

Community Satisfaction Survey



City of
Newcastle

**A RANDOM TELEPHONE
SURVEY OF CITY OF
NEWCASTLE RESIDENTS**

July 2022

**The following report was prepared
by Taverner Research Group on
behalf of City of Newcastle.**

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RESEARCH REPORT

City of Newcastle Community Satisfaction Survey

A random telephone survey of City of Newcastle residents

July 2022

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1. EXECUTIVE SUMMARY

This research study was commissioned by City of Newcastle (CN) to better understand key issues, community needs and priorities regarding the services and facilities provided by the City.

The Winter 2022 survey focussed on satisfaction with the overall performance of CN, satisfaction with individual services and facilities, and perceptions of information channels.

The survey was conducted from 8 to 24 June 2022 via random telephone interviews. Four hundred people completed the survey (100 per ward). Data has been weighted to be representative of the CN local government area by age and gender.

Caution should be taken in comparing these results to previous waves of research, due to a number of important methodological differences. See Section 2.5, next page, for details.

Overall Satisfaction

Performance of City of Newcastle

Overall satisfaction with City of Newcastle's performance was slightly lower in 2022, with 54% saying they were satisfied/very satisfied (against 61% in 2021).

Standard of services

Satisfaction with the standard of services that City of Newcastle provides to the community was lower in 2022, with 59% stating they were satisfied/very satisfied (against 70% in 2021).

Services and facilities

Of the 45 services and facilities that respondents were asked to rate for their level of satisfaction, 31 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:

- Waste
- Coastal & Aquatics

- Parks & Recreation

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

- Lifeguards
- Garbage collection and disposal
- Library services and programs
- Green waste collection
- Parks and recreation areas

Drivers of overall satisfaction

The following services/facilities were identified as the top drivers of overall satisfaction for the community:

- City innovation
- Response to community needs
- Long-term planning and vision for the city
- Economic development
- Greening and tree preservation

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

Information channels

Online or CN website was by far the most preferred information channel for the purposes asked, though less so among females and particularly those aged 55+. Social media was preferred by respondents aged 18-34 for some purposes, and respondents aged 55+ were more likely than other age groups to prefer phone and other "traditional" media.



2. SURVEY METHODOLOGY

2.1. DATA COLLECTION

Data was collected by Taverner Research Group via random CATI (telephone) interviewing during the period Wednesday 8 June to Friday 24 June 2022, inclusive.

In total 400 people completed the survey. A copy of the questionnaire is available in Appendix 1.

2.2. DATA HANDLING

Data handling and analysis was carried out using the statistical database program “Q”. All responses are de-identified to ensure the anonymity of respondents.

2.3. DATA WEIGHTING

The data was collected via random sampling. 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 age and gender. Respondent profile and weighting information is included in Appendix 2.

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.

A mean score above 3.0 generally 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.)

2.5. CHANGES IN METHODOLOGY

Extreme caution should be taken in comparing results from 2022 with previous waves of research, due to the following methodological differences:

- Prior to 2021 questions were not standardised and repeated, with each wave instead having its own ad hoc inclusions. This will obviously limit any ability to collect like-for-like longitudinal comparisons.
- Whereas the 2022 sample was derived entirely by random phone calls, the 2021 sample was sourced from a mixture of telephone (19% of completers), online panel (33%) and SMS invitation (48%).
- Prior to 2021, the sample was non-random. Rather it was a self-selecting sample collected via social and traditional media channels, and the community reference panel Newcastle Voice.





3. SURVEY FINDINGS

3.1. PERFORMANCE OF CITY OF NEWCASTLE

Overall Performance

Respondents were first asked how satisfied they were with City of Newcastle's overall performance. 54% of respondents stated they were satisfied/very satisfied (see **Figure 1** below), with a significant drop in very satisfied (from 19% in 2021 to 7% in 2022). The mean score of 3.5 out of 5 (see **Figure 2** below) did not continue the positive upward trend since 2019, but was better than all long term mean scores except 2021.

Figure 1 Satisfaction with the Overall Performance of CN

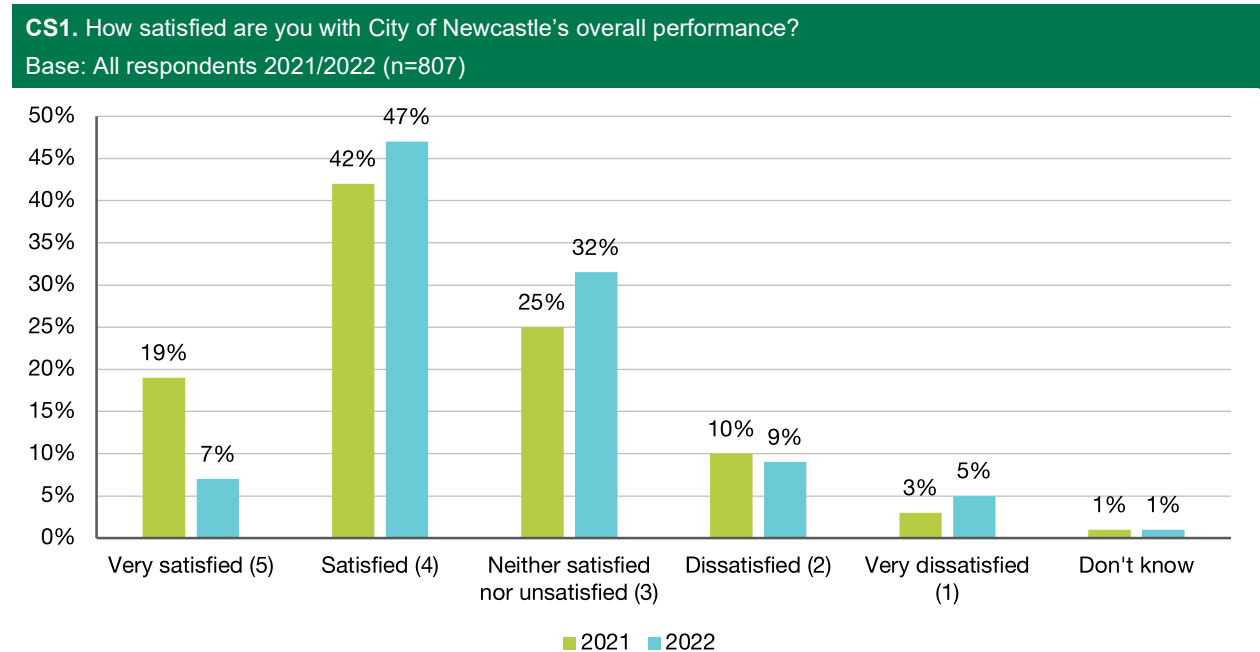
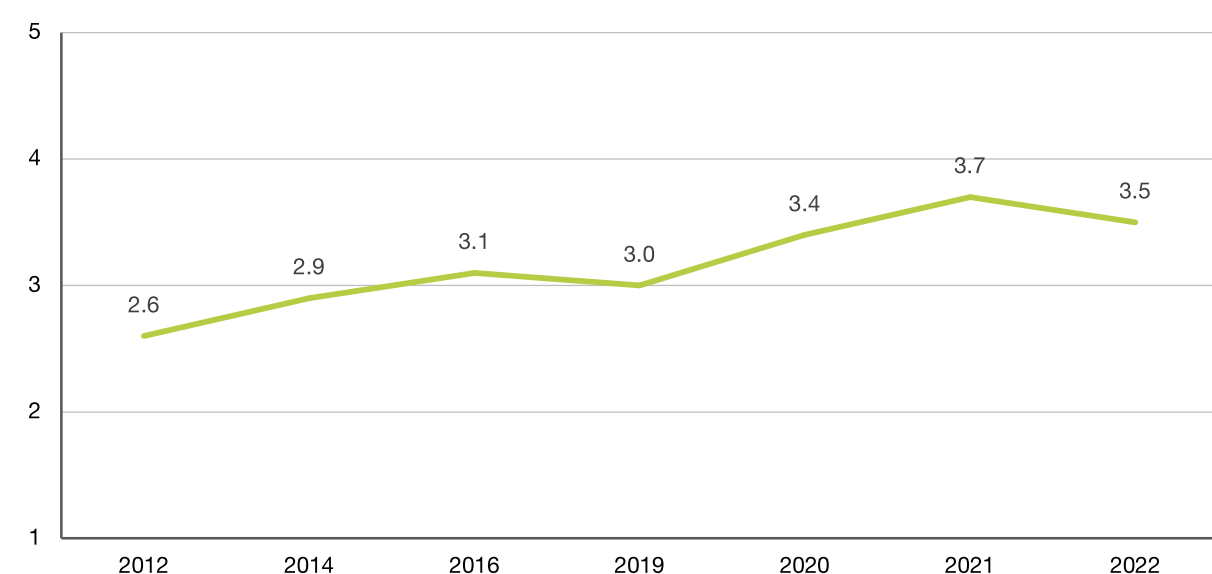


Figure 2 Satisfaction with the overall performance of CN – mean scores over time (out of 5)





3. SURVEY FINDINGS

As shown in **Table 1** below, CN's 2022 mean score for overall performance was higher than the average mean in regional NSW.

Table 1 Overall performance of CN compared to external Benchmarks

CN 2022 mean	Regional NSW average mean	Regional NSW highest mean	Regional NSW lowest mean
3.5	3.3	4.1	2.3

In **Table 2** below, there were no significant differences between the subgroups, but there is a noticeable drop in satisfaction/increase in dissatisfaction as age increases.

