Secretary of one of our Most Important Historical Societies, I know I speak for every one of our Members.

It would be great if as I completed these surveys I felt as though the council was listening to anything I was saying or anything that I know many of my neighbours are saying. I have often considered not responding to these surveys because I'm almost certain they're being used to claim that there has been public consultation on issues that the council wants to make their own decisions about. A small part of me has faith that somebody might be listening so I keep responding but I can't be certain I'm not just participating in a feedback loop that enables council to appear like they are listening to what the public are saying. Really the promotional materials of the Newcastle City council have a relatively low impact on my life. The removal of Newcastle Now and the funding attached to that has had a significant impact on my community.

Be more open and transparent about council business, this has happened less and less. Eg. the true cost of moving council (sorry "city") headquarters and the cost of " rebranding" ??

think about normal people and people with disabilities that are not in wheel chairs and not just developers

Roads and transport. The latest transport developments have been more of a hindrance than a use. Parking in the CBD is a nightmare and impractical. The long term effects on changes to transport and roads and transport really need to be addressed - considering how many new families are moving to Newcastle per year. They keep on coming - but the roads can not cater for them!

Before you spend anything more than \$500 can you tell the community what you're going to spend and we will tell you if we will let you..

Does homosexual flags with disgraceful and did not prevent Australia's point of view at all and you'd made your mind up to buy those flags to brainwash people and you had events planned at our expense and usual lost credibility.

As regard the "new" Newcastle emblem ..WHY wasn't the people of Newcastle given a say ?or is it "minority rule" as per the norm, in regard to a few populous Newcastle Councillors.!

More consultations with Ratepayers of what they want and Council not telling us what we want or

need!! Council needs to be more open and not the secret society that it operates like!!?? Council needs to remember that it is elected by ratepayers/residents and they have a responsibility to be open and responsible to those people that have elected them!!

I frequently use the library and parks and I would like to see and all weather swimming pool.

Improved road maintenance - cleaning gutters of rubbish and weeds - line markings at some road intersection to stop following traffic from pulling up along side and blocking out your view when turning right or left - i.e intersection of south bound traffic of Chatham Rd., and Donald St., (A15) & Left turn from Maitland Road into Beaumont Street (south bound) - educate dog owners to pick up their dogs droppings particularly in the Beaumont Street Centre and local surrounds (Islington and Tighes Hill etc.,

More strategic planning that looks at the whole city, connections and overarching goals rather than piecemeal operations. Council itself has suffered from poor quality leadership and loss of skilled staff.

We need more cycle ways and more parking for motorcycles

Parking. I try to avoid going to the city for restaurants and other business purely because of parking. One parking station has a huge allocation for the University and then recently I notice another a huge allocation for a council Fleet. In both cases I could not get a spot and I left the city.

Stop the needles waste on image and engage in the City of Newcastle's lived history. Offer the city a venue that tells our story, protect our historic buildings, protect our environment. Develop our history and parkland in way that creates our unique story this is what makes a genuine tourist attraction in the long term not for a 3 day event that destroys our amenities, robs our city's businesses for 3 month's of the year. Develop the Fore Shore Park to the premium venue for visitors, on top of the boat sheds at Horse Shoe Beach build a Maritime Museum that is part of a historic walk along Nobbys breakwater. Take what is unique to the City of Newcastle and include a working harbour and its history as part of the unique history of the area and the region. The Port City of Newcastle has a unique history that is what makes a tourist attraction, stop the destruction of heritage, history and the environment.

More accessible, systematic parking. An open air dining, dancing, music, entertainment precinct in Newcastle mall thru to beach. Refurbish paved areas & green landscaping from mall to beach. There needs to be a clear, well defined connection to the beach & baths areas. Well lit at night. Rostered businesses open late, many but not all need to be open. It's run down, uneven thoroughfare. Unsafe, unappealing. Can be better than Corso at Manly! Much more potential!!!

It would be great to see toilets at east end tram stop pacific park. And low hanging fig branches in pacific park trimmed.

Introduce the food waste system that is available in Lake Macquarie Council.

I will say that whenever I have had reasons to call Newcastle council the staff are extremely polite and helpful. As often as a main contact with council they are to be commended.

There seems to be less information about development proposals

I think it would be worthwhile for CN to get feedback from each suburb, in order to find out what is important to the inhabitants of each suburb.

So I'm guessing that because you're asking about Community Facilities, they'll be the next thing on the chopping block. CoN is dishonest, secretive, divisive and embarrassing. I don't know how anyone with any kind of standards, actually works there and still manages to sleep at night. I hope the Office of Local Government eventually takes a broom to CoN and the truth finally comes out. We don't need these kinds of sparkles.

I realise this survey is about Council communications - however the operations of the GM and LM colour people's attitudes towards Council and whether they're inclined to open Council correspondence or just press delete and dismiss

Council drastically needs to improve transparency in decision making. The worst recent example is selling off the CAC (Fred Ash to follow) and moving the Council administration and chambers away

from the civic centre and cultural facilities to become a renter. It doesn't make sense. This was decided on in secret with at least three major considerations changing since that time - the biggest one being refurb costs being jacked up and moving and the fit out costs being down-played. Also the chambers were to remain in City Hall, and the palatial GM and LM exec suites were not originally presented.

