



City of
Newcastle

Quarterly Community Survey

Winter 2021 Report

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Executive summary

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 Winter 2021 survey focused on satisfaction with the overall performance with CN, satisfaction with individual services and facilities, and perceptions and experiences of Newcastle at night.

The survey was conducted from 17 June to 29 June 2021, via a combination of random telephone surveying and online surveying recruited through random SMS invitation and an online panel provider. 409 people completed the survey. Data has been weighted to be representative of our local government area in terms of age, gender and location.

Overall satisfaction

Performance of City of Newcastle

Overall satisfaction with City of Newcastle's performance has continued the positive upward trend observed in recent years, with 61% saying they are satisfied/very satisfied.

Standard of services

Satisfaction with the standard of services that City of Newcastle provides to the community has increased in 2021, with 70% stating they are satisfied/very satisfied.

Services and facilities

Of the 42 services and facilities that respondents were asked to rate for their level of satisfaction, 41 received a mean rating higher than the neutral score of 3.0 out of 5.

The top-rated categories of services/facilities for satisfaction were:

1. Coastal & Aquatics
2. Waste
3. Parks & Recreation

The top-rate individual services/facilities for satisfaction were:

1. Beaches and beach facilities
2. Garbage collection and disposal
3. Swimming pools
4. Sporting facilities
5. Green waste collection

Drivers of overall satisfaction

Using regression analysis, the following services/facilities were identified as the top drivers of overall satisfaction for the community:

1. Response to community needs
2. City innovation
3. Local neighbourhood roads
4. Community involvement in Council decision making
5. Footpaths

Improvements in these areas would likely drive continued improvements in overall satisfaction with CN.

Newcastle after dark

Going out in Newcastle after dark

Nearly two thirds of respondents (64%) have been out at night in the past 12 months.

Perceptions of Newcastle after dark

The most common perceptions of Newcastle after dark are that it is:

1. Inclusive
2. Diverse
3. Vibrant

Experiences in Newcastle after dark

Most respondents (63%) did not experience any negative interactions on their last visit to Newcastle at night. Of those that did, the most common were:

1. Antisocial behaviour
2. Over-intoxication
3. Incivility

How will the findings be used?

The findings from this survey have been shared with the relevant CN project teams for consideration in developing future plans, projects and activities including:

- planning and delivering services and facilities to the community
- understanding Newcastle after dark and supporting Newcastle's night time economy
- corporate reporting

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

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1 Introduction

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

The Winter 2021 survey focused on understanding levels of community satisfaction with how CN is performing overall, satisfaction across different services and facilities provided by CN, and identifying the behaviours and perceptions of the community on Newcastle at night.

2 Survey methodology

2.1 Data collection

Data was collected by Woolcott Research and Engagement via a combination of random telephone surveying and online surveying through random SMS invitation and an online panel provider.

The survey was conducted during the period Thursday 17 June to Tuesday 29 June 2021, inclusive. To encourage participation, respondents were given the option to enter a prize draw to win one of five \$200 retail shopping vouchers.

In total, 409 people completed the survey (76 via telephone, 136 via SMS invitation and 197 via online panel). A copy of the survey is available in [Appendix I](#).

2.2 Data handling

Data handling and analysis was carried out using the application Display-R. All responses are de-identified to ensure the anonymity of respondents.

2.3 Data weighting

The data was collected via random sampling, however, to ensure that the report is representative of the broader City of Newcastle community, the data has been weighted post-collection to broadly represent the LGA in terms of population distribution by location, age, gender. Respondent profile and weighting information is included in [Appendix II](#).

2.4 Data analysis

Statistical testing was conducted across results by age, gender and Ward. Significantly higher/lower differences, at the 95% confidence level, are identified in tables by **blue/red** text.

For rating questions, a value of 1 – 5 was assigned to responses to allow mean scores to be calculated, e.g.

Satisfaction ratings

- 1 = very dissatisfied
- 2 = dissatisfied
- 3 = neither satisfied nor dissatisfied
- 4 = satisfied
- 5 = very satisfied

Agreement ratings

- 1 = strongly disagree
- 2 = disagree
- 3 = neither agree nor disagree
- 4 = agree
- 5 = strongly agree

A mean score above 3.0 therefore indicates more satisfaction than dissatisfaction within the community in relation to a particular CN attribute. 'Don't know' responses to a question were included in percentages on charts, but were not used in the calculation of mean scores.

3 Survey findings

3.1 Performance of City of Newcastle

Overall performance

Respondents were first asked how satisfied they are with City of Newcastle’s overall performance. 61% of respondents stated that they are satisfied/very satisfied, with a mean score of 3.7 out of 5 (figure 1). This result continues a very positive upward trend in overall satisfaction over recent years (figure 2).

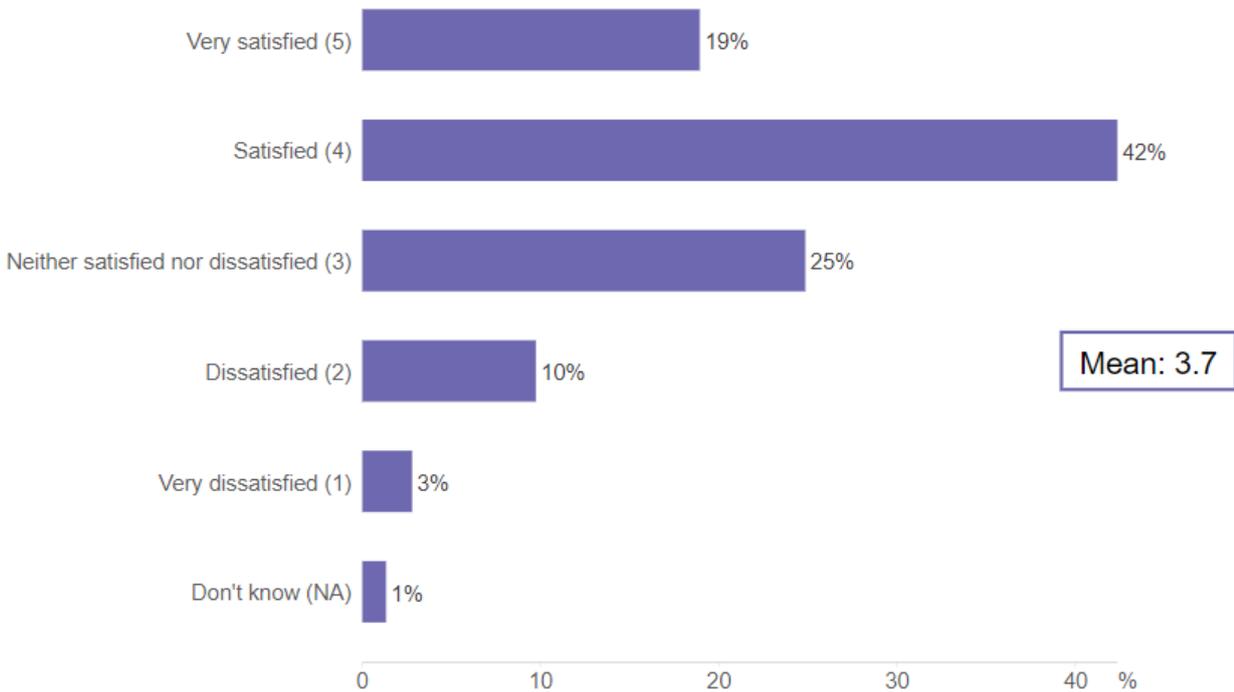


Figure 1: Satisfaction with the overall performance of CN (N=409)

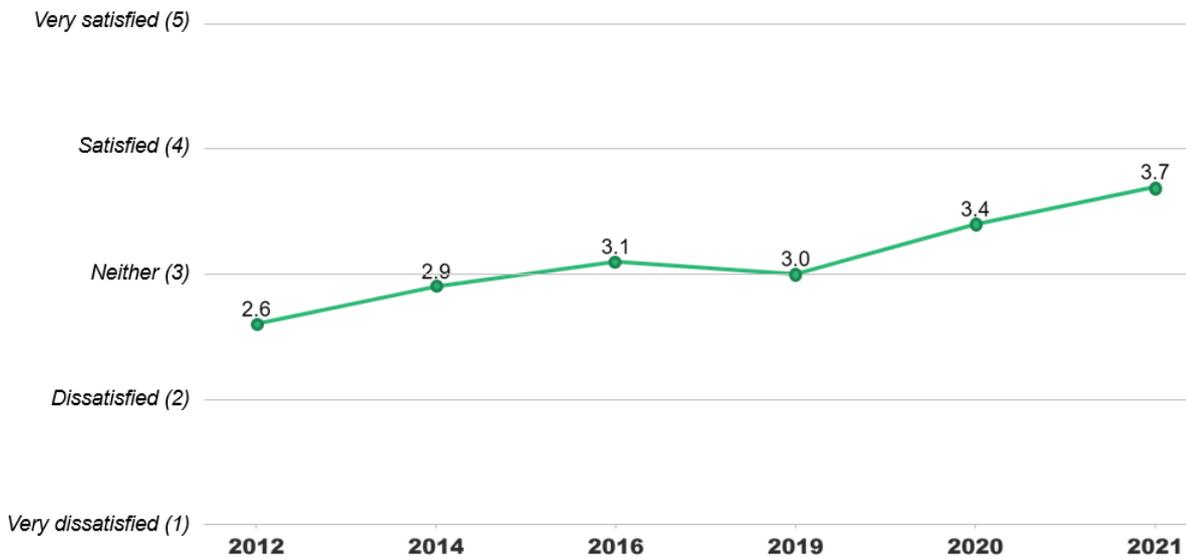


Figure 2: Satisfaction with the overall performance of CN – mean scores over time (out of 5)

Analysis by age (table 1) shows that younger respondents generally have higher satisfaction with the overall performance of CN, with 69% of 18 – 34 year olds and 67% of 35-54 year olds, stating they are satisfied/very satisfied.

In comparison, satisfaction was relatively consistent between males and females (table 1) and by location (table 2).

Table 1: Satisfaction with the overall performance of CN – by age and gender

	Age				Gender	
	18-34 years	35-54 years	55-74 years	75+ years	Male	Female
Very satisfied (5) + Satisfied (4)	69%	67%	48%	50%	62%	60%
Neither satisfied nor dissatisfied (3)	22%	20%	30%	37%	22%	28%
Dissatisfied (2) + Very dissatisfied (1)	8%	13%	19%	9%	15%	10%
Don't know	1%	0%	2%	4%	1%	2%
Average	3.8	3.7	3.4	3.4	3.6	3.7
Weighted Column Sample Size	134	131	104	35	199	205

Table 2: Satisfaction with the overall performance of CN – by location

	Ward 1	Ward 2	Ward 3	Ward 4
Very satisfied (5) + Satisfied (4)	63%	63%	60%	59%
Neither satisfied nor dissatisfied (3)	27%	19%	28%	26%
Dissatisfied (2) + Very dissatisfied (1)	10%	17%	10%	13%
Don't know	0%	1%	2%	2%
Average	3.7	3.6	3.6	3.7
Weighted Column Sample Size	102	102	100	100

Standard of services

When respondents were asked of their satisfaction with the standard of services CN provides to the community, 70% stated that they are satisfied/very satisfied (figure 3). This is a positive increase from 2020, where 56% of respondents stated that they were satisfied/very satisfied (figure 4).