Table 2 Satisfaction with the overall performance of CN – by age, gender and ward

	18-34	35-54	55+	Male	Female	Ward 1	Ward 2	Ward 3	Ward 4
Total satisfied	59%	55%	50%	60%	50%	53%	61%	54%	50%
Neither	30%	35%	30%	25%	37%	30%	23%	36%	39%
Total unsatisfied	8%	10%	20%	13%	13%	14%	16%	10%	11%
Don't know	3%	0%	0%	2%	0%	3%	0%	0%	0%
Means	3.6	3.5	3.3	3.5	3.4	3.4	3.6	3.4	3.4
Weighted sample size	136	129	139	195	206	115	103	88	96





3. SURVEY FINDINGS

Standard of services

When respondents were asked of their satisfaction with the standard of services CN provides to the community, 58% stated that they were satisfied/very satisfied (see **Figure 3** below). This is a decrease since 2021, but slightly ahead of the 2020 result (see **Figure 4** on next page). The 2022 mean score of 3.5 is slightly lower than the 2021 mean score of 3.7.

Figure 3 Satisfaction with the standard of services CN provides to the community

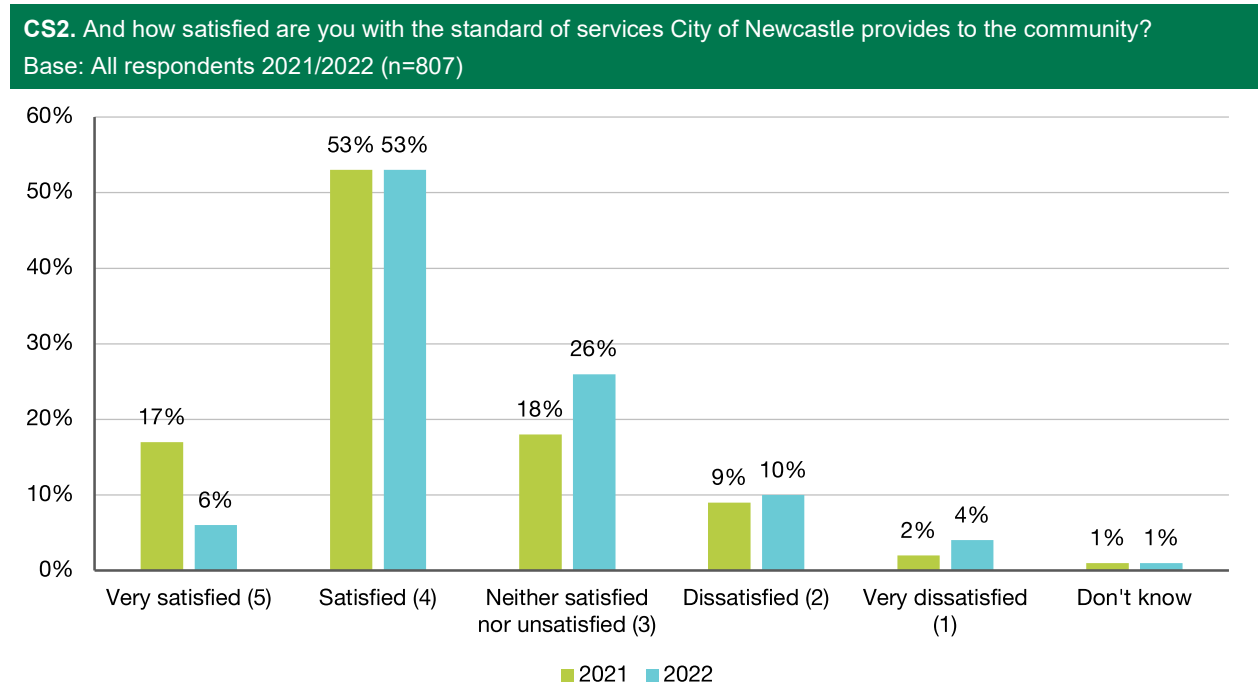
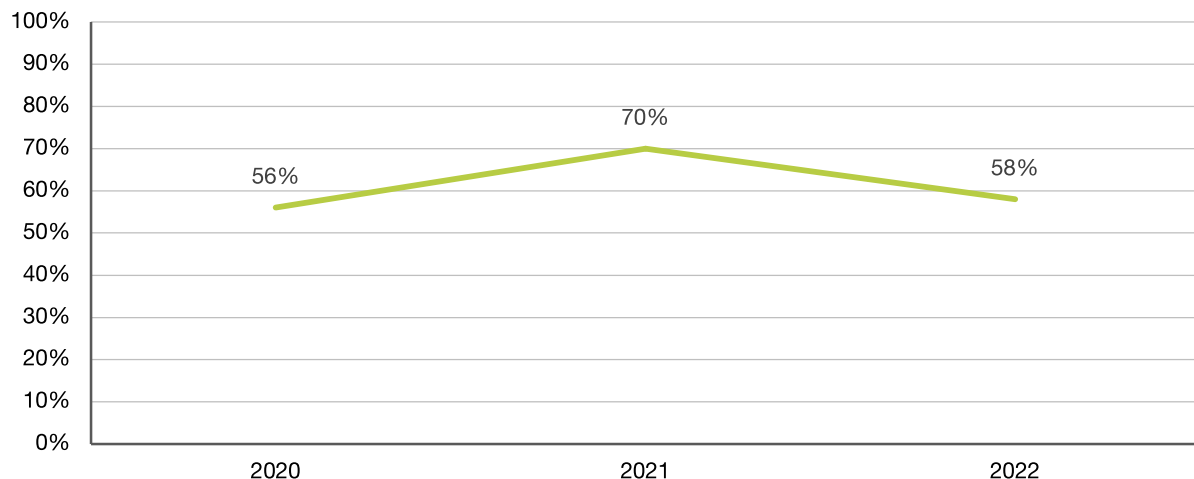


Figure 4 Satisfaction with the standard of services CN provides to the community – comparison of recent years (satisfied/very satisfied)





3. SURVEY FINDINGS

Looking at the responses by age (see **Table 3** below), 18-34 year old respondents expressed 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 somewhat higher levels of satisfaction with the standard of service.

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

	18-34	35-54	55+	Male	Female	Ward 1	Ward 2	Ward 3	Ward 4
Total satisfied	66%	57%	54%	66%	52%	59%	59%	57%	60%
Neither	20%	31%	28%	19%	33%	28%	22%	27%	29%
Total unsatisfied	12%	11%	18%	15%	14%	13%	19%	13%	11%
Don't know	2%	1%	0%	0%	1%	0%	0%	3%	0%
Means	3.5	3.5	3.4	3.6	3.4	3.5	3.4	3.5	3.5
Weighted sample size	136	129	139	195	206	115	103	88	96



3. SURVEY FINDINGS

3.2. SERVICES AND FACILITIES

Respondents were asked to rate their satisfaction with 45 different services and facilities provided by CN, across 9 different categories.

Services and facilities overall

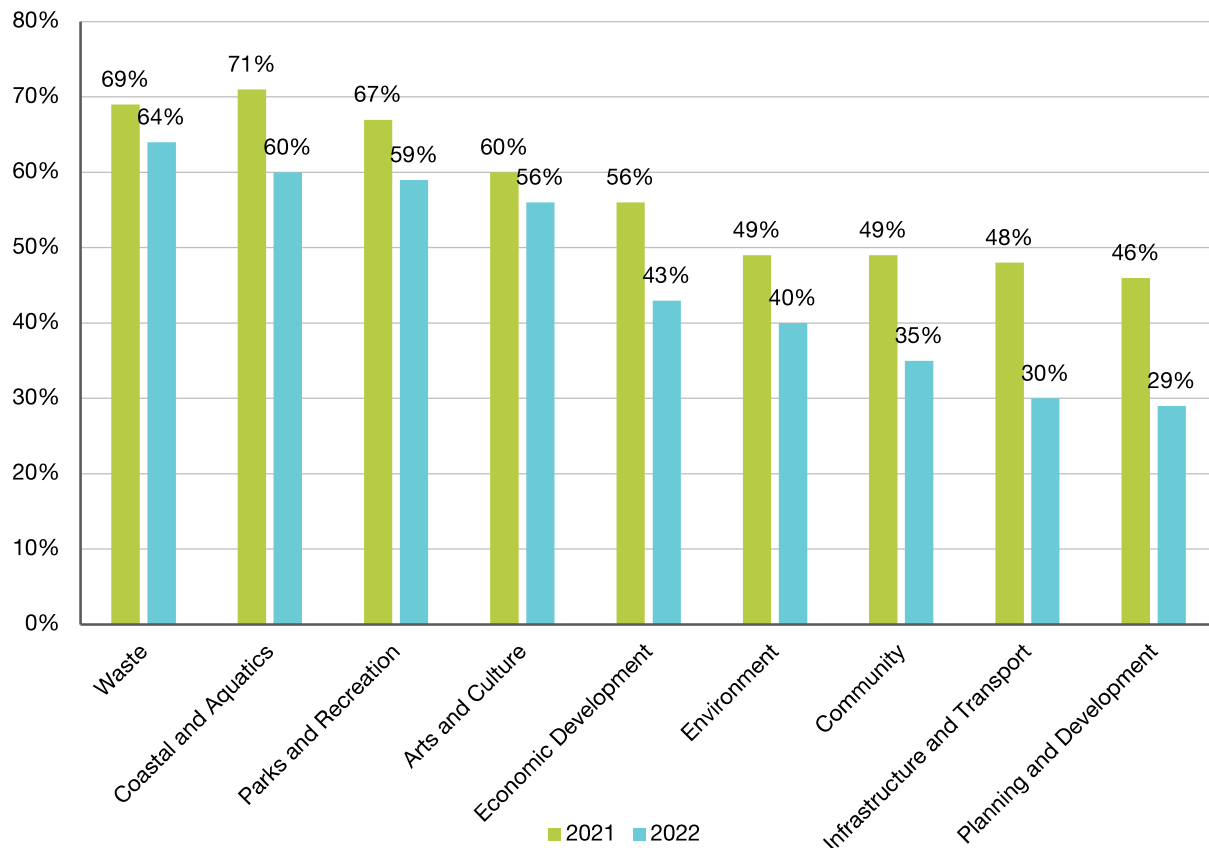
Overall, 31 out of 45 services and facilities received a mean rating higher than the “neutral” score of 3.0 out of 5, and a further 5 received a neutral mean rating of 3.0.

