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

We will be:
- 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.

**WHAT’S ON**

**THE CHANGING FACE OF CUSTOMER SERVICE**

**2016 CIVIC THEATRE SEASON**

Civic Theatre, Newcastle

Season 2016 offers an incredibly diverse range of full-length productions in our historic theatre. Season tickets are available from the Ticketek box office on Hunter Street.

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**BLACKBUTT RESERVE**

Blackbutt’s two baby koalas, 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.

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**February to April 2016**

**WHAT’S ON**

**THERE’S SO MUCH TO SEE AND DO IN NEWCASTLE!**

All events listed are proudly supported by Newcastle City Council.

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**27 and 28 February 2016**

**AUSTRALIAN BOWL RIDING CHAMPIONSHIPS**

Dunes Skate Park, Bar Beach

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

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**20 February to 23 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.

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**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.

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**WHAT’S ON**

**Inside**

What’s on in Newcastle

Infrastructure works

Your new Customer Contact Centre
The Bathers Way project has been a half way complete and our community has fantastic coastal walk is now more than project, our shared coastal pathway linking completed major links in the Bathers Way. We have made tremendous progress documents like the Wallsend Master Plan, for greater community change through libraries and cultural facilities both in the city community amenity such as pools, parks, libraries and cultural facilities both in the coastal area. There are runners, cyclists, walkers, skateboarders and surfers enjoying them, there is a vibrant living scene. The project is now entering its most challenging stage from Stucliff Newcastle Coastal Beach through King Edward Park. But we are continuing to push ahead and to achieve our aim of seeing further transformation happening along the coast as work progresses.

This is really 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

#ILOVE BATHERS WAY

The Nobbys to Newcastle beach section of Bathers Way

This stage includes construction of the Nobbys Pathway and the installation of new bicycle barriers, pathways, lighting, bollards and bins. Cycle complete works also includes a new designated parking area. Work was jointly funded by Council and NSW Government's Roads for Regions program.

Planning will be underway for the next stage of pathway rehabilitation at South Newcastle. Works are expected to start this financial year.

ROADS

King Street, Newcastle

Stage four of King Street’s footpath rehabilitation project is expected to resume in February 2016 and will see the completion of the Brown to Perkins streets sections. This project involves replacing deteriorated footpath, kerb and gutter on the southern side of King Street between Grove and Geddes streets.

Bibby Street, Hamilton

In 2016, we are re-building the road and footpath in Bibby Street, Hamilton between Saratton 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, including new drainage and reconstructing the road including kerb and gutter and road resurfacing. Work is expected to complete in January and take up to six months.

Lawson Avenue, Barrington

We are replacing the failed road pavement and resurfacing the road in Lawson Avenue, near the corner of Jerry Road. Work will include installation of absorbent drain for pavement protection, replacement of road pavement, kerb and gutter, road resurfacing 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.

FOOD TRUCKS

A mobile food vending trial

Remember to park where you have subscribed to the free Food Truck service for the Wallsend area.

If you register, there are two types of new changes which will be sent to you by email. You can pick and choose what you want to be notified about.

1. Food truck notifications - you will be notified when a food truck is parked in your area.
2. Road works - you will be notified of any road works or closures near your area.

DO YOU LIVE IN WALLSEND?

If you live in Wallsend, you have now subscribed to the free Food Truck service for the Wallsend area.

If you register, there are two types of new changes which will be sent to you by email. You can pick and choose what you want to be notified about.

1. Food truck notifications - you will be notified when a food truck is parked in your area.
2. Road works - you will be notified of any road works or closures near your area.

Visit Wallsend library to sign up and find out more about Newcastle Voice www.newcastle.nsw.gov.au

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 their say about projects, works and initiatives throughout the city. Newcastle Voice is managed by our community engagement team, who advise teams throughout Council on the best way to find out feedback from our community.

Being a member

Newcastle Voice members are invited to have their say on all issues of importance to our community including things such as new services, information sessions, forums, groups and even parks. Participation is voluntary - members choose what they like to be involved in and how much involvement they would like. There is also a monthly newsletter that is both a celebration of our projects and activities, updates on Council projects and information on community events.

Anyone over 15 years of age can become a member of Newcastle Voice. To join, visit https://www.newcastle.nsw.gov.au/about-newcastle/voice.html

Visit Wallsend Library to sign up and find out more about Newcastle Voice.

VISITOR SERVICES

Amendments and additions to Parks and Recreation Strategic Plan

Reductions and improvements to park services in Newcastle

The memorial at Hereford Street, Cooks Hill to prevent garbage trap is being completed in Bruce Park. Warabrook Park has a new shade structure and its grandstand roof and flood lighting is now complete. A low-flow diversion barn, or weir, within Kotara Park is now complete. The farm track at Lambton Park is now complete.

The installation of a grassed path and new signs associated with the Railway Park in Broadmeadow, Cockburn Street, will provide a new walk and cycle path within the city. Cycle complete.

The installation of a grassed path at the memorial at Memorial Park, Charlestown, and cycle path at Memorial Park, Charlestown, will provide a new walk and cycle path within the city.

The installation of a grassed path and new signs associated with the Railway Park in Broadmeadow, Cockburn Street, will provide a new walk and cycle path within the city.

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