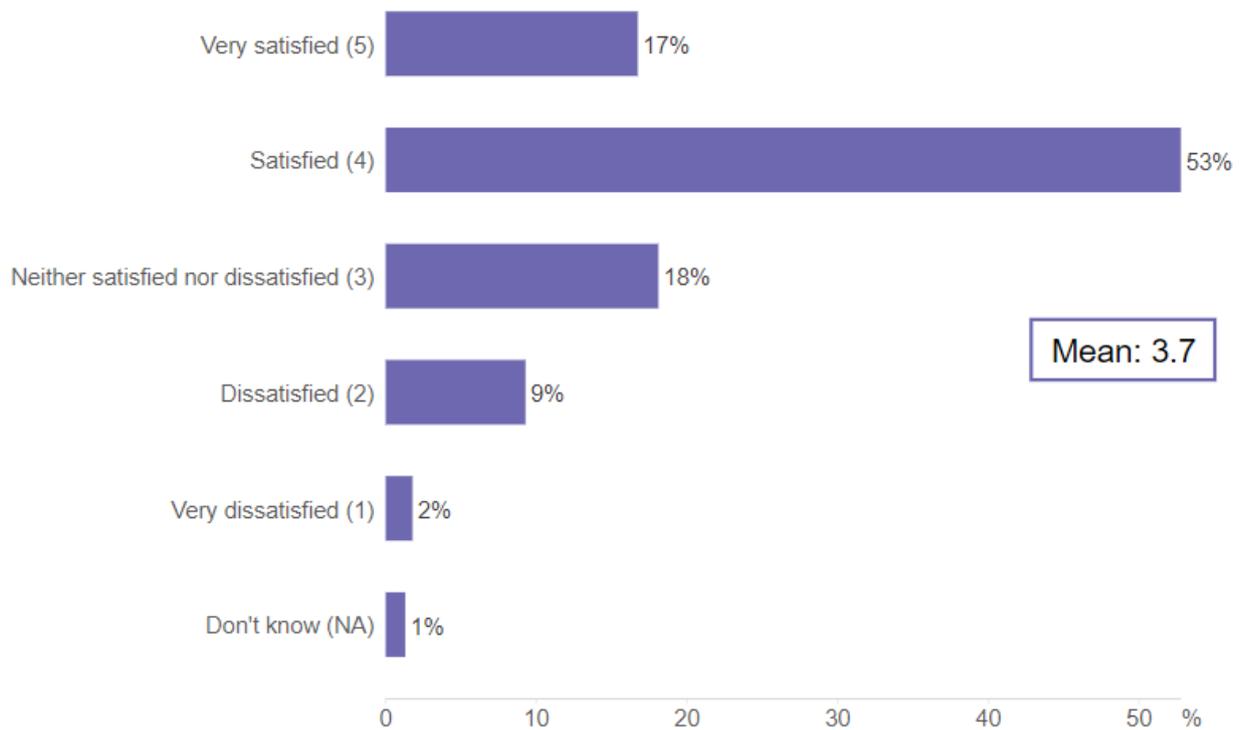


Figure 3: Satisfaction with the standard of services CN provides to the community (N=409)

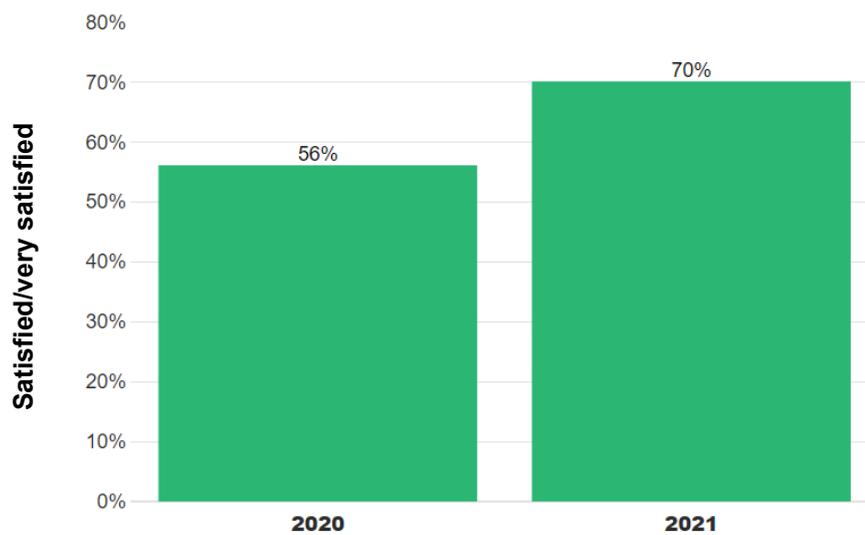


Figure 4: Satisfaction with the standard of services CN provides to the community – comparison of 2020 and 2021

Looking at responses by age (table 3) we see younger respondents expressing higher levels of satisfaction with the standard of services, with the proportion of respondents stating they are satisfied/very satisfied decreasing as age increases. Compared to females, males reported marginally higher levels of satisfaction with the standard of services (table 3).

Table 3: Satisfaction with the standard of services CN provides to the community – by age and gender

	Age				Gender	
	18-34 years	35-54 years	55-74 years	75+ years	Male	Female
Very satisfied (5) + Satisfied (4)	75%	71%	66%	57%	73%	66%
Neither satisfied nor dissatisfied (3)	18%	20%	16%	18%	16%	20%
Dissatisfied (2) + Very dissatisfied (1)	8%	10%	15%	17%	11%	11%
Don't know (NA)	0%	0%	2%	8%	0%	3%
Average	3.8	3.8	3.7	3.5	3.8	3.7
Weighted Column Sample Size	135	131	104	34	200	203

Looking at satisfaction with the standard of services across by location, those in Ward 3 expressed slightly lower levels of satisfaction compared to other areas, though 66% still stated that they are satisfied/very satisfied.

Table 4: Satisfaction with the standard of services CN provides to the community – by location

	Ward 1	Ward 2	Ward 3	Ward 4
Very satisfied (5) + Satisfied (4)	71%	71%	66%	70%
Neither satisfied nor dissatisfied (3)	19%	16%	17%	21%
Dissatisfied (2) + Very dissatisfied (1)	9%	13%	14%	8%
Don't know (NA)	2%	1%	2%	1%
Average	3.8	3.7	3.7	3.8
Weighted Column Sample Size	101	102	100	101

3.2 Services and facilities

Respondents were asked to rate their level of satisfaction with 42 different services and facilities provided by CN, across 9 different categories.

Services and facilities overall

Overall, 41 of the 42 services and facilities received a mean rating higher than the neutral score of 3.0 out of 5.

Across categories, the **coastal & aquatics** category on average received the highest proportion of satisfied/very satisfied (71%), followed by the **waste** category (69%) and the **parks and recreation** category (67%) (figure 5).

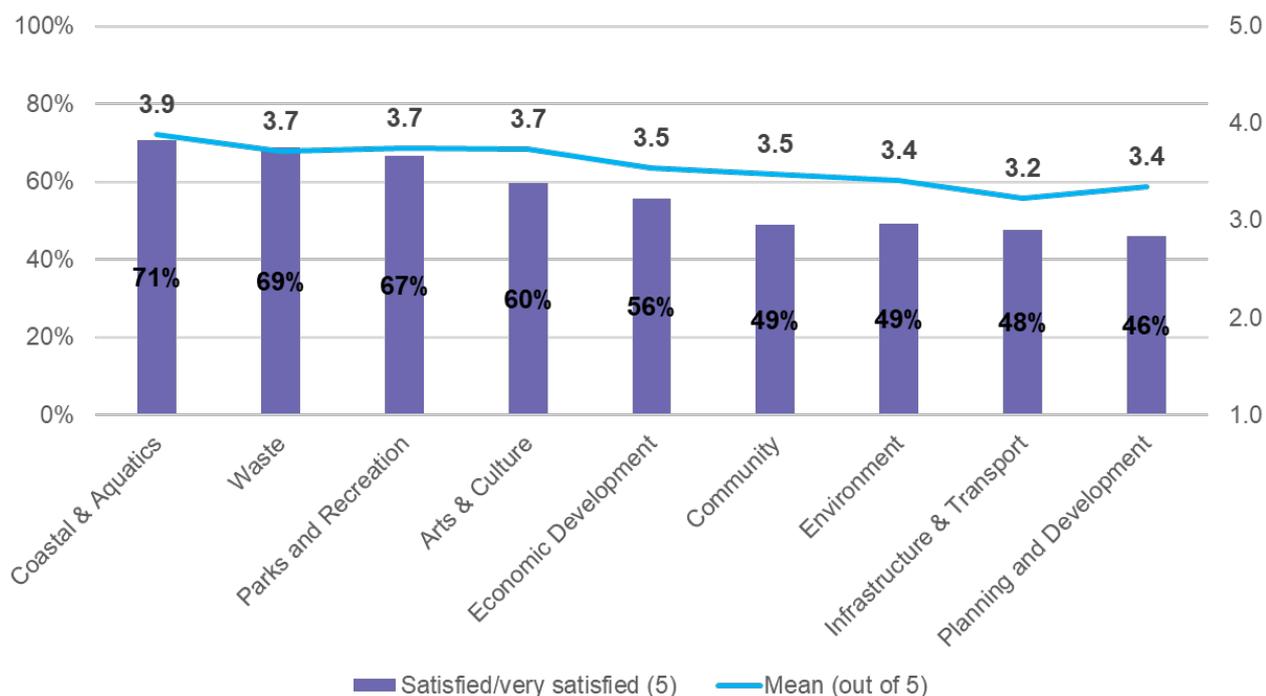


Figure 5: Average satisfaction within each service and facility category

Table (5) lists the 5 services and facilities with the highest proportion of respondents stating that they are satisfied/very satisfied. The top-rated service/facility is **beaches and beach facilities** (77%), followed by **garbage collection and disposal** (70%).

Table 5: Top 5 services and facilities for proportion of respondents that stated they were satisfied/very satisfied

Top 5 services and facilities for satisfaction		
Category	Service/facility	Satisfied/very satisfied
Coastal & Aquatics	Beaches and beach facilities	77%
Waste	Garbage collection and disposal	70%
Coastal & Aquatics	Swimming pools	69%
Parks and Recreation	Sporting facilities	69%
Waste	Green waste collection	68%

Table 6 lists the 5 services and facilities with the highest proportion of respondents stating that they are dissatisfied/very dissatisfied, indicating the areas that the community view as needing to be targeted for improvement.

Table 6: 5 services and facilities with the largest proportion of respondents that stated they were dissatisfied/very dissatisfied

Bottom 5 services and facilities for satisfaction		
Category	Service/facility	Dissatisfied/very dissatisfied
Infrastructure & Transport	Parking in the Newcastle CBD	50%
Infrastructure & Transport	Local neighbourhood roads	33%
Infrastructure & Transport	Footpaths	29%
Infrastructure & Transport	Regulating traffic flow on our local roads	27%
Planning and Development	Management of residential development	26%

The full list of services and facilities with their satisfaction rating can be seen in [Appendix III](#).

Arts & Culture

Within the Arts and Culture category, **library services and programs** was the highest rated service, with 66% of respondents saying they are satisfied/very satisfied (a mean score of 3.9 out of 5). This was followed by **Civic Services** (62%) and **entertainment and events** (62%).

