

Summary Report

Quarterly Community Survey – Autumn 2021



City of
Newcastle



City of Newcastle (CN) carries out a community survey on a quarterly basis to better understand key issues, community needs and priorities about the services and facilities provided by the City. The Autumn 2021 survey focused on community sentiment around priorities for Newcastle 2040 (our next Community Strategic Plan), Art Gallery visitation and customer experience.

The online survey was open from 22 April to 10 May 2021 and **994 people** of all ages across the local government area. To learn more, [download the full survey report](#).

Priorities for our future- Newcastle 2040

This section of the survey explored what people love about Newcastle and where they live, and their priorities for Newcastle's future as a liveable, environmental sustainable place of opportunity, that values togetherness. This information will be used to help us develop the next Community Strategic Plan, Newcastle 2040, which will outline the vision for Newcastle's future and actions to help get us there.

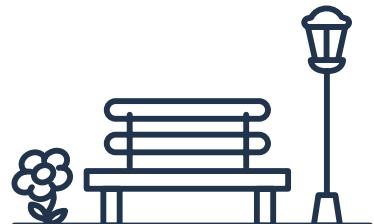
Words people use to describe what they love about Newcastle

enough accessibility trees coastal quiet culture
diverse suburb ocean beauty feel open lake
country space food spaces things walks many home
nice big lifestyle cafes parks without area
places walking living beaches great local access
beautiful always
busy shopping community get place **big** amazing
town facilities back **love** cafes & restaurants bars
sense hunter **newcastle** green best variety
vibe atmosphere something
park transport foreshore **good** traffic
still history

Liveability

Top three priorities to support a liveable Newcastle:

1. Supporting local living – everything is within 20 minutes (**43%**)
2. Providing trees, gardens, gardens and plantings (**40%**)
3. Walkable neighbourhoods (**39%**)
3. Convenient options for active and public transport (**39%**)



Environmental sustainability

Top three priorities to support Newcastle's future environmental sustainability:

1. Protecting our natural areas and coastline (**55%**)
2. Providing green spaces with trees and plants (**40%**)
3. Reducing waste through reducing consumption, recycling and reuse (**36%**)



Place of opportunity

Top three priorities for making Newcastle a place full of opportunities by 2040:

1. Building a strong local economy with low unemployment (**53%**)
2. Supporting vibrant, cultural and creative communities and a thriving arts scene (**38%**)
3. Attracting and keeping skilled people (**37%**)

Togetherness

Top three things that contribute to a welcoming, accessible and inclusive community:

1. Promoting good long term and deliberate planning (**47%**)
2. Efficient and effective provision of services to the community (**46%**)
3. Promoting genuine community and stakeholder engagement (**42%**)

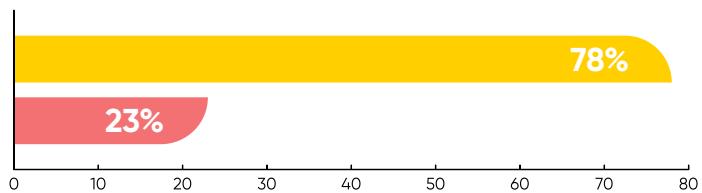


Newcastle Art Gallery

This section of the survey explored visitation to Newcastle Art Gallery and will help inform future planning at the Art Gallery.

Visitation

- 78%** had visited Newcastle Art Gallery at some point in the past
23% had visited in the past six months



Elements enjoyed

Things people enjoyed most about their visit(s) to Newcastle Art Gallery:

1. Current exhibitions on display (**69%**)
2. Special program or event (**23%**)



How people find out what's on at the Art Gallery

The three most common methods were:

1. Word of mouth (**27%**)
2. Newcastle Art Gallery website (**25%**)
3. Newcastle Art Gallery social media (**19%**)

Customer experience

This final section of the survey sought to better understand the customer experience with CN by different methods of contact, so that areas for focus can be identified and addressed.

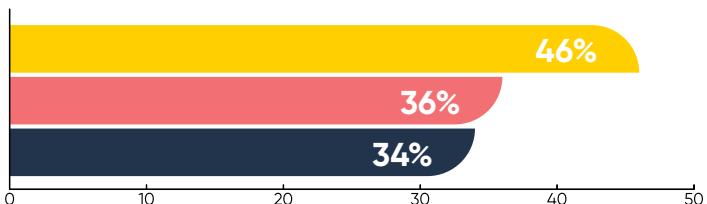
Contact with CN

Nearly half of respondents (**45%**) had made contact with CN in the past 6 months with a request or to report an issue.

Method of contact with CN

People contact CN by:

1. Phone (**46%**)
2. Request form on website or app (**36%**)
3. Email (**34%**)



Ease of contact

56% agreed / 28% disagreed with the statement 'City of Newcastle made it easy for me to handle my request or issue'.

Thank you to everyone who took part in the survey – your feedback and opinions will help shape the future of our city.

To view more detailed survey findings, download the full report.

newcastle.nsw.gov.au/YourSay