Across the categories, the **Waste** category on average received the highest proportion of satisfied/very satisfied (64%), followed by **Coastal and Aquatics** category (60%) and the **Parks and Recreation** category (59%): see **Figure 5** below. None of the categories had a higher percent of satisfied/very satisfied than in 2021, with the largest decrease being for Infrastructure and Transport (48% in 2021, to 30% in 2022).

Figure 5 Satisfied/very satisfied within each service and facility category comparison of 2021 and 2022

CS3. 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.

Base: All respondents 2021/2022 (n=807)





3. SURVEY FINDINGS

In 2022, Infrastructure and Transport, and Planning and Development, were categories that dropped below a neutral 3.0 mean (see **Figure 6** below).

Figure 6 Mean averages within each service and facility category comparison of 2021 and 2022

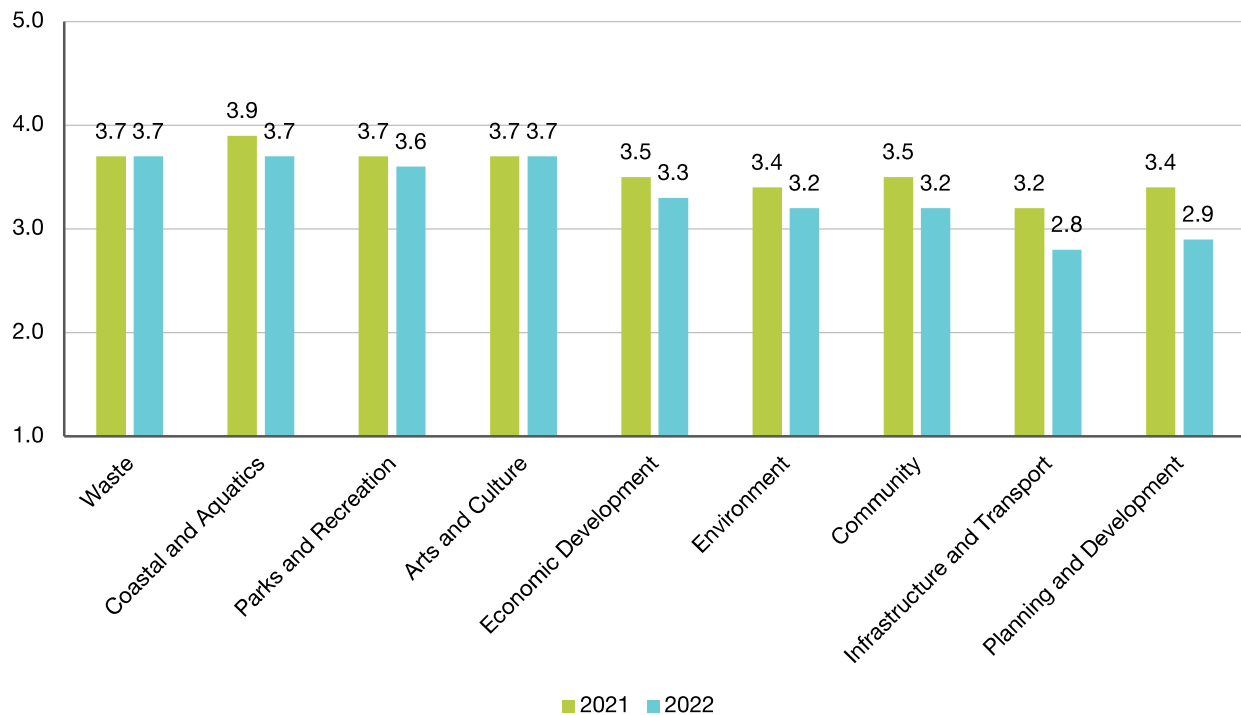


Table 4 below lists the five services and facilities with the highest proportion of respondents stating that they were satisfied/very satisfied. The top-rated service/facility was **Lifeguards** (79%), followed by **Garbage collection and disposal** (67%).

Table 4 Top 5 services and facilities for proportion of respondents that stated they were satisfied/very satisfied

Category	Service/facility	Satisfied/very satisfied
Coastal & aquatics	Lifeguards	79%
Waste	Garbage collection and disposal	67%
Arts & culture	Library services and programs	65%
Waste	Green waste collection	65%
Parks & recreation	Parks and recreation areas	63%



3. SURVEY FINDINGS

Table 5 below lists the 5 services and facilities with the highest proportion of respondents stating that they were dissatisfied/very dissatisfied. The worst-rated service/facility was **Parking in the Newcastle CBD** (72%), followed by **Local neighbourhood roads** (40%).

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

Category	Service/facility	Dissatisfied/very dissatisfied
Infrastructure & transport	Parking in the Newcastle CBD	72%
Infrastructure & transport	Local neighbourhood roads	40%
Planning & development	Management of residential development	40%
Infrastructure & transport	Regulating traffic flow on our local roads	38%
Infrastructure & transport	Footpaths	37%

The full list of services and facilities with their satisfaction rating can be seen in APPENDIX 3: SATISFACTION WITH SERVICES/FACILITIES.





3. SURVEY FINDINGS

Arts and Culture

Within the Arts and Culture category, **Library services and programs** was the highest rated service, with 65% of respondents saying they were satisfied/very satisfied (a mean score of 4.0 out of 5). This was followed by **Civic services** (62%) and **Entertainment and events** (59%).

Figure 7 Satisfaction of services and facilities within the Arts and Culture category

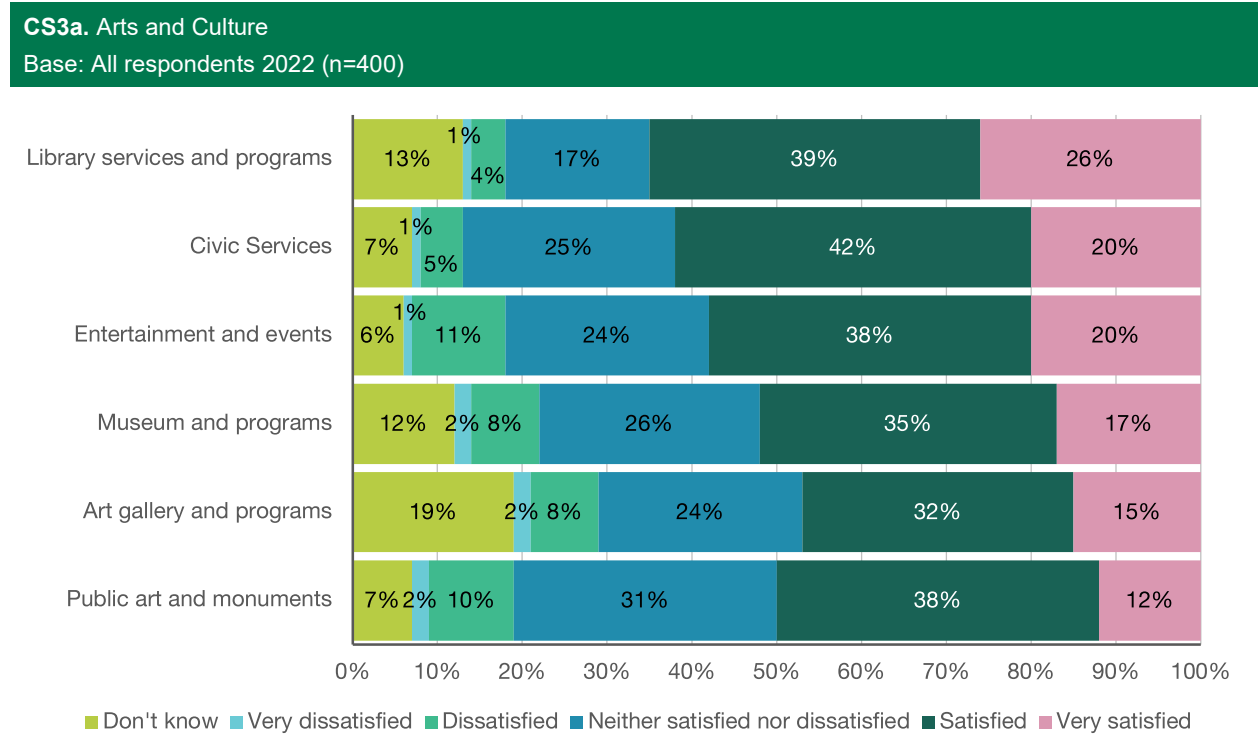


Table 6 Proportion satisfied/very satisfied with Arts and Culture services and facilities – comparison of 2021 and 2022

Arts and Culture	2021 % satisfied/very satisfied	2022 % satisfied/very satisfied
Library services and programs	66%	65%
Civic Services including Civic Theatre, City Hall and Visitors Information Centre	62%	62%
Entertainment and events	62%	59%
Museums and programs	58%	52%
Art gallery and programs	56%	48%
Public art and monuments	53%	49%



3. SURVEY FINDINGS

The mean scores for each Arts and Culture service/facility were similar to 2021 (see **Table 7** below).