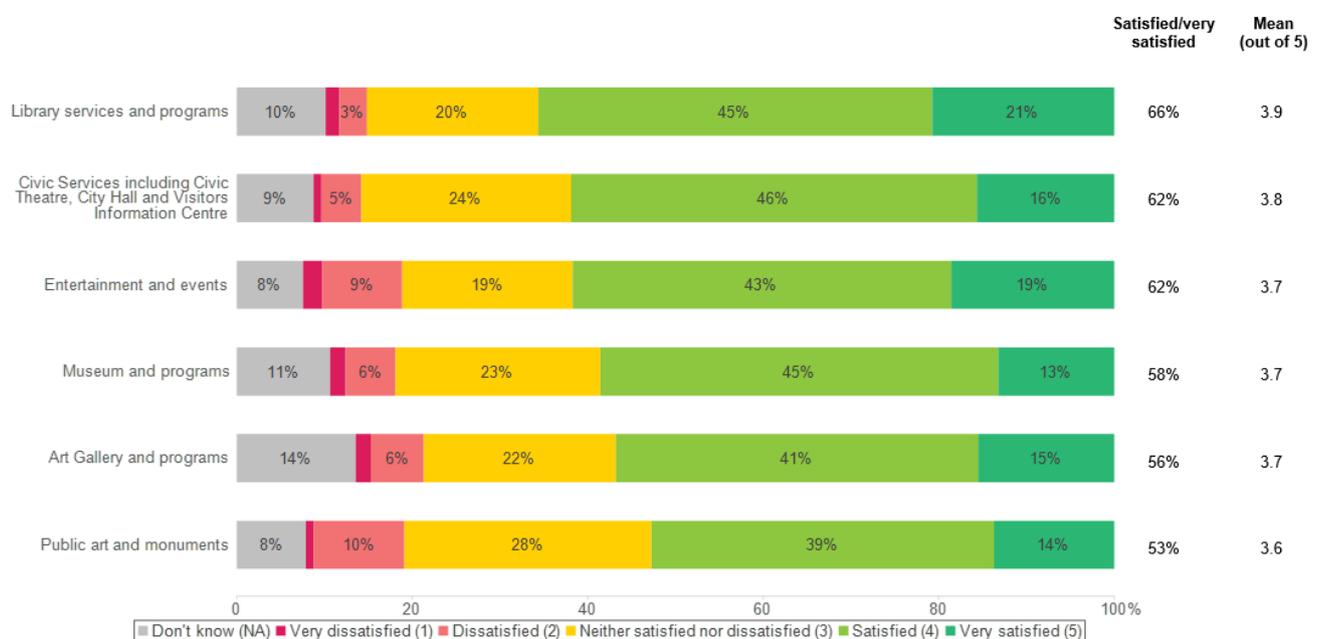


Figure 6: Satisfaction of services and facilities within the Arts and Culture category (N=409)

Analysis by age (table 7) shows that 5 of the 6 services/facilities within Arts and Culture have higher satisfaction among younger respondents, with satisfaction decreasing as age increases.

Table 7: Satisfied/very satisfied respondents with each service and facility within the Arts and Culture category – by age and gender

	Age				Gender	
	18-34 years	35-54 years	55-74 years	75+ years	Male	Female
Library services and programs	72%	64%	58%	73%	64%	68%
Civic Services including Civic Theatre, City Hall and Visitors Information Centre	65%	65%	58%	51%	63%	61%
Entertainment and events	67%	64%	61%	36%	59%	65%
Museum and programs	63%	62%	57%	37%	61%	56%
Art Gallery and programs	65%	57%	52%	38%	55%	59%
Public art and monuments	58%	52%	49%	47%	53%	52%
Weighted Column Sample Size	135	131	106	37	200	209

Looking by location (table 8), those in Wards 1 and 3 were most satisfied with **library services and programs**, Ward 2 respondents expressed their highest satisfaction for **Civic Services** and those within Ward 4 were most satisfied with **entertainment and events**.

Table 8: Satisfied/very satisfied respondents with each service and facility within the Arts and Culture category – by location

	Ward 1	Ward 2	Ward 3	Ward 4
Library services and programs	67%	68%	65%	63%
Civic Services including Civic Theatre, City Hall and Visitors Information Centre	59%	70%	54%	65%
Entertainment and events	56%	61%	63%	67%
Museum and programs	53%	65%	57%	59%
Art Gallery and programs	58%	60%	56%	54%
Public art and monuments	58%	56%	44%	52%
Weighted Column Sample Size	102	102	102	102

Coastal & Aquatics

Within the Coastal & Aquatics category, **beaches and beach facilities** received the highest level of satisfaction, with 77% of respondents stating that they are satisfied/very satisfied (figure 7).

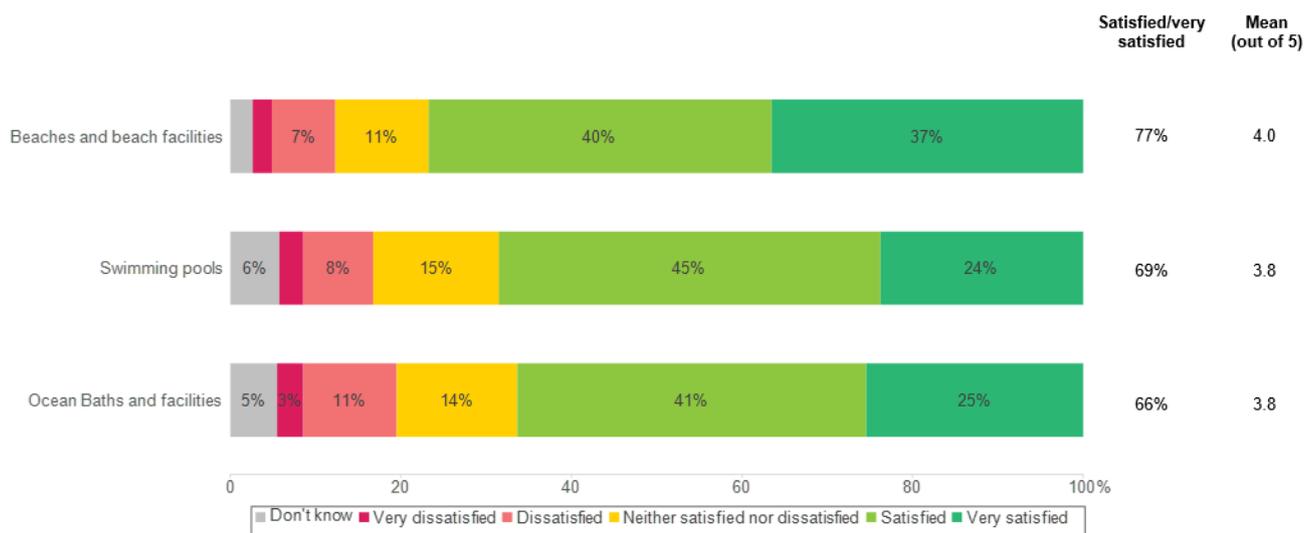


Figure 7: Satisfaction of services and facilities within the Coastal & Aquatics category (N=409)

Analysis by age (table 9) shows **beaches and beach facilities** was the highest rated service/facility across all ages and gender.

Compared to the other age groups, 18-34 year olds expressed higher satisfaction for all Coastal & Aquatics services/facilities.

Table 9: Satisfied/very satisfied respondents with each service and facility within the Coastal & Aquatics category – by age and gender

	Age				Gender	
	18-34 years	35-54 years	55-74 years	75+ years	Male	Female
Beaches and beach facilities	80%	77%	75%	70%	77%	77%
Swimming pools	77%	71%	58%	59%	69%	68%
Ocean Baths and facilities	76%	68%	54%	59%	65%	67%
Weighted Column Sample Size	135	131	106	37	200	209

Looking at results by location (table 10), we see that respondents within Ward 2 have higher satisfaction for all Coastal & Aquatics services/facilities compared to other Wards.

Table 10: Satisfied/very satisfied respondents with each service and facility within the Coastal & Aquatics category – by location

	Ward 1	Ward 2	Ward 3	Ward 4
Beaches and beach facilities	70%	81%	79%	77%
Swimming pools	71%	73%	69%	60%
Ocean Baths and facilities	66%	76%	62%	63%
Weighted Column Sample Size	102	102	102	102

Community

Within the Community category, **informing the community about City of Newcastle activities and services** was the highest rated service/facility, with 60% of respondents stating that they are satisfied/very satisfied (figure 8). This was followed by **community halls and centres** (54%) and **response to community needs** (47%).

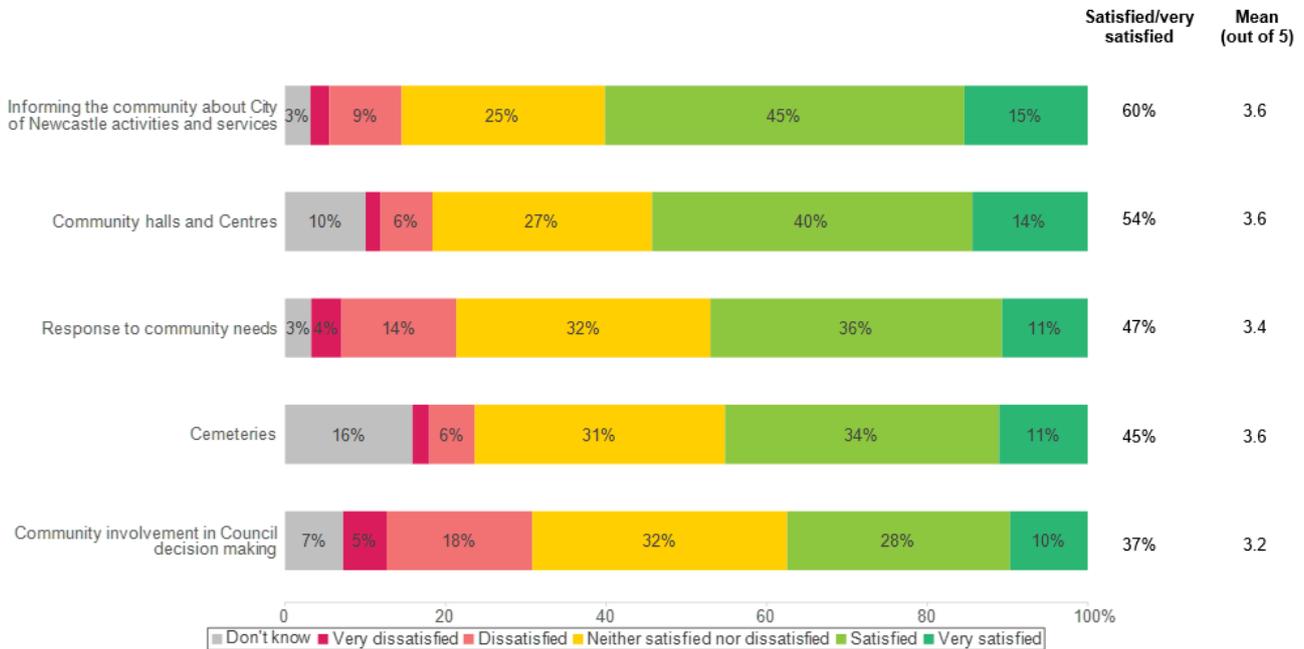


Figure 8: Satisfaction of services and facilities within the Community category (N=409)

Looking at satisfaction by age and gender (table 11), **informing the community about City of Newcastle activities and services** was the highest rated service for those aged 35+ and for both males and females. For 18-34 year olds, **community halls and centres** received the highest satisfaction rating.

Males expressed significantly higher levels of satisfaction than females for both **community halls and centres** and **community involvement in Council decision making**.

Table 11: Satisfied/very satisfied respondents with each service and facility within the Community category – by age and gender

	Age				Gender	
	18-34 years	35-54 years	55-74 years	75+ years	Male	Female
Informing the community about City of Newcastle activities and services	56%	64%	60%	58%	64%	56%
Community halls and Centres	64%	55%	45%	42%	60%	49%
Response to community needs	48%	50%	45%	38%	48%	46%
Cemeteries	50%	40%	49%	34%	45%	45%
Community involvement in Council decision making	45%	39%	30%	26%	44%	31%
Weighted Column Sample Size	135	131	106	37	200	209

Looking at results by location (table 12), respondents in Ward 3 had lower satisfaction levels than those within Wards 1, 2 and 4.

Table 12: Satisfied/very satisfied respondents with each service and facility within the Community category – by location

	Ward 1	Ward 2	Ward 3	Ward 4
Informing the community about City of Newcastle activities and services	61%	61%	54%	64%
Community halls and Centres	61%	59%	45%	52%
Response to community needs	48%	52%	37%	52%
Cemeteries	53%	45%	43%	40%
Community involvement in Council decision making	42%	43%	30%	35%
Weighted Column Sample Size	102	102	102	102

Economic Development

Within the Economic Development category, the service/facility with the highest level of satisfaction is **promotion of Newcastle (tourism)**, with 60% of stating they are satisfied/very satisfied.