Progressively moving the goal posts doesn't cut it. These facts need to be as specific and transparent as possible from the outset. And now the Council will be paying *rent* - long after the funds from the CAC sale have been spent.

Pity the next generation inheriting these on-going costs.

Is the Local Library classed as a Community Centre? If so, I frequently use one.

Ensure that the city maintains a traditional library service. The renovation of Newcastle Library might be nominated for an award, but it lacks sufficient books to choose from, has a lack of available staff and not everyone wants to use self-checkouts and self-checkin kiosks.

Spend less money on junkets

Allocate and expend funds to implement proper (safe) cycling facilities within the Newcastle City & CBD areas.

This is especially important as the Light Rail project has mainly neglected this vital part of the revitalisation of the City & CBD areas.

The 2012 cycling plan provided an integrated and safe cycling design but unfortunately this plan appears to have been 'lost' when the Light Rail project was planned and implemented.

Stop all the secrecy.

Improve the ratepayers facilities not the mayor and general manager.

You appear to have cut services esp maintenance to parks and streets. Weeds abound, esp over Christmas where there appears to be a shutdown just when people have more time to be out and about and there are visitors around as it is holiday time. I'm unhappy that the foreshore park has been so impacted as it was the pride of the city. You can now see right through it and there is no spaces for protection of other life like nature. It's become urban, and that was not what was intended. Supercars has stopped the use of the parkland by groups of people just at the end of the year. I wanted to save what I had written but this was not available. You should look at the aroma street parkland in Brusbane.

Stop wasting money on things like rebranding.

When building shelters with corrugated iron line the inside with insulation to prevent heat radiating through the iron

Very happy to hear of the plans for dog parks - congratulations

Poor Disclosure regarding major spending ie business in conflict.

More transparency and consultation in major decision making, eg Supercars, Council move, parking. Do not assume everyone has a Facebook account, a Smart phone and loves using apps. It locks a lot of people out of information. It is discriminatory to offer 25% discount on parking if you use the app.

Better maintenance of trees planted by council on footpaths that grow too huge and bust up concrete paths. These have to be re done every so often it must be costly to council and taxpayers. One tree I have out front leaves an absolute mess on footpath and road. I cannot get pass it on footpath so I have to go on the road with my grandchildren, "dangerous". I am all for protection of trees but not Forrest trees inappropriately planted on narrow footpaths.

Parking

It would be great to see more engagement with the local community. It appears that lately Council is more interested in PR opportunities than engaging with the local community to understand their needs.

Don't like the new logo. Big waste of money.

Support small business.

A follow-up to plans and proposals that seem to vanish without trace, For example, the proposal to make significant improvement for pedestrian access to Wallsend Park and Wallsend Village by changing speed limits, including speed humps, and installing traffic lights and crossings in Cowper Street.

I've been asking this in any way I know how except for picketing the Mayor's office:

CAN YOU PLEASE PUT THE RUBBISH BINS BACK IN FLETCHER PARK THAT WERE REMOVED FOR THE FIRST CAR RACE IN 2017?????

AND CAN YOU PLEASE RE-PLANT PACIFIC PARK WHICH HAS BEEN TURNED INTO A DESERT BY REMOVING ALL THE GOUNDCOVERS AND PRUNING THE TREES SO THEY ARE NOW UMBRELLAS, JUST WAITING FOR A STORM WHEN THEY WILL ALL TOPPLE OVER DUE TO EXPOSED ROOTS AND A WIND FILLED CANOPY - WHO'S STUPID IDEA OF GARDENING IS THIS?????

More community engagement around the environment. We need to be celebrating and connecting with the natural

Environment for social, economic, as well as environmental benefits.

Need greater transparency of costs and actions such as the real cost of the move to new premises and role of Mayor and GM on airport Board. If paid positions is this money declared and submitted to the Council as the role appears to represent the Council.

Better spend developer contributions on cycle infrastructure and shade trees. You maintain multiple parks that are too hard to access too hot to occupy.

NCC should be providing subsidised rental to community facilities such as the share shop.

NCC should have provided more support to Renew Newcastle in their Station venue.

Honeysuckle should not have been privatised but left available for public and community development.

NCC should be spending more on quality urban design experts, landscape architects and architects.

NCC should be prioritising local consultants for these roles over foreign or Sydney consultants.

Better advertising for community spaces is needed so that groups actually know where they can congregate or hold activities.

CN is doing a great job. Keep up the good work on parks and gardens, swimming pools, library's and keeping the suburbs clean

More community events - outdoor cinemas, family friendly events etc.

I'd like to see the difficult parts of the city addressed. The parks in the city need to be upgraded..

King Edward park is one case in point, the council love to use it as an iconic spot in their jurisdiction but the public toilets there have been the same scary place for over 20yrs, so god knows when they were built.

I live on Nesca Park and although the bottom end near the pétanque club is very well looked after the upper parts of the park are overgrown, littered with illegal waste mowed further and further out from bush land and choked by green centrum and other weeds. I'm guessing that this can only be the result of less staff in parks and gardens. Not a good look when civic park and other parks people don't live on are far better looked after.



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