Table 7 Mean scores of Arts and Culture services and facilities – comparison to Benchmarks

Arts and Culture	2021 mean	2022 mean	YoY proportion of change	Regional NSW benchmark mean
Library services and programs	3.9	4.0	+3%	4.1
Civic Services including Civic Theatre, City Hall and Visitors Information Centre	3.8	3.8	0%	NA
Entertainment and events	3.7	3.7	0%	3.5
Museums and programs	3.7	3.7	0%	NA
Art gallery and programs	3.7	3.6	-3%	3.6
Public art and monuments	3.6	3.5	-2%	NA



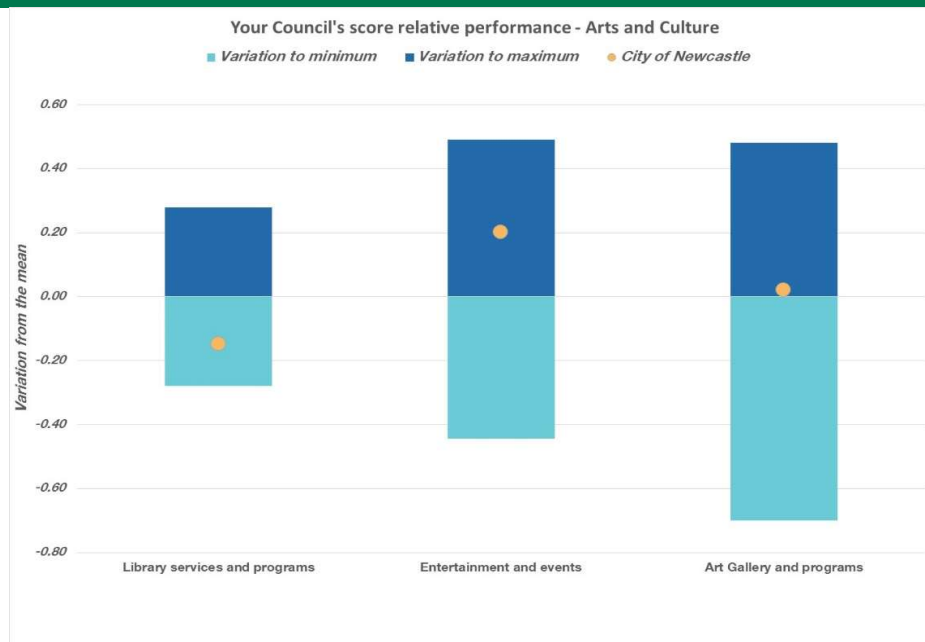


3. SURVEY FINDINGS

Figure 8 CN Performance compared to Benchmark Variance – Arts and Culture

CS3a. Arts and Culture

Base: All respondents 2022 (n=400)



As shown in **Table 8** below, all services/facilities except Libraries had higher satisfaction among younger respondents.

Table 8 Satisfied/very satisfied with each service and facility within the Arts and Culture category – by age, gender and ward

	18-34	35-54	55+	Male	Female	Ward 1	Ward 2	Ward 3	Ward 4
Library services and programs	61%	63%	69%	64%	65%	74%	51%	72%	62%
Civic Services	70%	60%	56%	64%	61%	71%	57%	61%	59%
Entertainment and events	73%	53%	51%	60%	58%	63%	57%	62%	52%
Museums and programs	52%	57%	46%	52%	50%	59%	46%	55%	46%
Art gallery and programs	54%	45%	44%	47%	48%	48%	46%	51%	46%
Public art and monuments	56%	48%	45%	52%	46%	57%	45%	49%	46%

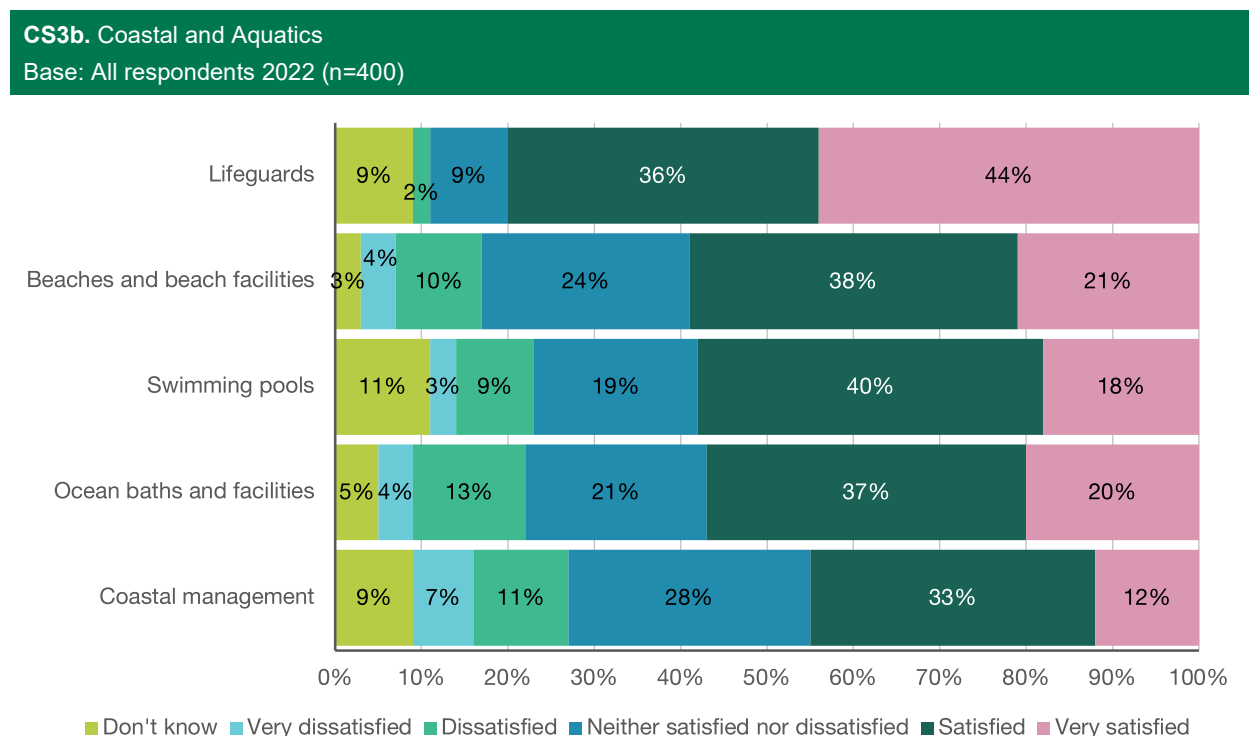


3. SURVEY FINDINGS

Coastal and Aquatics

Within the Coastal and Aquatics category, **Lifeguards** was the highest rated service, with 79% of respondents saying they were satisfied/very satisfied (a mean score of 4.3 out of 5).

Figure 9 Satisfaction of services and facilities within the Coastal and Aquatics category



There was a significant decrease (see **Table 9** below) in 2022 for Beaches and beach facilities, and for Swimming pools, compared to 2021.

Table 9 Proportion satisfied/very satisfied with Coastal and Aquatics services and facilities – comparison of 2021 and 2022

Coastal and aquatics	2021 % satisfied/very satisfied	2022 % satisfied/very satisfied
Lifeguards	-	79%
Beaches and beach facilities	77%	60%
Swimming pools	69%	58%
Ocean baths and facilities	66%	57%
Coastal management	-	44%



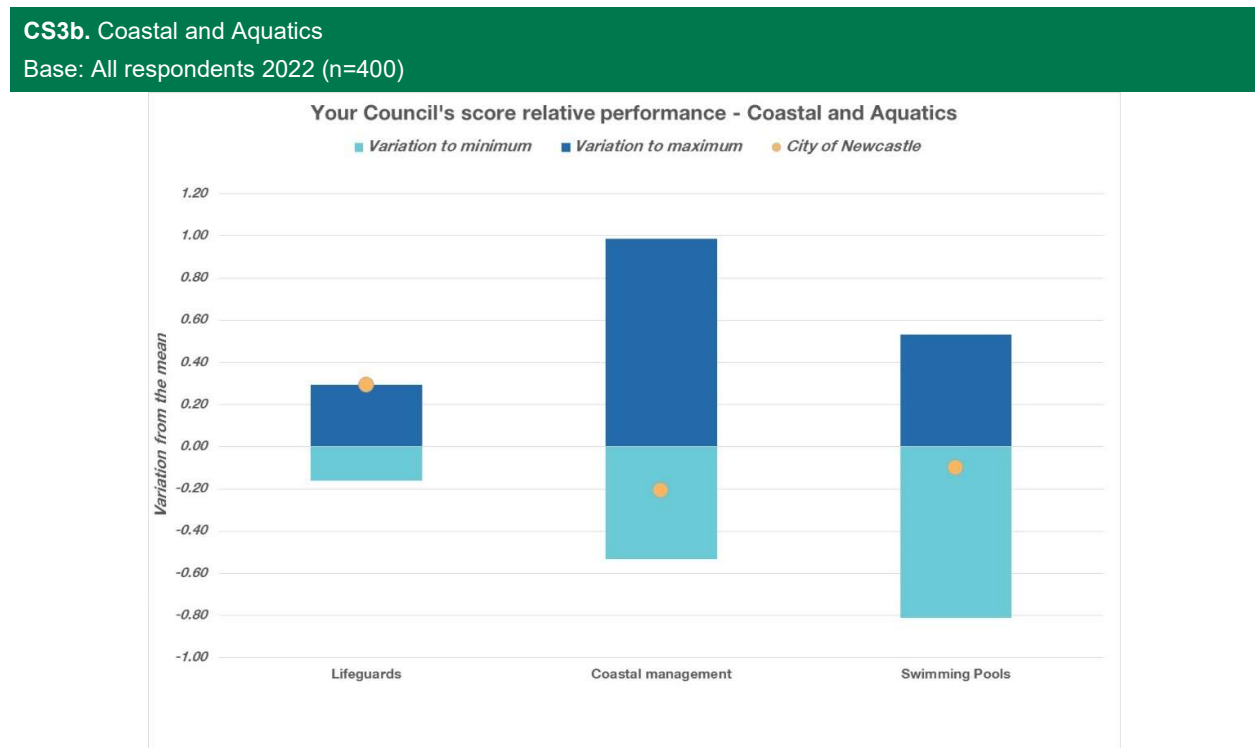
3. SURVEY FINDINGS

There were significantly lower mean scores for Beaches and beach facilities, and Ocean baths and facilities, in 2022 than in 2021 (see **Table 10** below).