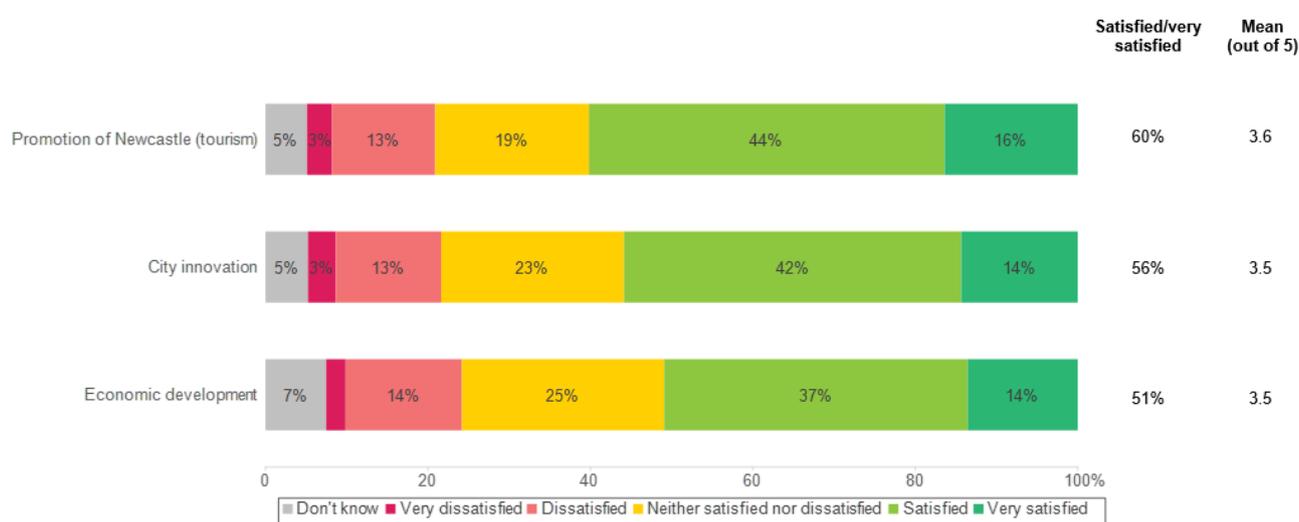


Figure 9: Satisfaction of services and facilities within the Economic Development category (N=409)

Looking at satisfaction with Economic Development by age (table 13), younger respondents expressed higher levels of satisfaction across all services.

Table 13: Satisfied/very satisfied respondents with each service and facility within the Economic Development category – by age and gender

	Age				Gender	
	18-34 years	35-54 years	55-74 years	75+ years	Male	Female
Promotion of Newcastle (tourism)	61%	60%	60%	58%	61%	59%
City innovation	64%	55%	50%	49%	56%	56%
Economic development	58%	55%	44%	30%	53%	49%
Weighted Column Sample Size	135	131	106	37	200	209

Breaking down satisfaction by location, we see those in Ward 2 have higher satisfaction across all Economic Development services.

Table 14: Satisfied/very satisfied respondents with each service and facility within the Economic Development category – by location

	Ward 1	Ward 2	Ward 3	Ward 4
Promotion of Newcastle (tourism)	57%	66%	57%	61%
City innovation	61%	57%	51%	55%
Economic development	54%	56%	43%	51%
Weighted Column Sample Size	102	102	102	102

Environment

Within the Environment category, **City’s bushland and waterways** received the highest satisfaction rating, with 56% of respondents stating that they are satisfied/very satisfied (figure 10). This was followed by **City’s wetlands and estuary** (53%) and **environmental programs** (53%).

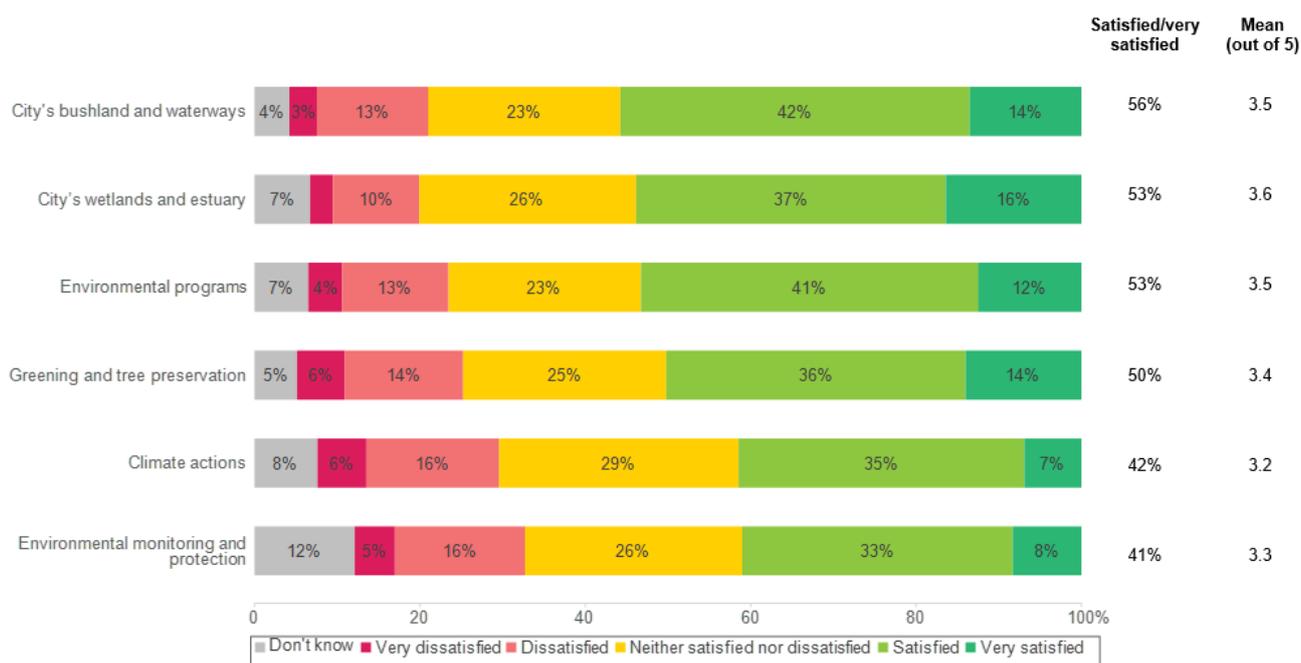


Figure 10: Satisfaction of services and facilities within the Economic Development category (N=409)

Across the different ages and genders (table 15), satisfaction with 4 of the 6 services/facilities was highest for younger respondents and followed a downward trend as age increased. Males expressed higher satisfaction with all services/facilities within the Environment category, compared to females.

Table 15: Satisfied/very satisfied respondents with each service and facility within the Environment category – by age and gender

	Age				Gender	
	18-34 years	35-54 years	55-74 years	75+ years	Male	Female
City's bushland and waterways	60%	59%	51%	41%	61%	51%
City's wetlands and estuary	57%	55%	53%	42%	62%	46%
Environmental programs	59%	51%	50%	49%	57%	50%
Greening and tree preservation	55%	48%	45%	55%	58%	43%
Climate actions	46%	39%	44%	29%	45%	38%
Environmental monitoring and protection	49%	40%	38%	26%	47%	35%
Weighted Column Sample Size	135	131	106	37	200	209

Looking at satisfaction across Wards (table 16), respondents within Wards 2 and 4 were most satisfied with **City's bushland and waterways**. Respondents within Ward 1 were most satisfied with **City's wetlands and estuary** and **environmental programs**, equally, and those within Ward 3 were most satisfied with **City's bushland and waterways** and **City's wetlands and estuary**, equally.

Table 16: Satisfied/very satisfied respondents with each service and facility within the Environment category – by location

	Ward 1	Ward 2	Ward 3	Ward 4
City's bushland and waterways	50%	65%	52%	56%
City's wetlands and estuary	57%	58%	52%	48%
Environmental programs	57%	58%	49%	50%
Greening and tree preservation	56%	57%	45%	42%
Climate actions	50%	46%	33%	36%
Environmental monitoring and protection	49%	42%	35%	37%
Weighted Column Sample Size	102	102	102	102

Infrastructure and Transport

Within the Infrastructure and Transport category, **street and commercial area cleansing**, received the highest level of satisfaction from respondents, with 55% stating that they were satisfied/very satisfied. This was closely followed by satisfaction with **public domain** (53%) (figure 11).

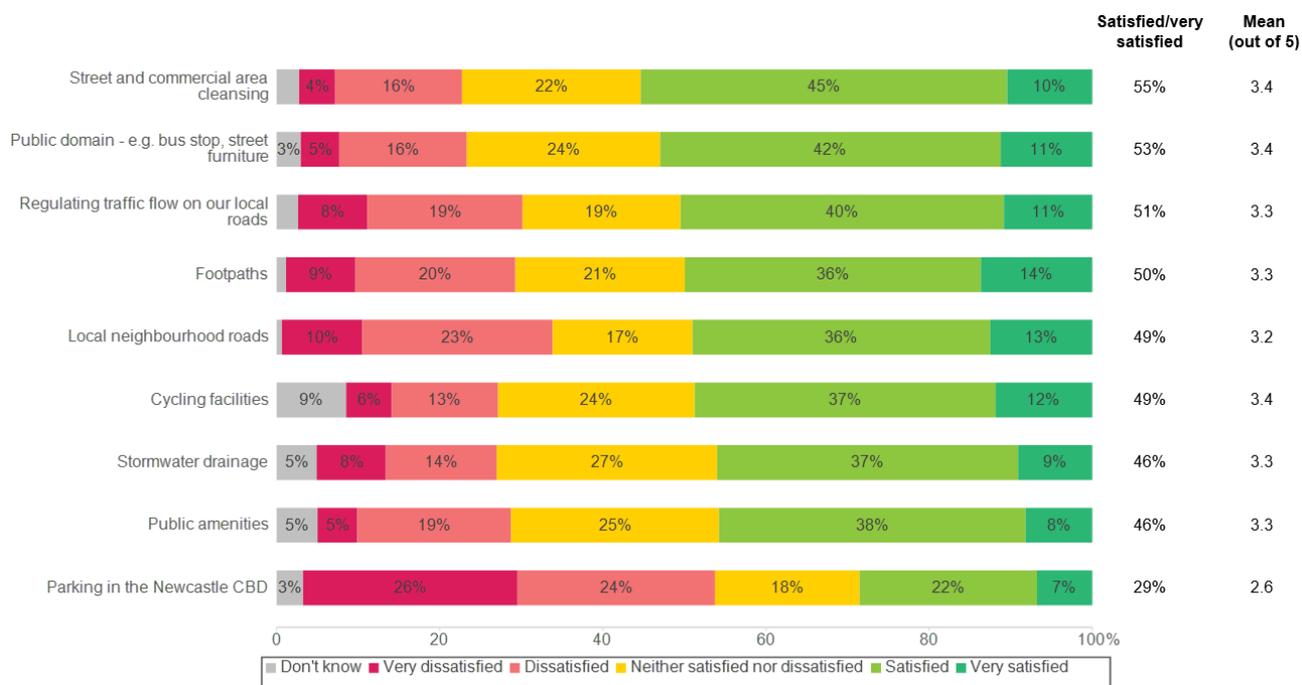


Figure 11: Satisfaction of services and facilities within the Infrastructure and Transport category (N=409)

Looking at satisfaction by age and gender (table 17), respondents aged 18-54 years reported higher satisfaction for all services/facilities within the Infrastructure and Transport category than those aged 55+. Apart from parking in the Newcastle CBD, males expressed higher satisfaction for all services/facilities compared to females.

Table 17: Satisfied/very satisfied respondents with each service and facility within the Infrastructure and Transport category – by age and gender

	Age				Gender	
	18-34 years	35-54 years	55-74 years	75+ years	Male	Female
Street and commercial area cleansing	58%	60%	51%	44%	59%	52%
Public domain - e.g. bus stop, street furniture	58%	56%	46%	44%	57%	49%
Regulating traffic flow on our local roads	60%	53%	44%	26%	54%	47%
Footpaths	58%	51%	42%	41%	54%	46%
Local neighbourhood roads	59%	49%	39%	40%	54%	44%
Cycling facilities	47%	48%	51%	49%	51%	46%
Stormwater drainage	49%	50%	46%	22%	53%	40%
Public amenities	49%	48%	45%	30%	51%	40%
Parking in the Newcastle CBD	36%	29%	23%	18%	28%	29%
Weighted Column Sample Size	135	131	106	37	200	209

By Ward (table 18), respondents within Ward 1 were most satisfied with **cycling facilities**, whilst those within Ward 2 reported their highest satisfaction for **regulating traffic flow on our local roads**. Respondents within Ward 3 and 4 reported their highest satisfaction for **street and commercial area cleansing**, with Ward 4 respondents equally satisfied with **public domain**.

