

# THE CHANGING FACE OF CUSTOMER SERVICE

Council's well known round building in King Street has been given a ground floor makeover to accommodate our new Customer Contact Centre.

The Customer Contact Centre team will be taking your calls from 7am to 6pm.



From Monday 1 February 2016, we will be centralising many of our incoming call lines to our Customer Contact Centre.

The contact centre will be the first port of call for enquiries relating to waste services, tree management, road and infrastructure projects, parks and ovals, regulatory services, rates, parking, cemeteries and more.

We will be:

- continuing to provide face to face service at our City Administration Centre, 282 King Street, Newcastle
- now taking calls from 7am to 6pm

- expanding the range of services that can be resolved at first contact
- having fewer points of contact for a more consistent, efficient and professional customer response
- improving our capability to track the progress of individual customer contacts using call recording and a new request management system
- responding to customer requests received by email and mail
- throughout 2016 there will be more changes as we continue to provide even better service to the community.

## MORE WAYS TO GET IN TOUCH

4974 2000

mail@ncc.nsw.gov.au

newcastle.nsw.gov.au

282 King Street, Newcastle

## STAY UP TO DATE

/Newcastlevoice

@CityNewcastle

Sign up to e-news at newcastle.nsw.gov.au



Subscribe today and save

## 2016 CIVIC THEATRE SEASON

Civic Theatre, Newcastle

Season 2016 offers an incredibly diverse range of live performance in our historic theatre. Season brochures are available from the Ticketek box office on Hunter Street.



19 February to 22 March 2016

## 2015 NIKON-WALKLEY PRESS PHOTOGRAPHY

Newcastle Region Library

The Nikon-Walkley Press Photography exhibition showcases outstanding moments in sport, daily life and news reporting.



## BLACKBUTT RESERVE

Blackbutt's two koala mums, Chloe and Jarrah, have each had joeys recently and they're now out of the pouch and growing rapidly! Come and say hi to Gus and Kira.



22 February to 28 February 2016

## SURFEST

Merewether Beach

The largest surfing festival in Australia celebrates its 31st year with another full schedule of competition.

# WHAT'S ON

THERE'S SO MUCH TO SEE AND DO IN NEWCASTLE!

All events listed are proudly supported by Newcastle City Council.



27 and 28 February 2016

## AUSTRALIAN BOWL RIDING CHAMPIONSHIPS

Empire Skate Park, Bar Beach

One of the biggest events on Australia's skating calendar returns to Newcastle.



1 to 3 April 2016

## NEWCASTLE WRITERS FESTIVAL

Newcastle Region Library

This festival brings some of Australia's most respected writers and public figures to Newcastle each year.



25 April 2016

## ANZAC DAY

Nobbys Beach and Civic Park

Join us for Newcastle's ANZAC Day Dawn Service at Nobbys Beach or the march and commemoration at Civic Park, as we remember those who served and died.

SUMMER 2016

# Council News

Community newsletter from Newcastle City Council



## Inside

What's on in Newcastle  
Infrastructure works  
Your new Customer Contact Centre

# A MESSAGE FROM THE LORD MAYOR



As we enter a new year with potentially significant changes ahead for Newcastle City Council, I would like to reflect on our achievements in 2015.

I am so proud of what we have been able to accomplish by protecting local services and community amenity such as pools, parks, libraries and cultural facilities both in the city and suburbs. In addition, we are planning for greater community change through documents like the Wallsend Master Plan, the Foreshore Plan of Management and the Local Planning Strategy.

We have made tremendous progress on our four major projects that I have championed for many years. We have completed major links in the Bathers Way project, our shared coastal pathway linking Newcastle's seven coastal precincts. This fantastic coastal walk is now more than half way complete and our community has embraced this asset.

The Bathers Way project has been a

labour of love for many of us; from the planning, extensive community involvement to the delivery of the the new path, shade, shelters and seating. It is amazing to see it coming to fruition.

The transformation of our coastal area is phenomenal. The area is a magnet for locals and visitors of all ages and interests. There are runners, cyclists, walkers, scooters and surfers enjoying the amenities; there is a vibrant dining scene.

The project is now entering its most complicated stage from South Newcastle Beach through King Edward Park. But we are continuing to push ahead and I am looking forward to seeing further transformation happening along the coast as work progresses.

This really is a project we can all be proud of and I would like to thank everyone who has been involved along the way.

**Nuatali Nelmes**  
Lord Mayor of Newcastle

## Newcastle VOICE

Newcastle Voice is the main way Council engages with our community

Established in 2008, over 2,600 community members have joined Newcastle Voice to have a say about projects, events and initiatives throughout the city. Newcastle Voice is managed by our community engagement team, who advise teams throughout Council on the best way to obtain feedback from our community to help inform decision-making.

### Being a member

Newcastle Voice members are invited to have their say on a range of issues via surveys, community workshops, information sessions, focus groups and quick polls. Participation is entirely voluntary - members choose what they'd like to have a say on. Members also receive a monthly newsletter containing feedback from engagement activities, updates on Council projects and information on community events.

### Join today

Anyone 16 years and older can become a member of Newcastle Voice. To join visit, [www.mynewcastlevoice.com](http://www.mynewcastlevoice.com)

## DO YOU LIVE IN WALLSEND?

More than 480 households have now subscribed to the free flash flood alert service for the Wallsend area

If you register, there are two types of early warnings that will be sent to you

1. Flash flood warning - watch and consider evacuating
2. Flash flood imminent - evacuate to high ground if safe to do so.

Visit Wallsend Library to sign up and receive a free gift or go to our website [newcastle.nsw.gov.au](http://newcastle.nsw.gov.au)

## SCHOOL SAFETY

Kids are heading back to school!