Table 10 Mean scores of Coastal and Aquatics services and facilities – comparison to Benchmarks

Coastal and Aquatics	2021 mean	2022 mean	YoY proportion of change	Regional NSW benchmark mean
Lifeguards	-	4.3	NA	4.0
Beaches and beach facilities	4.0	3.7	-10%	NA
Swimming pools	3.8	3.7	-4%	3.8
Ocean baths and facilities	3.8	3.6	-6%	NA
Coastal management	-	3.3	NA	3.5

Figure 10 CN Performance compared to Benchmark Performance – Coastal and Aquatics



As shown in **Table 11**, next page, the satisfaction with all Coastal and Aquatics services and facilities decreased as age increased. There were not any services or facilities where females showed higher responses of satisfied/very satisfied than males in 2022.



3. SURVEY FINDINGS

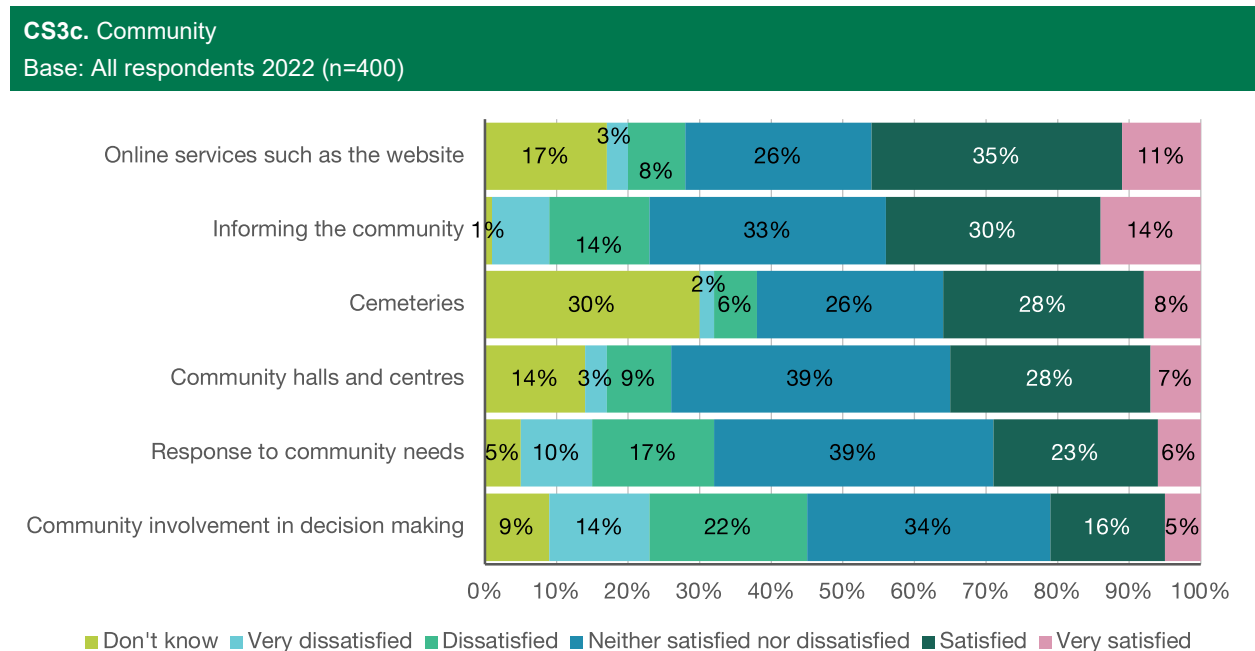
Table 11 Satisfied/very satisfied with each service and facility within the Coastal and Aquatics category – by age, gender and ward

	18-34	35-54	55+	Male	Female	Ward 1	Ward 2	Ward 3	Ward 4
Lifeguards	84%	78%	76%	84%	74%	89%	78%	73%	75%
Beaches and beach facilities	65%	60%	54%	63%	57%	58%	53%	70%	61%
Swimming Pools	64%	57%	52%	58%	58%	62%	55%	59%	55%
Ocean Baths and facilities	64%	57%	49%	61%	53%	58%	57%	58%	54%
Coastal management	56%	37%	38%	47%	41%	52%	36%	44%	44%

Community

Within the Community category, **Online services such as the website** was the highest rated service, with 46% of respondents saying they were satisfied/very satisfied (a mean score of 3.5 out of 5). This was followed by **Informing the community about City of Newcastle activities and services** (44%) and **Cemeteries** (36%).

Figure 11 Satisfaction of services and facilities within the Community category





3. SURVEY FINDINGS

As shown in **Table 12** below, four out of five Community services and facilities asked about in both years showed a significant decrease in satisfied/very satisfied from 2021 to 2022.

Table 12 Proportion satisfied/very satisfied with Community services and facilities – comparison of 2021 and 2022

Community	2021 % satisfied/very satisfied	2022 % satisfied/very satisfied
Online services such as the website	-	46%
Informing the community about City of Newcastle activities and services	60%	44%
Cemeteries	45%	36%
Community halls and centres	54%	35%
Response to community needs	47%	29%
Community involvement in Council decision making	37%	21%

The 2022 mean score for Community involvement in Council decision making was 14% lower than its mean score in 2021 (see **Table 13** below).

Table 13 Mean scores of Community services and facilities – comparison to Benchmarks

Community	2021 mean	2022 mean	YoY proportion of change	Regional NSW benchmark mean
Online services such as the website	-	3.5	NA	3.3
Informing the community about City of Newcastle activities and services	3.6	3.3	-9%	3.2
Cemeteries	3.6	3.5	-2%	3.8
Community halls and centres	3.6	3.3	-9%	3.6
Response to community needs	3.4	3.0	-11%	2.9
Community involvement in Council decision making	3.2	2.7	-14%	2.9



3. SURVEY FINDINGS

Figure 12 CN Performance compared to Benchmark Performance – Community

CS3c. Community

Base: All respondents 2022 (n=400)

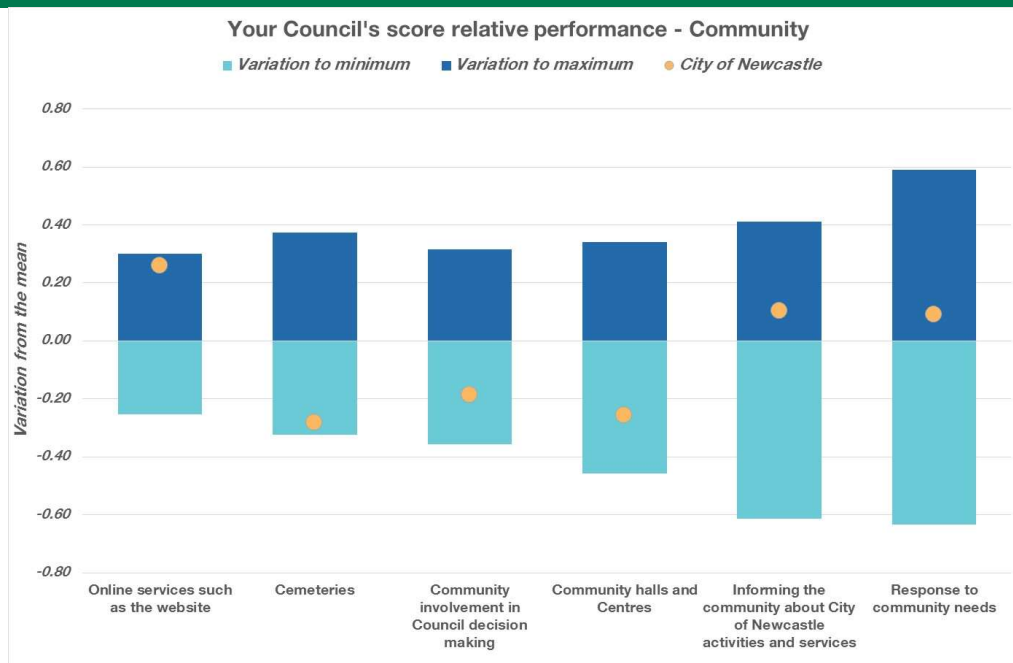


Table 14 Satisfied/very satisfied with each service and facility within the Community category – by age, gender and ward

	18-34	35-54	55+	Male	Female	Ward 1	Ward 2	Ward 3	Ward 4
Online services	52%	46%	39%	53%	39%	45%	47%	43%	49%
Informing the community about City of Newcastle activities and services	42%	40%	51%	49%	40%	52%	32%	50%	43%
Cemeteries	53%	22%	31%	40%	33%	43%	20%	32%	49%
Community halls and centres	43%	31%	31%	31%	39%	41%	25%	38%	36%
Response to community needs	39%	22%	27%	31%	28%	38%	25%	28%	26%
Community involvement in Council decision making	28%	19%	15%	26%	15%	30%	14%	22%	15%