Table 18: Satisfied/very satisfied respondents with each service and facility within the Infrastructure and Transport category – by location

	Ward 1	Ward 2	Ward 3	Ward 4
Street and commercial area cleansing	57%	58%	51%	55%
Public domain - e.g. bus stop, street furniture	59%	54%	44%	55%
Regulating traffic flow on our local roads	56%	64%	33%	50%
Footpaths	54%	55%	38%	52%
Local neighbourhood roads	56%	54%	37%	49%
Cycling facilities	60%	41%	47%	46%
Stormwater drainage	48%	47%	42%	48%
Public amenities	51%	50%	37%	45%
Parking in the Newcastle CBD	34%	37%	15%	28%
Weighted Column Sample Size	102	102	102	102

Parks and Recreation

Within the Parks and Recreation category (figure 12), **sporting facilities** received the highest level of satisfaction (69%), closely followed by **parks and recreation areas** (67%).

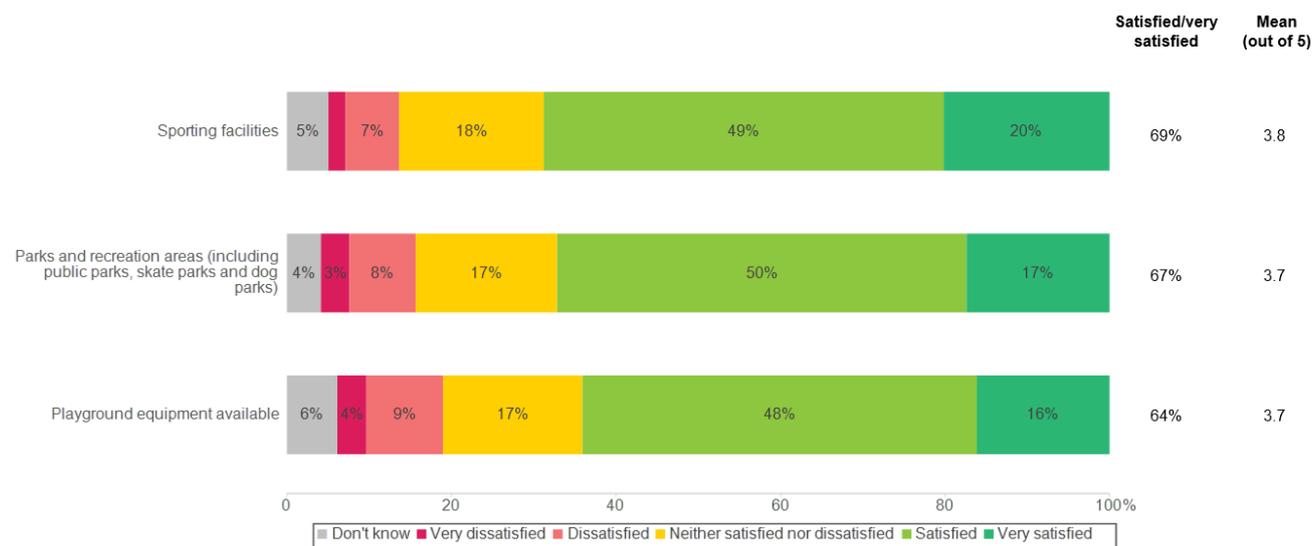


Figure 12: Satisfaction of services and facilities within the Parks and Recreation category (N=409)

Looking at satisfaction with Parks and Recreation services/facilities by age and gender (table 19), we see that 18-34 year olds and those aged 75+ expressed their highest level of satisfaction for **sporting facilities**, whilst 35-74 year olds were more satisfied with **parks and recreation areas**.

Males have higher levels of satisfaction for all Parks and Recreation services/facilities, compared to females.

Table 19: Satisfied/very satisfied respondents with each service and facility within the Parks and Infrastructure category – by age and gender

	Age				Gender	
	18-34 years	35-54 years	55-74 years	75+ years	Male	Female
Sporting facilities	78%	69%	61%	56%	73%	65%
Parks and recreation areas (including public parks, skate parks and dog parks)	66%	70%	70%	53%	68%	66%
Playground equipment available	70%	64%	62%	51%	68%	60%
Weighted Column Sample Size	135	131	106	37	200	209

Across Wards (table 20), people in Wards 1, 3 and 4 had their highest-level satisfaction for **sporting facilities**, whilst those in Ward 2 were most satisfied with **parks and recreation areas**.

Table 20: Satisfied/very satisfied respondents with each service and facility within the Parks and Infrastructure category – by location

	Ward 1	Ward 2	Ward 3	Ward 4
Sporting facilities	68%	70%	65%	72%
Parks and recreation areas (including public parks, skate parks and dog parks)	65%	73%	62%	69%
Playground equipment available	66%	64%	59%	67%
Weighted Column Sample Size	102	102	102	102

Planning and Development

Within the Planning and Development category (figure 13), satisfaction was highest for **heritage conservation**, with 54% of respondents stating that they are satisfied/very satisfied.



Figure 13: Satisfaction of services and facilities within the Planning and Development category (N=409)

Looking at satisfaction by age and gender (table 21), we see that 18-34 year olds have higher satisfaction than older respondents for all services/facilities within the Planning and Development category, with satisfaction decreasing as age increases. Males expressed higher satisfaction for all services/facilities, compared to females.

Table 21: Satisfied/very satisfied respondents with each service and facility within the Planning and Development category – by age and gender

	Age				Gender	
	18-34 years	35-54 years	55-74 years	75+ years	Male	Female
Heritage conservation	61%	54%	51%	47%	57%	52%
Long-term planning and vision for the city	57%	45%	42%	32%	54%	39%
Management of residential development	57%	38%	34%	40%	46%	40%
Flood planning	50%	38%	34%	10%	45%	33%
Weighted Column Sample Size	135	131	106	37	200	209

Looking at satisfaction by Ward (table 22), we see that all Wards expressed their highest satisfaction for **heritage conservation**. Compared to the Wards 3 and 4, respondents within Ward 1 and 2 reported higher satisfaction for all services/facilities within the Planning and Development category.

Table 22: Satisfied/very satisfied respondents with each service and facility within the Planning and Development category – by location

	Ward 1	Ward 2	Ward 3	Ward 4
Heritage conservation	55%	61%	50%	52%
Long-term planning and vision for the city	52%	53%	37%	45%
Management of residential development	51%	50%	36%	36%
Flood planning	45%	42%	28%	39%
Weighted Column Sample Size	102	102	102	102

Waste

Within the Waste category (figure 14), **garbage collection and disposal** was the highest rated service for satisfaction (70%), though both **green waste collection** and **recycling services and programs** were very close to this, with 68% of respondents stating that they are satisfied/very satisfied.

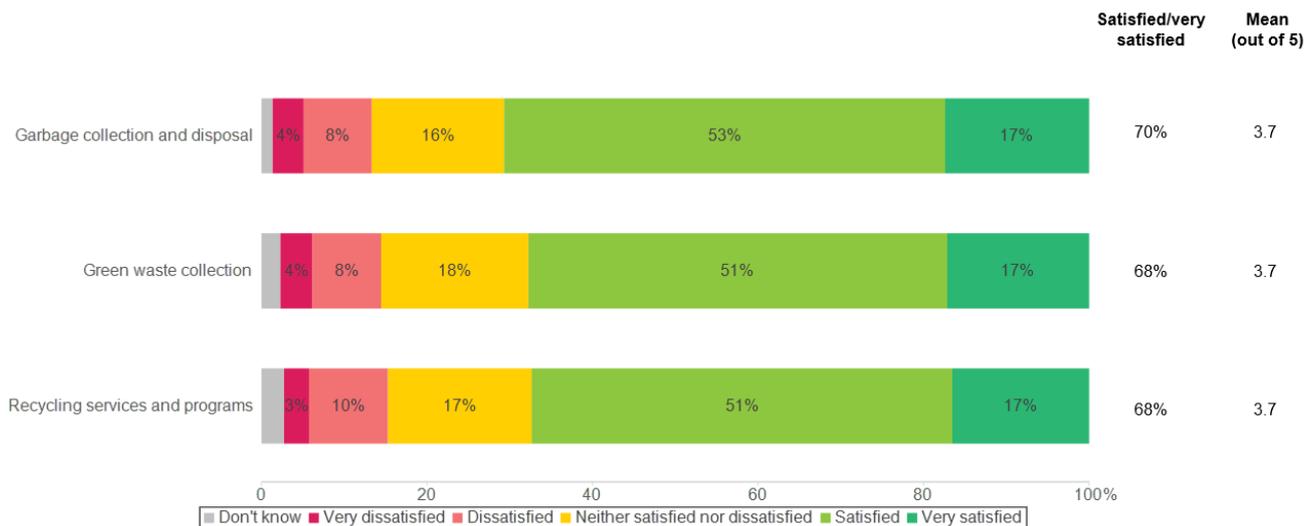


Figure 14: Satisfaction of services and facilities within the Waste category (N=409)

Looking at satisfaction with Waste by age and gender (table 23), 18-34 year olds expressed their highest level of satisfaction for **green waste collection**, whilst those age 35+ were most satisfied with **garbage collection and disposal**. Males reported higher levels of satisfaction than females for both **green waste collection** and **recycling services and programs**.

Table 23: Satisfied/very satisfied respondents with each service and facility within the Waste category – by age and gender

	Age				Gender	
	18-34 years	35-54 years	55-74 years	75+ years	Male	Female
Garbage collection and disposal	64%	76%	72%	71%	71%	71%
Green waste collection	67%	70%	68%	62%	69%	66%
Recycling services and programs	66%	70%	65%	71%	70%	65%
Weighted Column Sample Size	135	131	106	37	200	209

By Ward (table 24), respondents within Wards 1, 2 and 3 expressed their highest satisfaction for **garbage collection and disposal**, while those within Ward 4 were most satisfied with **green waste collection**.

Table 24: Satisfied/very satisfied respondents with each service and facility within the Waste category – by Ward

	Ward 1	Ward 2	Ward 3	Ward 4
Garbage collection and disposal	73%	76%	69%	65%
Green waste collection	65%	71%	65%	70%
Recycling services and programs	67%	69%	70%	63%
Weighted Column Sample Size	102	102	102	102

3.3 Drivers of satisfaction

Regression analysis is a tool to identify relationships between dependent variables and explanatory variables. Applying this to overall satisfaction with CN (the dependent variable) and satisfaction with each of the 42 different services and facilities (the explanatory variables), we can identify which areas are the key drivers of overall satisfaction in the community. These derived importance scores help provide clarity for future business planning, and allow CN to focus on community needs that actively improve satisfaction.

The below chart (figure 15) shows the top drivers of overall satisfaction identified in the regression analysis. These 11 services/facilities (so 26% of all services/facilities) contribute towards 49% of the variation observed in overall satisfaction.

