

2023

Annual Community Satisfaction Survey



In June 2023 a random telephone survey was conducted with 402 residents across the Newcastle Local Government Area (LGA).

This annual survey is used to understand community priorities and level of satisfaction with City of Newcastle (CN). The results help to inform our planning and decision making, ensuring that our activities are aligned with community needs and expectations.

Overall satisfaction



61%

of residents were 'satisfied' or 'very satisfied' with City of Newcastle's overall performance (versus 54% in 2022).

3.5

The average satisfaction rating was 3.5 (out of 5).



63%

of residents were 'satisfied' or 'very satisfied' with the standard of services City of Newcastle provides to the community (versus 58% in 2022).



Satisfaction with CN's overall performance, and services and facilities provided have both marginally increased since 2022.



Young people (18-34 years) and those from Ward 3 were significantly more satisfied with CN.

Top 5 drivers of satisfaction

Community involvement in Council decision making

Response to community needs

Long-term planning and vision for the City

City innovation

Economic development

Highest priority issues for Newcastle residents



- Road maintenance/traffic management (31%)



- Housing affordability/availability (27%)



- Public transport - availability/access (19%)



- Managing infrastructure and development (18%)

Highest rated services and facilities (percent satisfied/very satisfied)



Lifeguards
(81%)



Parks and
recreation areas
(71%)



Beaches and
beach
facilities (67%)



Garbage
disposal and
collection (66%)



Library services
and programs
(65%)

Areas with opportunities for improvement



Community
involvement in
CN decision
making



Response to
community
needs



Management of
residential
development



Footpaths



Long-term
planning and
vision for the City



Economic
development



City
innovation

Information channels



Online/CN website was the most commonly preferred contact channel.

Residents preferred this channel for all contact reasons, except for requesting CN to do something (where residents preferred to contact CN via phone).

Ease of navigation



37%

of residents rated the
usefulness of CN's
website content
'excellent' or 'good'

Usefulness of content



35%

of residents rated the
usefulness of CN's
website ease of
navigation as
'excellent' or 'good'

Data was weighted align with 2021 Census data for the Newcastle local government area (LGA). Quotas of approximately 100 residents per ward were set to ensure a representative sample across the LGA.



City of
Newcastle