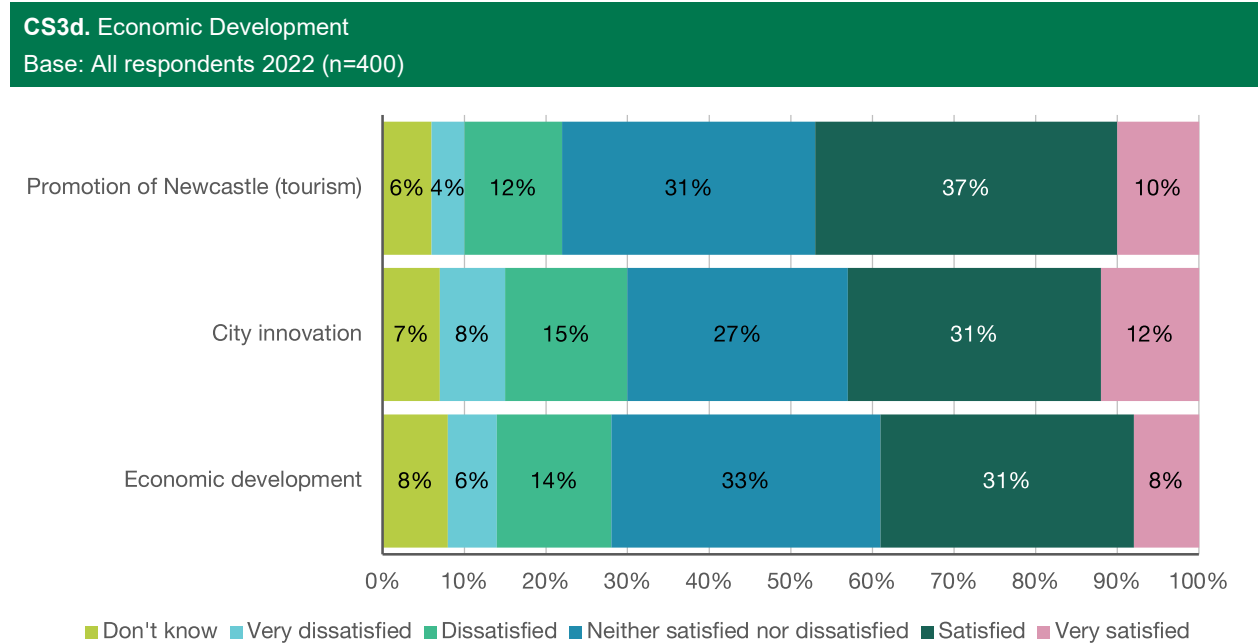


3. SURVEY FINDINGS

Economic Development

Within the Economic Development category, **Promotion of Newcastle (tourism)** was the highest rated service/facility, with 48% of respondents saying they were satisfied/very satisfied (a mean score of 3.4 out of 5).

Figure 13 Satisfaction of services and facilities within the Economic Development category



As shown in **Table 15** below, all three Economic Development services/facilities showed significant declines in percentages of satisfied/very satisfied from 2021 to 2022.

Table 15 Proportion satisfied/very satisfied with Economic Development services and facilities – comparison of 2021 and 2022

Economic Development	2021 % satisfied/very satisfied	2022 % satisfied/very satisfied
Promotion of Newcastle (tourism)	60%	48%
City innovation	56%	43%
Economic development	51%	39%

All three services/facilities in the Economic Development category showed lower mean scores in 2022 compared to 2021 (see **Table 16** below). However, all three services/facilities' mean scores remained above a 3.0 neutral score in 2022.

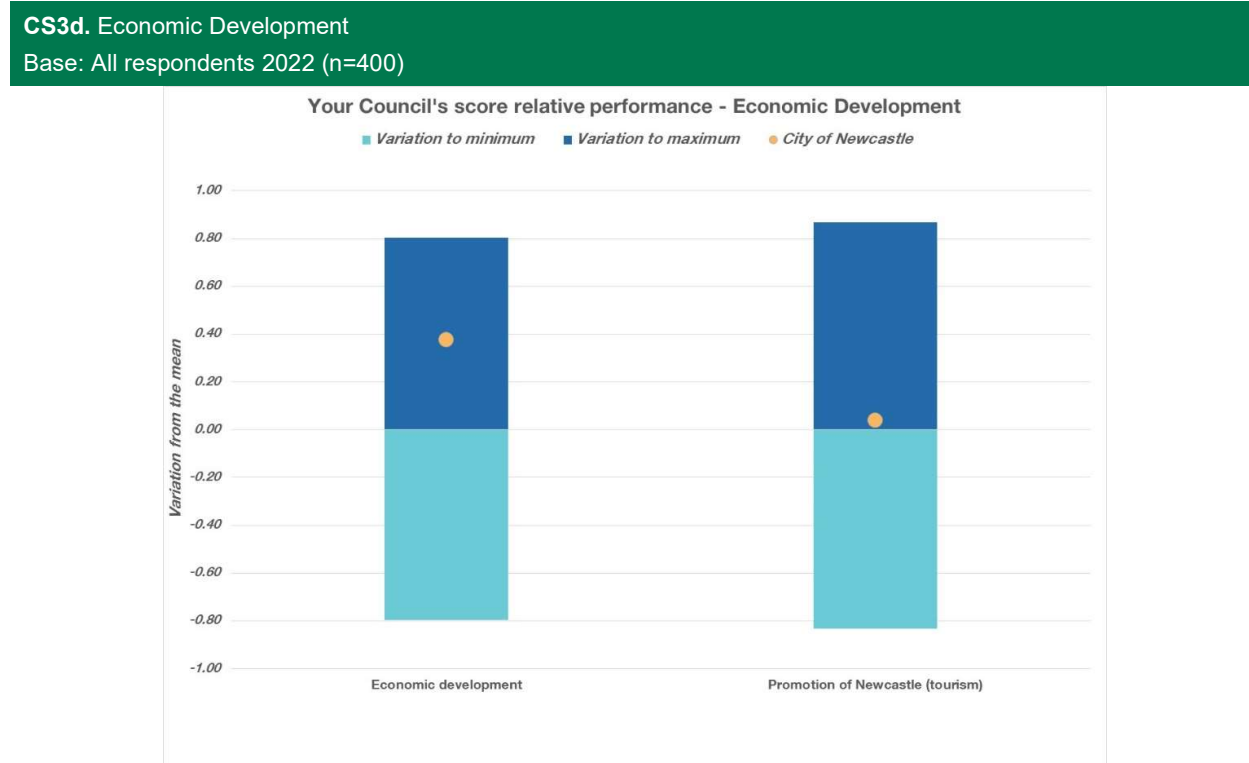


3. SURVEY FINDINGS

Table 16 Mean scores of Economic Development services and facilities – comparison to Benchmarks

Economic Development	2021 mean	2022 mean	YoY change	Regional NSW benchmark mean
Promotion of Newcastle (tourism)	3.6	3.4	-5%	3.4
City innovation	3.5	3.3	-7%	NA
Economic development	3.5	3.2	-8%	2.8

Figure 14 CN Performance compared to Benchmark Performance – Economic Development



Respondents aged 18-34 years old had higher percentages for satisfied/very satisfied for all services/facilities in the Economic Development category compared to other age groups (see **Table 17**, next page).





3. SURVEY FINDINGS

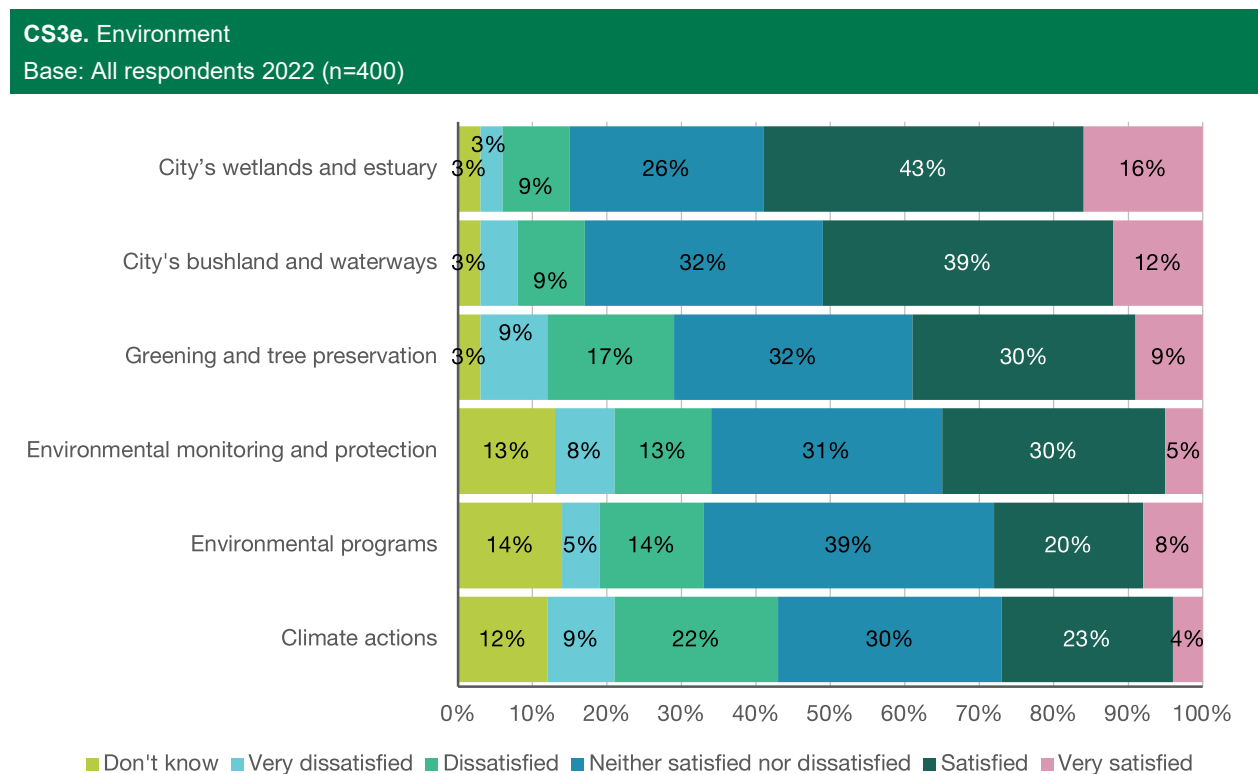
Table 17 Satisfied/very satisfied with each service and facility within the Economic Development category – by age, gender and ward

	18-34	35-54	55+	Male	Female	Ward 1	Ward 2	Ward 3	Ward 4
Promotion of Newcastle (tourism)	50%	46%	47%	45%	50%	46%	44%	57%	46%
City innovation	50%	44%	35%	48%	37%	47%	35%	48%	42%
Economic development	51%	36%	30%	46%	32%	45%	39%	35%	35%

Environment

Within the Environment category, **City's wetlands and estuary** was the highest rated service, with 58% of respondents saying they were satisfied/very satisfied (a mean score of 3.6 out of 5). This was followed by **City's bushland and waterways** (51%) and **Greening and tree preservation** (39%).