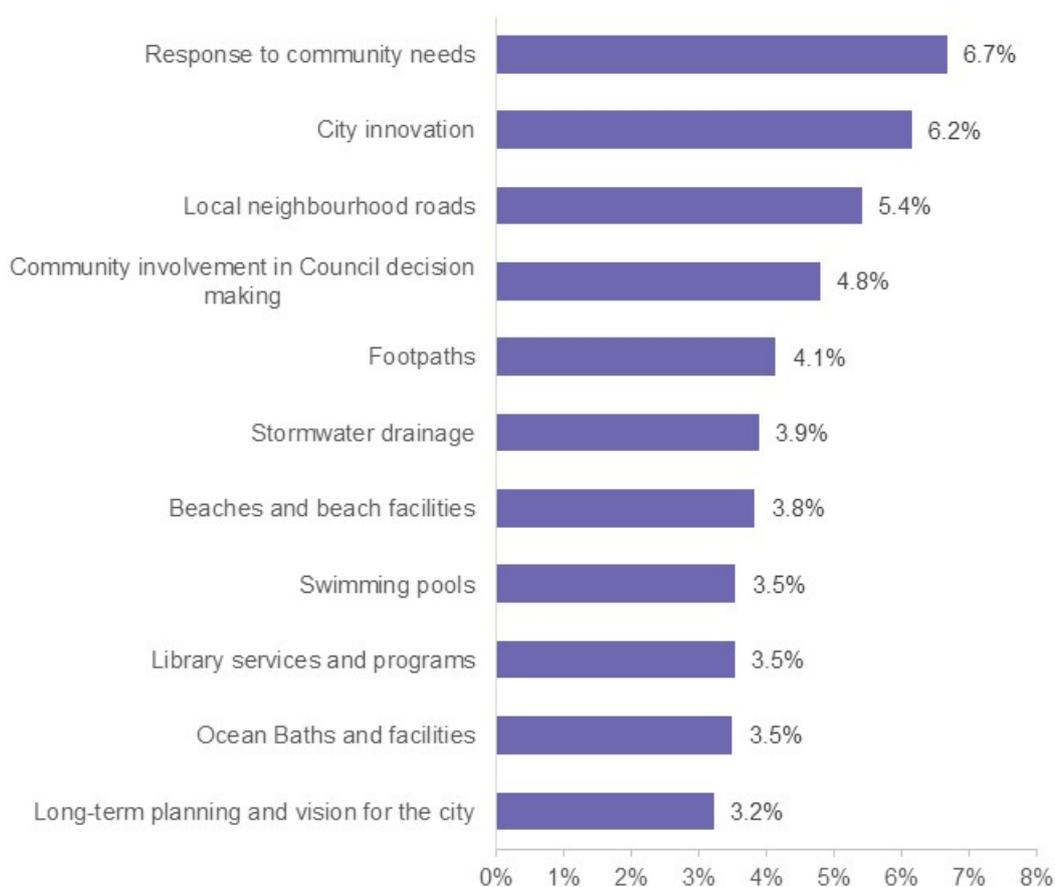


Figure 15: Top drivers of overall satisfaction, based on relative importance from regression analysis (N=409)

Key themes in the top drivers are:

- 1. Perceptions of CN directly responding to community needs and providing opportunities for people to provide input in decision making:**
 - Response to community needs (6.7%)
 - Community involvement in Council decision making (4.8%)

2. Demonstrating that CN is planning for the future of Newcastle and creating an innovative city:

- City innovation (6.2%)
- Long-term planning and vision for the future (3.2%)

3. Movement around the local area:

- Local neighbourhood roads (5.4%)
- Footpaths (4.1%)

4. Providing and maintaining water-based facilities:

- Beaches and beach facilities (3.8%)
- Swimming pools (3.5%)
- Ocean Baths and facilities (3.5%)
- Stormwater drainage (3.9%)

5. Library services and facilities:

- Library services and programs (3.5%)

3.4 Newcastle after dark

Out in Newcastle after dark

Nearly two thirds of respondents (64%) have been out in Newcastle at night in the past 12 months, including the city centre, Newcastle East, Honeysuckle, Darby Street, The Junction and Hamilton (figure 17).

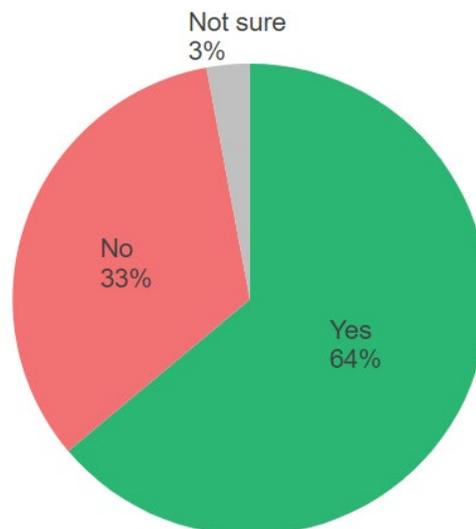


Figure 16: Proportion of respondents that have been out in Newcastle at night in the past 12 months (N=409)

Looking at results by age (table 26), we see that the proportion of respondents that have been out in Newcastle at night in the past 12 months is higher for younger respondents (76% for 18-34 year olds), and decreases with age.

Table 25: Proportion of respondents that have been out in Newcastle at night in the past 12 months – by age and gender

	Age				Gender	
	18-34 years	35-54 years	55-74 years	75+ years	Male	Female
Yes	76%	71%	56%	17%	64%	63%
No	21%	26%	42%	76%	33%	34%
Not sure	2%	3%	2%	7%	3%	3%
Weighted Column Sample Size	135	131	106	37	200	209

By location (table 27), those that reside in Wards 1 and 2 (i.e. those closer to the city centre) were more likely to have been out in Newcastle after dark (69% and 78%, respectively).

Table 26: Proportion of respondents that have been out in Newcastle at night in the past 12 months – by Location

	Ward 1	Ward 2	Ward 3	Ward 4
Yes	69%	78%	57%	51%
No	27%	22%	42%	43%
Not sure	4%	0%	1%	6%
Weighted Column Sample Size	102	102	102	102

Perceptions of Newcastle after dark

Overall, perceptions of Newcastle after dark are positive, with 69% of respondents agreeing that Newcastle at night is **inclusive** and 63% agreeing that it is **diverse** (figure 18).

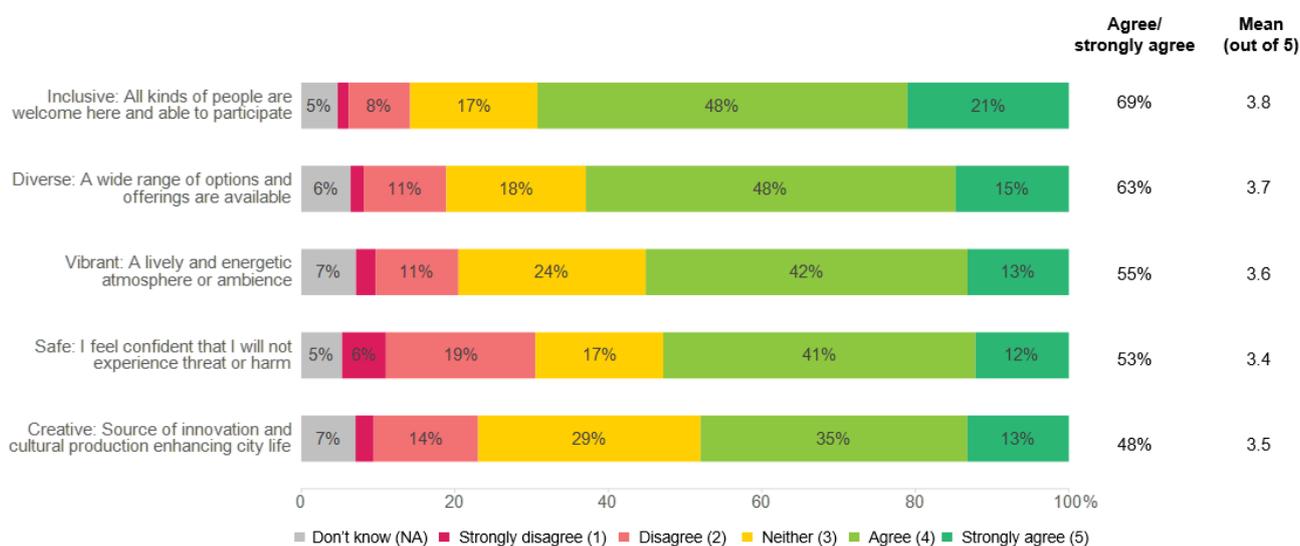


Figure 17: Agreement with statements on Newcastle after dark (N=409)

Looking at perceptions by age (table 28), Newcastle after dark being **inclusive** had the highest level of agreement (or joint highest) for all age groups. We also see that agreement is strongly correlated to age, with 18-34 year olds having higher agreement for all statements and agreement decreasing as age increases.

Table 27: Respondents that agree/strongly agree with each statement – by age and gender

	Age				Gender	
	18-34 years	35-54 years	55-74 years	75+ years	Male	Female
Inclusive: All kinds of people are welcome here and able to participate	72%	70%	68%	61%	69%	69%
Diverse: A wide range of options and offerings are available	71%	70%	52%	40%	65%	61%
Vibrant: A lively and energetic atmosphere or ambience	68%	59%	45%	22%	55%	55%
Safe: I feel confident that I will not experience threat or harm	61%	60%	40%	33%	57%	49%
Creative: Source of innovation and cultural production enhancing city life	60%	52%	36%	27%	48%	48%
Weighted Column Sample Size	135	131	106	37	200	209

By location (table 29), those that reside within Ward 1 were more likely to agree that Newcastle after dark is **diverse** (72%).

Table 28: Respondents that agree/strongly agree with each statement – by location

	Ward 1	Ward 2	Ward 3	Ward 4
Inclusive: All kinds of people are welcome here and able to participate	66%	67%	72%	72%
Diverse: A wide range of options and offerings are available	72%	56%	60%	64%
Vibrant: A lively and energetic atmosphere or ambience	56%	53%	48%	64%
Safe: I feel confident that I will not experience threat or harm	58%	54%	48%	51%
Creative: Source of innovation and cultural production enhancing city life	51%	42%	41%	57%
Weighted Column Sample Size	102	102	102	102

Experiences in Newcastle at night

Overall, 63% of respondents stated that they did not experience any negative interactions on their last visit to Newcastle at night (figure 19). Of the negative interactions that were experienced, the most common was antisocial behaviour (18%), followed by over-intoxication (17%) and incivility (16%).

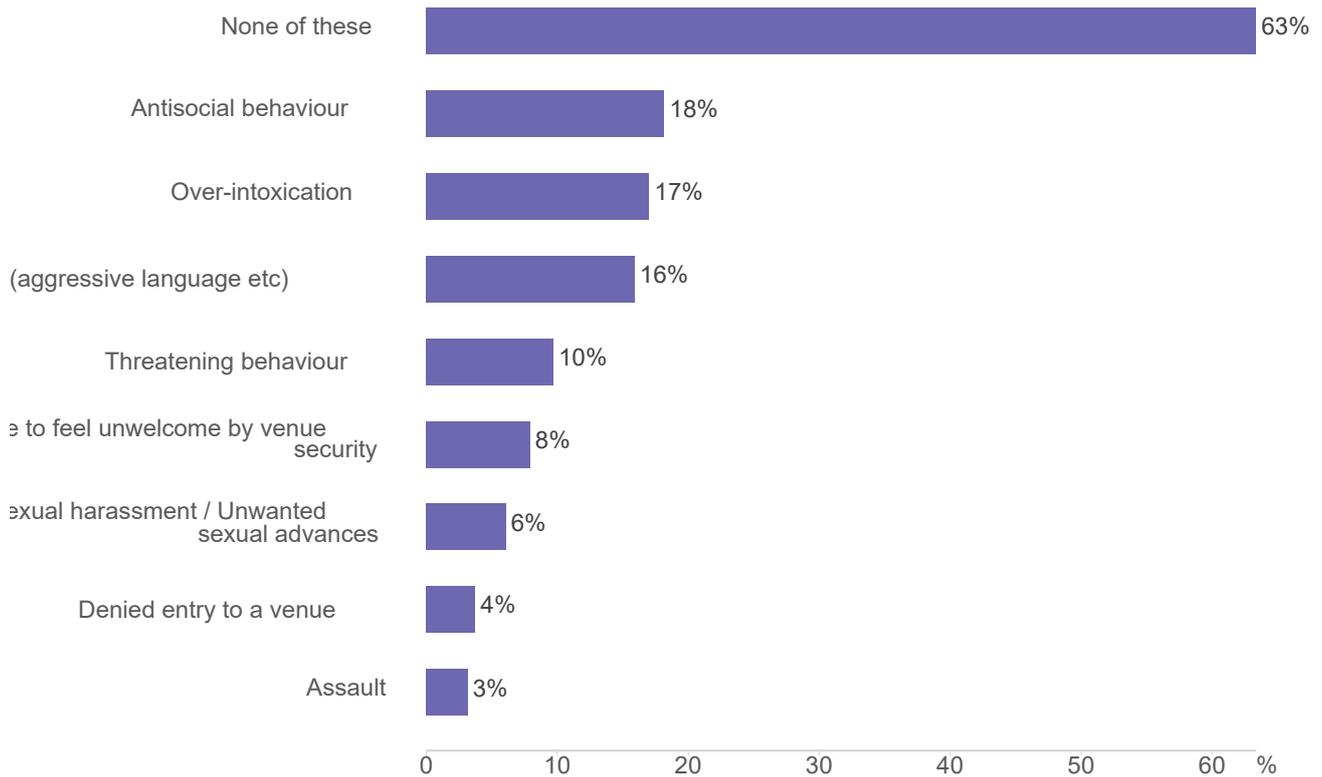


Figure 18: Experiences on last visit to Newcastle at night (N=409)

Looking at results by age and gender (table 30), younger respondents (18-34 year olds) were more likely to have had a negative interaction (none: 55%).