Please remember to park safe to keep our kids safe.

Kiss and ride zones (often signposted with 'no stopping' signs) mean:

- you can only stop for **two minutes**
- you must **stay within three metres of your car**
- you should stop your car as close as possible to the **front of the zone.**



## FOOD TRUCKS

A mobile food vending trial is happening this summer

The trial is for food trucks which cook and sell from the vehicle and food vans which sell low risk food like drinks, sweets and ice cream. There are designated areas where vendors can operate and there is an application to complete.

All the details are available on our website [newcastle.nsw.gov.au](http://newcastle.nsw.gov.au)



## YOUR RATES AT WORK PLAYGROUNDS

Visitors to Lambton Park and Webb Park in Mayfield will be pleased to find two great new play spaces. We recently added a toddler play area to the playground at Lambton and replaced the old equipment at Mayfield with new play structures. Lyall Reserve, Shortland and Nesca Park Newcastle are up next - both will have their playgrounds replaced before the end of June.

## ROADS

### King Street, Newcastle

Stage two of King Street's footpath rehabilitation project is expected to resume in February 2016 and will see the completion of the Brown to Perkins Street sections. This project involves replacing deteriorated footpath, kerb and gutter on the southern side of King Street between Crown and Perkins Streets.

### Bibby Street, Hamilton

In 2016, we are rebuilding the road and footpath in Bibby Street, Hamilton between Samdon Street and Graham Road. As part of this project, we are removing existing trees and replanting on the southern side, constructing a wider verge and new footpath to slow traffic and provide space for new trees, installing new drainage and reconstructing the road including kerb and gutter and road resurfacing. Work is expected to begin in January and take up to six months.

### Lawson Avenue, Beresfield

We are replacing the failed road pavement and resurfacing the road in Lawson Avenue between Anderson Drive and Percy Street. Works include installation of subsoil drainage for pavement protection, replacement of road pavement, kerb and gutter, school crossing and sections of concrete footpaths. The project is due for completion in April 2016. This work is funded by the Federal Government's Roads to Recovery Program.

Image: New playground equipment at Lambton Park.

## CYCLEWAYS

We are building shared pathways and cycleways across Newcastle to improve connectivity and create viable alternatives to driving. Projects include:

**Broadmeadow:** Sections of shared path on the eastern side of Jackson Street

**Lambton:** Completion of circuit around Lambton Park

**Waratah:** Staged replacement of the shared pathway on Turton Road between Lambton Road and Hunter Stadium.

**Kotara:** A new major section of shared pathway is underway at Park Avenue between Northcott Drive and Kullaiba Road. This will provide an off-road cycling solution in a busy area and completes the connection on Park Avenue between the R4 cycleway at Kullaiba Road, Westfield Shopping Centre and the R1 cycleway at Dibbs Street/Fernleigh Track.

As part of this project Council will be undertaking road works with the upgrade of bus stops, median replacement and road realignment/resurfacing between Kullaiba Road and Lexington Parade.

## ENVIRONMENT

### Ironbark Creek Rehabilitation

We completed the third stage of Ironbark Creek rehabilitation works in 2015 and are set to start work on the fourth stage this year. Stage four includes the main channel of Ironbark Creek, extending from Cardiff Road to just downstream of Croudace Road, Elmore Vale. This project will:

- reduce bank erosion on site and creek bed instability upstream and downstream.
- protect public and private property.
- decrease sediment flowing downstream.
- enhance habitat for native animals.
- create a beautiful public space.

### Willai Creek rehabilitation

Additional rehabilitation work in the downstream section of Willai Creek, Elmore Vale is underway and is jointly delivered by Council and Hunter Local Land Services.

## LAMBTON KER-RAI REHABILITATION

Please join Council and Hunter Water to celebrate the completion of Lambton Ker-rai Rehabilitation.

**When:** 15 March 2016, 10am - 11am

**Where:** Lambton Park Rotunda, Lambton

## SPORTSGROUNDS

We have finished building an improved sportsground amenities building at Islington Park. The work included demolishing the existing amenities block and construction of a single storey building to accommodate new change rooms, public toilets and ramp access.

Flood lighting is being installed at Lambton Park and Tarro Park which will extend hours of use available at these popular sporting fields.

Mayfield Park has had a facelift with a new wicket constructed, a field redesign and sub-soil drainage installed to improve the function of this site for users.

Image: Bathers Way, Nobbys to Newcastle Beach.



## RECENTLY COMPLETED WORKS

Construction of a pedestrian pathway at Charlton Street, Lambton and Turner Street, Georgetown to improve pedestrian safety.



Image: Newly completed shared pathway through Alder Park and pedestrian upgrade at New Lambton.

Construction of a roundabout and upgrade of pedestrian crossing at Union Street, Cooks Hill to slow traffic and improve pedestrian and vehicle safety.

Shared pathway construction at Empire Park, Bar Beach and Donald Street, Hamilton (partial construction).

A low-flow diversion bank, or berm, within Kotara Park is now complete. The berm diverts stormwater away from the road at Park Avenue and Howell Street. The capacity of the culvert at Kotara Park Bowling Club has also been upgraded to increase efficiency of stormwater discharge from the park.

Waratah Park has received a new grandstand roof and flood lighting to an outer field.

National Park Athletics Track has a new carpark and the central playing surface has been levelled.

Warabrook Park has a new shade structure, BBQ and pathway.

The installation of a gross pollutant trap is being completed in Bruce Street, Cooks Hill to prevent garbage from flowing into Cottage Creek.

The existing parking area around the memorial at Hereford Street, Stockton has been reconstructed to create a formal parking area with beach access.