Figure 15 Satisfaction of services and facilities within the Environment category





3. SURVEY FINDINGS

As shown in **Table 18** below, three out of the six services/facilities in the Environment category had significantly lower percentages of respondents answering satisfied/very satisfied in 2022 compared to 2021.

Table 18 Proportion satisfied/very satisfied with Environment services and facilities – comparison of 2021 and 2022

Environment	2021 % satisfied/very satisfied	2022 % satisfied/very satisfied
City's wetlands and estuary	53%	58%
City's bushland and waterways	56%	51%
Greening and tree preservation	50%	39%
Environmental monitoring and protection	41%	35%
Environmental programs	53%	28%
Climate actions	42%	27%

All services/facilities in the Environment category were above a neutral mean score of 3.0 in 2022 (see **Table 19** below).

Table 19 Mean scores of Environment services and facilities – comparison to Benchmarks

Environment	2021 mean	2022 mean	YoY proportion of change	Regional NSW benchmark mean
City's wetlands and estuary	3.6	3.6	0%	NA
City's bushland and waterways	3.5	3.4	-2%	NA
Greening and tree preservation	3.4	3.1	-8%	2.8
Environmental monitoring and protection	3.3	3.1	-4%	3.2
Environmental programs	3.5	3.1	-9%	NA
Climate actions	3.2	2.9	-9%	NA

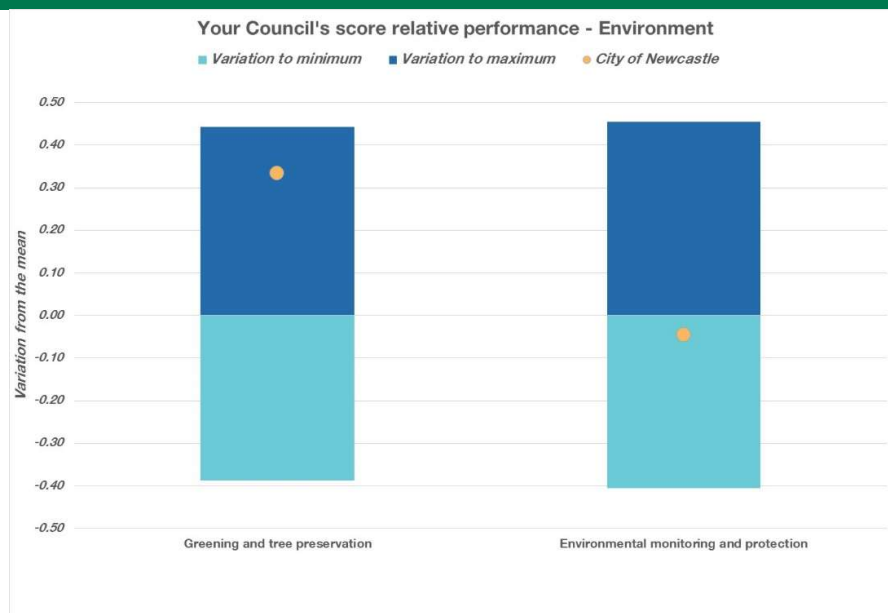


3. SURVEY FINDINGS

Figure 16 CN Performance compared to Benchmark Performance – Environment

CS3e. Environment

Base: All respondents 2022 (n=400)



As shown in **Table 20** below, lower percentages of female respondents answered satisfied/very satisfied for all services/facilities in the Environment category than males in 2022.

Table 20 Satisfied/very satisfied with each service and facility within the Environment category – by age, gender and ward

	18-34	35-54	55+	Male	Female	Ward 1	Ward 2	Ward 3	Ward 4
City's wetlands and estuary	56%	58%	61%	62%	54%	60%	49%	62%	62%
City's bushland and waterways	47%	57%	48%	58%	44%	50%	48%	51%	54%
Greening and tree preservation	37%	38%	42%	47%	32%	43%	33%	41%	40%
Environmental monitoring and protection	39%	33%	32%	38%	32%	36%	25%	40%	39%
Environmental programs	28%	28%	29%	35%	23%	33%	18%	35%	29%
Climate actions	34%	24%	24%	35%	20%	29%	26%	29%	24%



3. SURVEY FINDINGS

Infrastructure and Transport

Within the Infrastructure and Transport category, **Cycling facilities** was the highest rated service, with 42% of respondents saying they were satisfied/very satisfied (a mean score of 3.2 out of 5). This was followed by **Street and commercial area cleansing** (36%) and **Stormwater drainage** (36%).

Figure 17 Satisfaction of services and facilities within the Infrastructure and Transport category

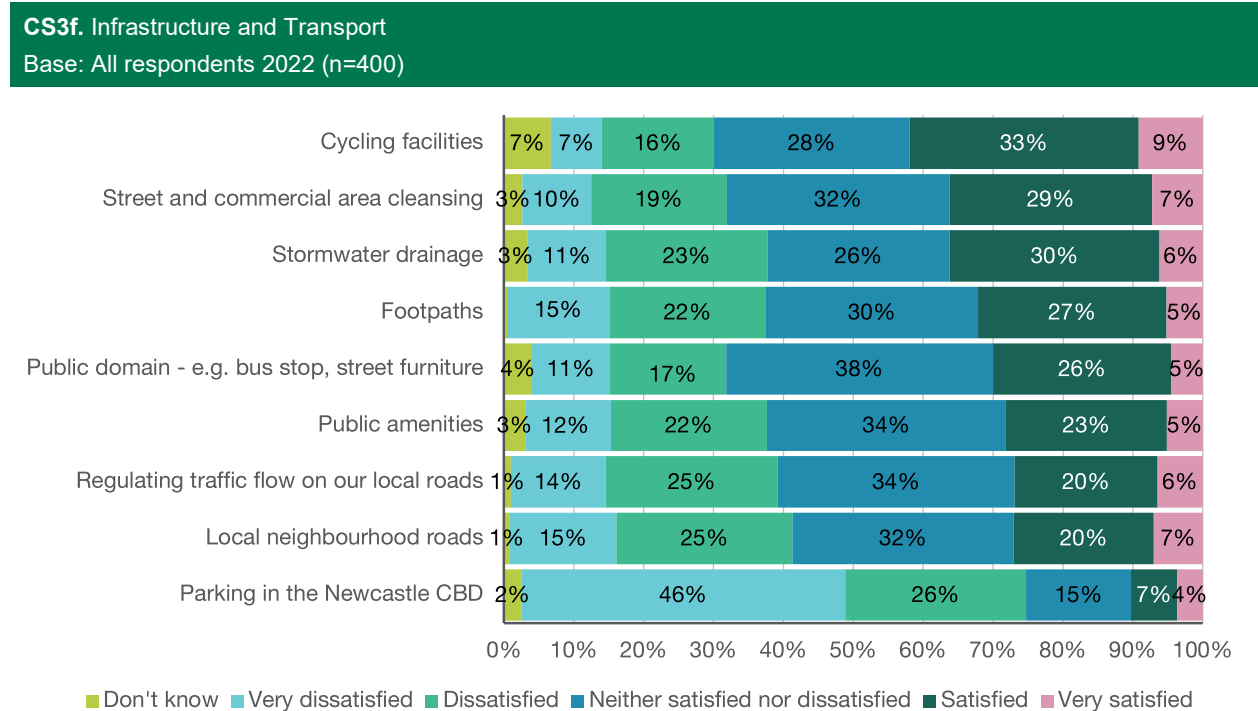


Table 21 Proportion satisfied/very satisfied with Infrastructure and Transport services and facilities – comparison of 2021 and 2022

Infrastructure and Transport	2021 % satisfied/ very satisfied	2022 % satisfied/ very satisfied
Cycling facilities	49%	42%
Street and commercial area cleansing	55%	36%
Stormwater drainage	46%	36%
Footpaths	50%	32%
Public domain - e.g. bus stop, street furniture	53%	30%
Public amenities	46%	28%
Regulating traffic flow on our local roads	51%	27%
Local neighbourhood roads	49%	27%
Parking in the Newcastle CBD	29%	10%



3. SURVEY FINDINGS

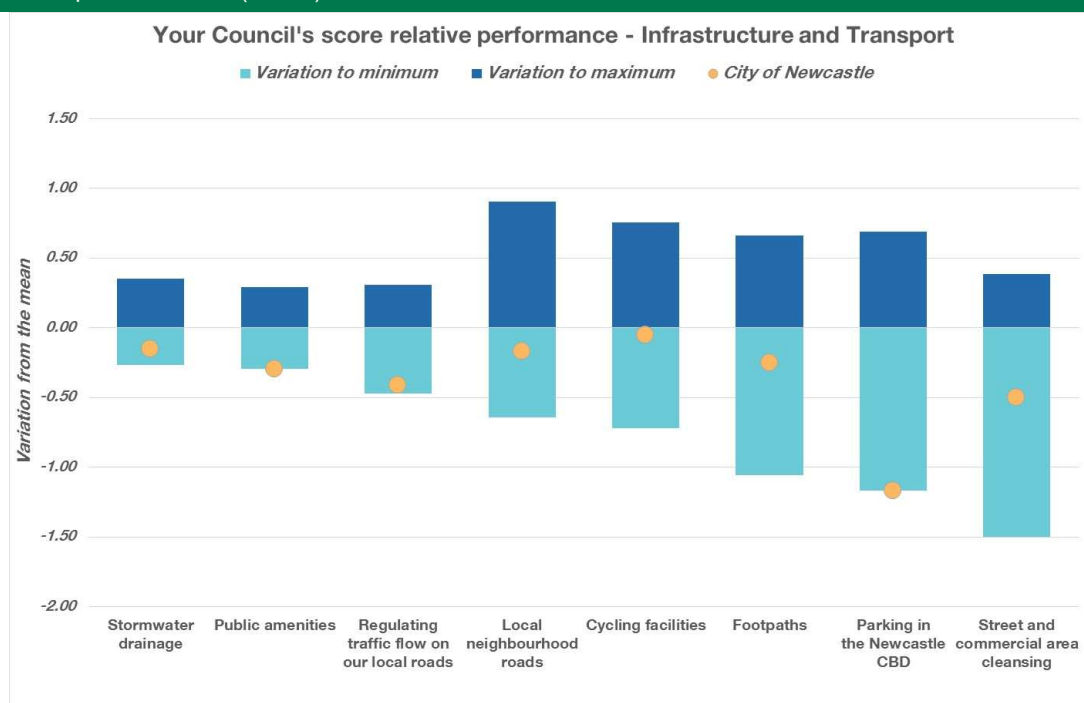
Table 22 Mean scores of Infrastructure and Transport services and facilities – comparison to Benchmarks