Table 29: Experiences on last visit to Newcastle at night – by age and gender

	Age				Gender	
	18-34 years	35-54 years	55-74 years	75+ years	Male	Female
None of these	55%	61%	67%	93%	60%	67%
Antisocial behaviour	18%	24%	17%	0%	18%	18%
Over-intoxication	18%	20%	19%	0%	16%	18%
Incivility (aggressive language etc)	12%	20%	20%	4%	17%	15%
Threatening behaviour	10%	12%	9%	4%	12%	7%
Made to feel unwelcome by venue security	16%	8%	2%	0%	11%	5%
Sexual harassment / Unwanted sexual advances	11%	6%	1%	0%	5%	8%
Denied entry to a venue	7%	3%	2%	0%	5%	2%
Assault	5%	4%	1%	0%	2%	4%
Weighted Column Sample Size	135	131	106	37	200	209

By location (table 31), respondents in Ward 2 are more likely to have had a negative interaction on their last visit to Newcastle at night (none: 55%), whilst respondents of Ward 1 are more likely to have experienced antisocial behaviour (25%).

Table 30: Experiences on last visit to Newcastle at night – by location

	Ward 1	Ward 2	Ward 3	Ward 4
None of these	61%	55%	67%	70%
Antisocial behaviour	25%	21%	20%	7%
Over-intoxication	18%	21%	21%	9%
Incivility (aggressive language etc)	13%	19%	16%	16%
Threatening behaviour	10%	13%	12%	5%
Made to feel unwelcome by venue security	7%	12%	6%	6%
Sexual harassment / Unwanted sexual advances	9%	6%	6%	4%
Denied entry to a venue	5%	3%	4%	3%
Assault	3%	6%	4%	0%
Weighted Column Sample Size	102	102	102	102

4 How survey findings will be used and next steps

The findings from this survey have been shared with the relevant CN project teams for consideration in guiding and developing future plans, projects and activities including:

- Planning and delivering services and facilities to the community
- Understanding Newcastle after dark and supporting Newcastle's night time economy
- Corporate reporting

Thank you to everyone who took part in the survey – your feedback and opinions will help shape the future of our city. The next Quarterly Community Survey will open in September 2021.

5 Appendices

Appendix I – Survey

Quarterly Community Survey – Winter 2021

In this survey, we'd like to hear about your views and opinions about City of Newcastle, also known as Newcastle City Council.

The survey will take about 10minutes to complete, and if you complete the survey, you have the opportunity to go into a prize draw to win one of five \$200 Coles Myer shopping vouchers. All survey responses are completely confidential.

Just so we can check we have a good mix of people completing the survey, I just need to check a few details with you

D1. Please stop me when I read out your age group: *Prompt*

18-24

25-34

35-44

45-54

55-64

65-74

75+

Prefer not to answer

D2. What is your gender? *Do not prompt*

Male

Female

Prefer to self-describe _____

Prefer not to say

D3. Which suburb do you live in? *Do not prompt*

(recode to Ward)

CHECK QUOTAS

In this survey, we'd like to understand your views and opinions about how City of Newcastle is performing in different areas. The information you provide will help us identify areas for improvement.

CS1. How satisfied are you with City of Newcastle's overall performance? *Prompt*

Very dissatisfied	1
Dissatisfied	2
Neither satisfied not dissatisfied	3
Satisfied	4
Very satisfied	5
Don't know	99

CS2. And how satisfied are you with the standard of services City of Newcastle provides to the community? *Prompt*

Very dissatisfied	1
Dissatisfied	2
Neither satisfied not dissatisfied	3
Satisfied	4
Very satisfied	5
Don't know	99

CS3. The following questions will ask you to tell us how satisfied you and those living in your household are with various services and facilities provided by City of Newcastle.

For each item, please indicate how satisfied you are with each of the following on a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. *Prompt*

Category	Item	Very dissatisfied	Dissatisfied	Neither	Satisfied	Very satisfied	Don't know
Arts & Culture	Library services and programs	1	2	3	4	5	99
	Art Gallery and programs	1	2	3	4	5	99
	Entertainment and events	1	2	3	4	5	99
	Museum and programs	1	2	3	4	5	99
	Civic Services including Civic Theatre, City Hall and Visitors Information Centre	1	2	3	4	5	99
Coastal and Aquatics	Public art and monuments						
	Beaches and beach facilities	1	2	3	4	5	99
	Swimming Pools	1	2	3	4	5	99

	Ocean Baths and facilities	1	2	3	4	5	99
Community	Informing the community about City of Newcastle activities and services	1	2	3	4	5	99
	Response to community needs	1	2	3	4	5	99
	Community involvement in Council decision making	1	2	3	4	5	99
	Community halls and Centres Cemeteries						
Economic development	Promotion of Newcastle (tourism)	1	2	3	4	5	99
	City innovation	1	2	3	4	5	99
	Economic development	1	2	3	4	5	99
Environment	Environmental programs	1	2	3	4	5	99
	Climate actions	1	2	3	4	5	99
	Environmental monitoring and protection	1	2	3	4	5	99
	Greening and tree preservation	1	2	3	4	5	99
	City's bushland and waterways City's wetlands and estuary	1	2	3	4	5	99
Infrastructure & Transport	Footpaths	1	2	3	4	5	99
	Local neighbourhood roads	1	2	3	4	5	99
	Street and commercial area cleansing	1	2	3	4	5	99
	Regulating traffic flow on our local roads	1	2	3	4	5	99
	Cycling facilities	1	2	3	4	5	99
	Parking in the Newcastle CBD	1	2	3	4	5	99
	Stormwater drainage	1	2	3	4	5	99
	Public amenities	1	2	3	4	5	99
	Public domain - e.g. bus stop, street furniture	1	2	3	4	5	99
Parks & Recreation	Playground equipment available	1	2	3	4	5	99
	Sporting facilities	1	2	3	4	5	99
	Parks and recreation areas (including public parks, skate parks and dog parks)	1	2	3	4	5	99
Planning & Development	Heritage conservation	1	2	3	4	5	99
	Management of residential development	1	2	3	4	5	99
	Long-term planning and vision for the city	1	2	3	4	5	99
	Flood planning	1	2	3	4	5	99
Waste	Green waste collection	1	2	3	4	5	99

Recycling services and programs	1	2	3	4	5	99
Garbage collection and disposal	1	2	3	4	5	99

Now I just have a few questions about going out in Newcastle at night.

NAD1. Have you been out in Newcastle at night including the city centre, Newcastle East, Honeysuckle, Darby Street, The Junction and Hamilton in the past 12 months?

Yes	1
No	2
Not sure (DO NOT READ)	99

NAD2. Thinking about Newcastle at night in the city centre, Newcastle East, Honeysuckle, Darby Street, The Junction and/or Hamilton, please indicate how much you agree or disagree overall with the following statements:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	Don't know
Safe: I feel confident I will not experience threat or harm	1	2	3	4	5	99
Inclusive: all kinds of people are welcome here and able to participate	1	2	3	4	5	99
Diverse: a wide range of options and offerings are available	1	2	3	4	5	99
Vibrant: a lively and energetic atmosphere or ambience	1	2	3	4	5	99
Creative: source of innovation and cultural production enhancing city life	1	2	3	4	5	99

NAD3. On your last visit to Newcastle at night in the city centre, Newcastle East, Honeysuckle, Darby Street, The Junction and/or Hamilton in the past year, did you experience any of the following?

Multiple response

- Assault
- Antisocial behaviour
- Threatening behaviour
- Over-intoxication
- Sexual harassment / Unwanted sexual advances
- Incivility (aggressive language etc)
- Made to feel unwelcome by venue security
- Denied entry to a venue
- None of these

Finally, just a few questions about you

D4. Do you speak a language other than English at home? *Do not prompt*

Yes

No

D5. Which of these describe your relationship to Newcastle? MR Prompt

Resident

Business owner

Worker

Student

Property owner

D6. Which of the following best describes the home you are currently living? Prompt

I/we own/are currently buying the property

I/we currently rent the property

Other (ratepayer)

Other (non-ratepayer)

D7. Thank you for your time and assistance, would like to go in the draw to win one of five \$200 Coles Myer Gift Cards?

Yes

No

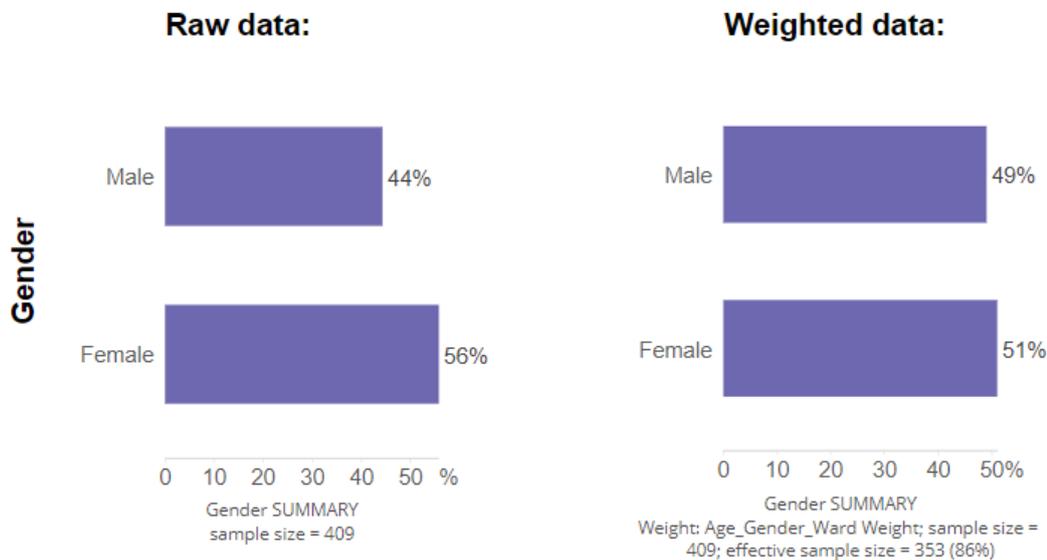
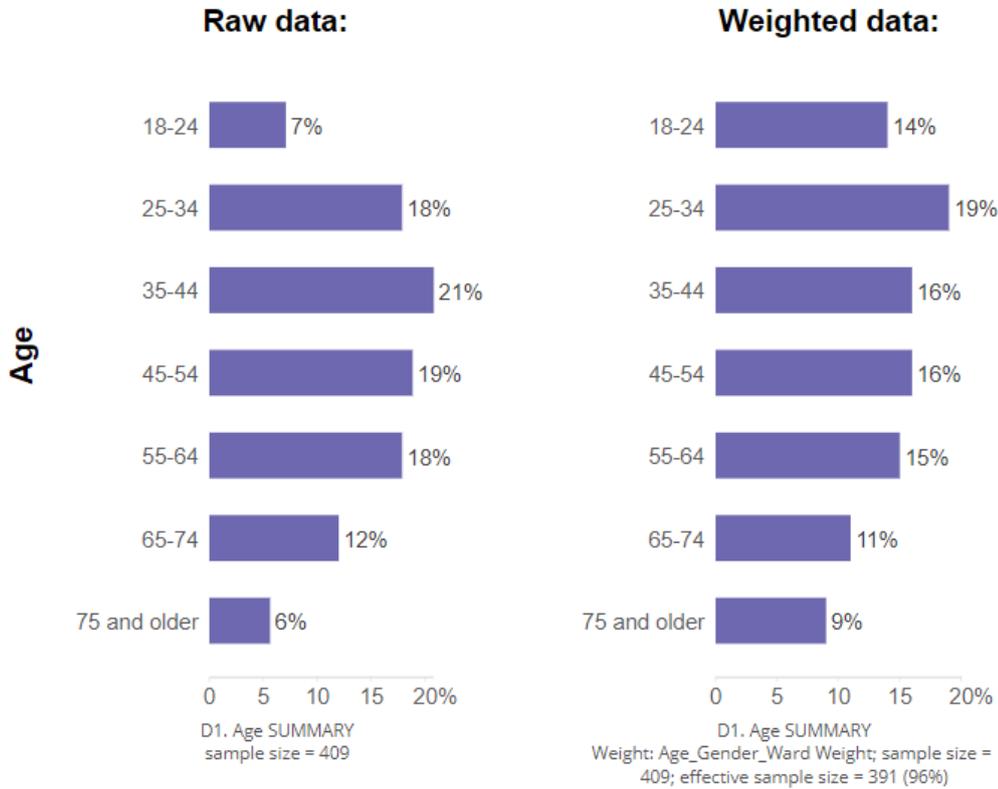
If yes in D6.

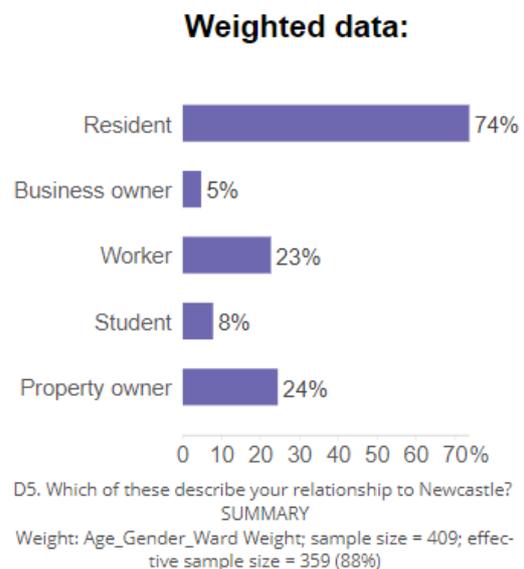
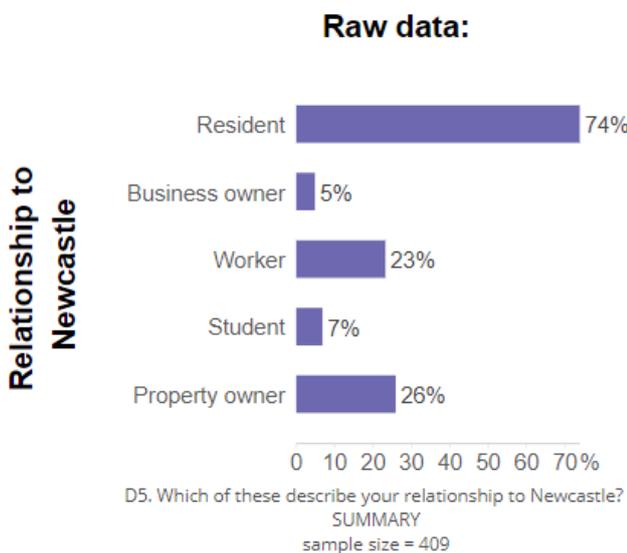
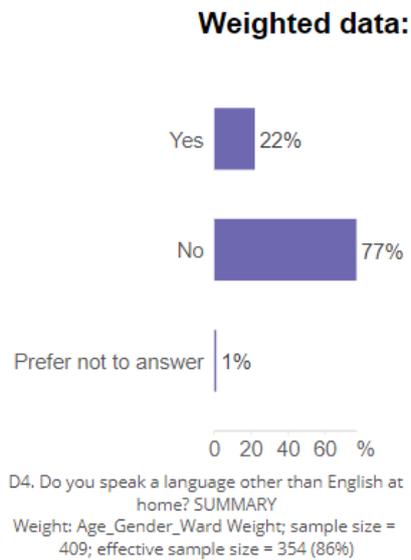
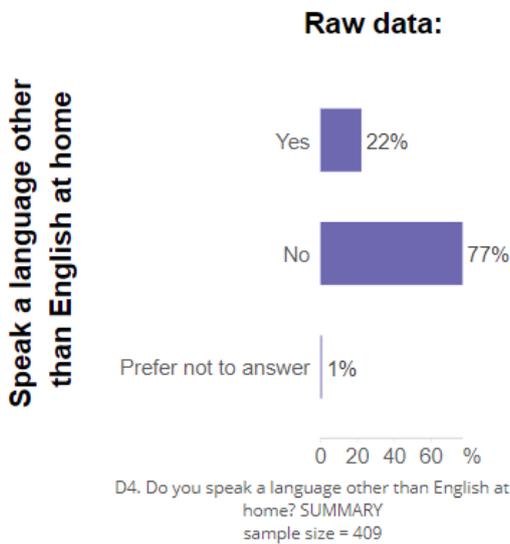
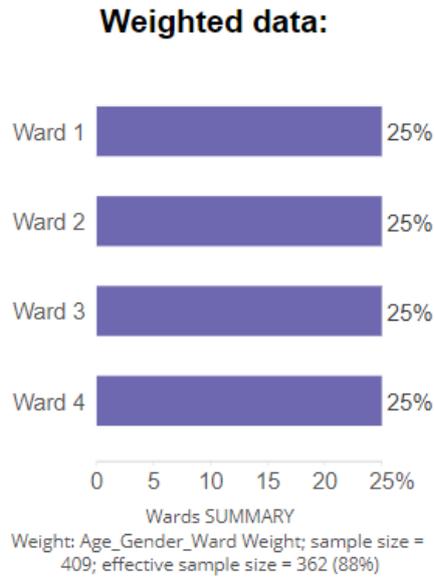
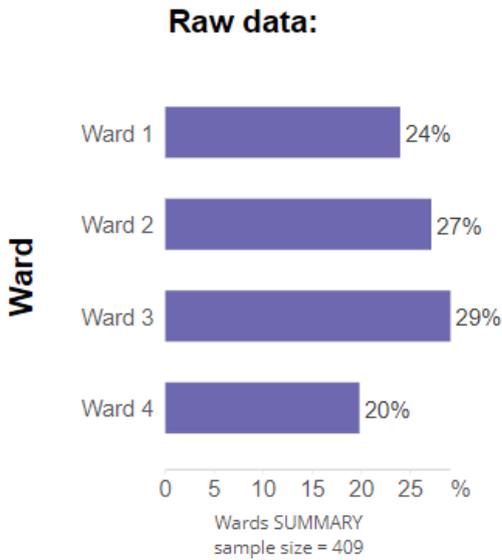
So that we can contact you if you are one of our lucky winners, could you please provide your:

Name: _____

Phone number: _____

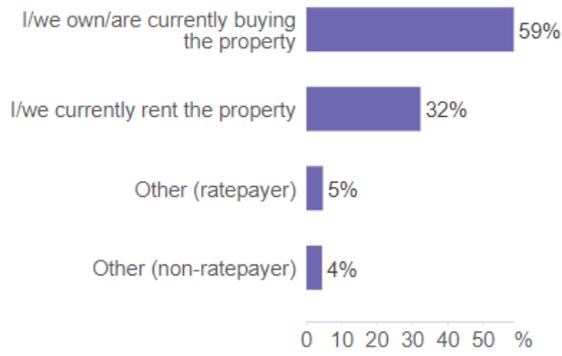
Appendix II – Respondent demographics





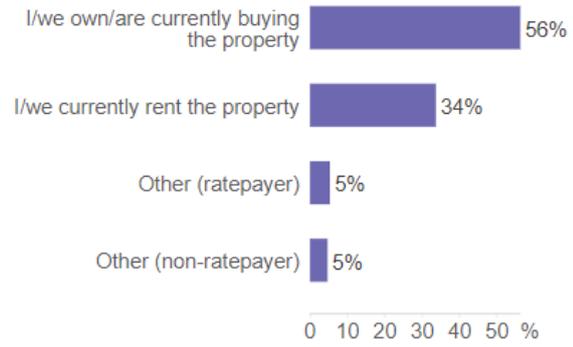
Ratepayer status

Raw data:



D6. Which of the following best describes the home you are currently living? SUMMARY
sample size = 409

Weighted data:



D6. Which of the following best describes the home you are currently living? SUMMARY
Weight: Age_Gender_Ward Weight; sample size = 409; effective sample size = 345 (84%)

Appendix III – Satisfaction with services/facilities

Category	Service/facility	Dissatisfied/ very dissatisfied	Satisfied/ very satisfied	Average (out of 5)
Arts & Culture	Library services and programs	5%	66%	3.9
Arts & Culture	Civic Services including Civic Theatre, City Hall and Visitors Information Centre	6%	62%	3.8
Arts & Culture	Entertainment and events	11%	62%	3.7
Arts & Culture	Art Gallery and programs	8%	56%	3.7
Arts & Culture	Museum and programs	8%	58%	3.7
Arts & Culture	Public art and monuments	11%	53%	3.6
Coastal & Aquatics	Beaches and beach facilities	9%	77%	4.0
Coastal & Aquatics	Swimming pools	11%	69%	3.8
Coastal & Aquatics	Ocean Baths and facilities	14%	66%	3.8
Community	Informing the community about City of Newcastle activities and services	11%	60%	3.6
Community	Community halls and Centres	8%	54%	3.6
Community	Cemeteries	8%	45%	3.6
Community	Response to community needs	18%	47%	3.4
Community	Community involvement in Council decision making	23%	38%	3.2
Economic Development	Promotion of Newcastle (tourism)	16%	60%	3.6
Economic Development	City innovation	16%	56%	3.5
Economic Development	Economic development	16%	51%	3.5
Environment	City's wetlands and estuary	13%	53%	3.6
Environment	City's bushland and waterways	16%	56%	3.5
Environment	Environmental programs	17%	53%	3.5
Environment	Greening and tree preservation	20%	50%	3.4
Environment	Environmental monitoring and protection	21%	41%	3.3
Environment	Climate actions	22%	42%	3.2
Infrastructure & Transport	Cycling facilities	19%	49%	3.4
Infrastructure & Transport	Public domain - e.g. bus stop, street furniture	21%	53%	3.4
Infrastructure & Transport	Street and commercial area cleansing	20%	55%	3.4
Infrastructure & Transport	Footpaths	29%	50%	3.3
Infrastructure & Transport	Regulating traffic flow on our local roads	27%	51%	3.3
Infrastructure & Transport	Stormwater drainage	22%	46%	3.3
Infrastructure & Transport	Public amenities	24%	46%	3.3
Infrastructure & Transport	Local neighbourhood roads	33%	49%	3.2
Infrastructure & Transport	Parking in the Newcastle CBD	50%	29%	2.6
Parks and Recreation	Sporting facilities	9%	69%	3.8
Parks and Recreation	Parks and recreation areas (including public parks, skate parks and dog parks)	11%	67%	3.7
Parks and Recreation	Playground equipment available	13%	64%	3.7
Planning and Development	Heritage conservation	12%	54%	3.6
Planning and Development	Long-term planning and vision for the city	21%	47%	3.3
Planning and Development	Flood planning	19%	39%	3.3
Planning and Development	Management of residential development	26%	44%	3.2
Waste	Garbage collection and disposal	12%	70%	3.7
Waste	Green waste collection	12%	68%	3.7
Waste	Recycling services and programs	13%	68%	3.7

For enquiries please call **4974 2000**

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