Infrastructure and Transport	2021 mean	2022 mean	YoY proportion of change	NSW regional benchmark mean
Cycling facilities	3.4	3.2	-5%	3.3
Street and commercial area cleansing	3.4	3.0	-11%	3.6
Stormwater drainage	3.3	3.0	-9%	3.1
Footpaths	3.3	2.9	-12%	3.1
Public domain	3.4	3.0	-13%	NA
Public amenities	3.3	2.9	-12%	3.2
Regulating traffic flow on our local roads	3.3	2.8	-13%	3.2
Local neighbourhood roads	3.2	2.8	-12%	3.0
Parking in the Newcastle CBD	2.6	1.9	-24%	3.1

Figure 18 CN Performance compared to Benchmark Performance – Infrastructure and Transport

CS3f. Infrastructure and Transport

Base: All respondents 2022 (n=400)





3. SURVEY FINDINGS

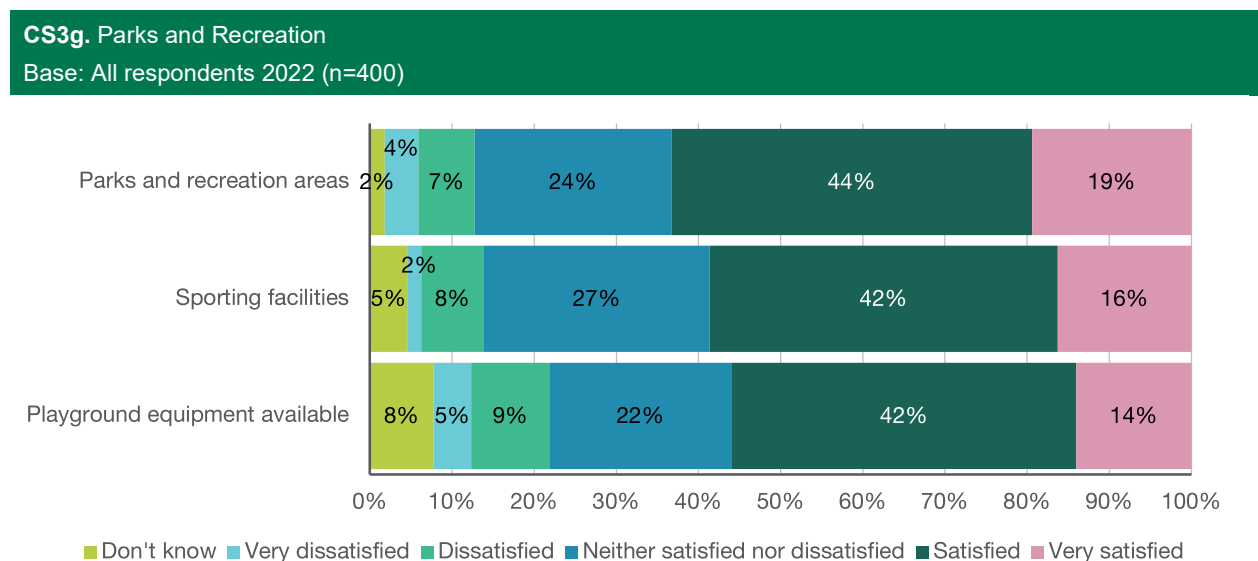
Table 23 Satisfied/very satisfied with each service and facility within the Infrastructure and Transport category – by age, gender and ward

	18-34	35-54	55+	Male	Female	Ward 1	Ward 2	Ward 3	Ward 4
Cycling facilities	48%	36%	41%	49%	36%	55%	35%	41%	35%
Street and commercial area cleansing	39%	37%	32%	44%	29%	38%	30%	44%	34%
Stormwater drainage	44%	30%	34%	44%	28%	43%	30%	37%	34%
Footpaths	44%	26%	26%	40%	25%	46%	20%	30%	31%
Public domain	39%	23%	29%	33%	27%	44%	17%	28%	29%
Public amenities	39%	22%	23%	37%	20%	35%	19%	24%	34%
Regulating traffic flow on our local roads	31%	25%	25%	29%	25%	33%	28%	32%	14%
Local neighbourhood roads	35%	23%	23%	31%	23%	40%	24%	26%	16%
Parking in the Newcastle CBD	18%	6%	7%	13%	7%	17%	10%	9%	4%

Parks and Recreation

Within the Parks and Recreation category, **Parks and recreation areas (including public parks, skate parks and dog parks)** was the highest rated service, with 63% of respondents saying they were satisfied/very satisfied (a mean score of 3.7 out of 5).

Figure 19 Satisfaction of services and facilities within the Parks and Recreation category





3. SURVEY FINDINGS

All three services/facilities in the Parks and Recreation category had lower percentages of respondents answering satisfied/very satisfied in 2022 than in 2021 (see **Table 24** below), though only one of these services/facilities (Sporting facilities) was significantly lower.

Table 24 Proportion satisfied/very satisfied with Parks and Recreation services and facilities – comparison of 2021 and 2022

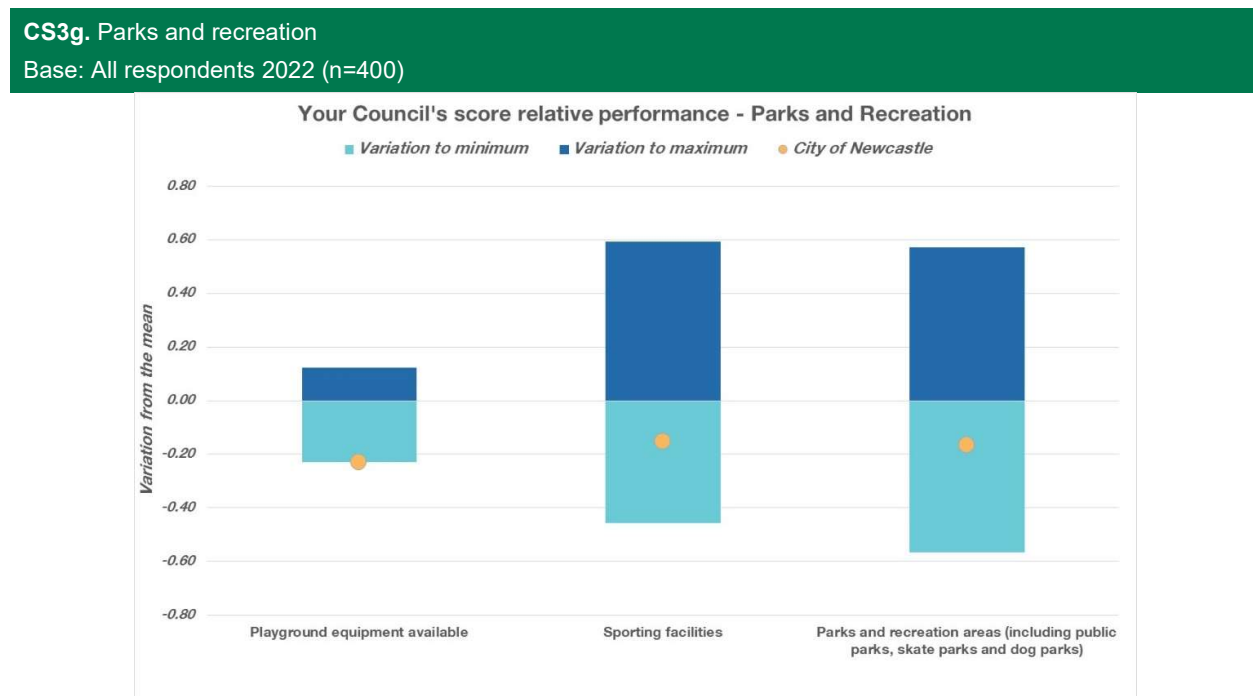
Parks and Recreation	2021 % satisfied/very satisfied	2022 % satisfied/very satisfied
Parks and recreation areas	67%	63%
Sporting facilities	69%	59%
Playground equipment available	64%	56%

2022 mean scores for all three services/facilities in the Parks and Recreation category were not very different from their scores in 2021 (see **Table 25** below).

Table 25 Mean scores of Parks and Recreation services and facilities – comparison to Benchmarks

Parks and Recreation	2021 mean	2022 mean	YoY proportion of change	NSW regional benchmark mean
Parks and recreation areas	3.7	3.7	0%	3.9
Sporting facilities	3.8	3.7	-4%	3.8
Playground equipment available	3.7	3.6	-3%	3.8

Figure 20 CN Performance compared to Benchmark Performance – Parks and Recreation





3. SURVEY FINDINGS

As shown in **Table 26** below, males had higher responses of satisfied/very satisfied in 2022 than females for all three services/facilities in the Parks and Recreation category. Ward 1 residents also appear to be among the most satisfied in this regard.

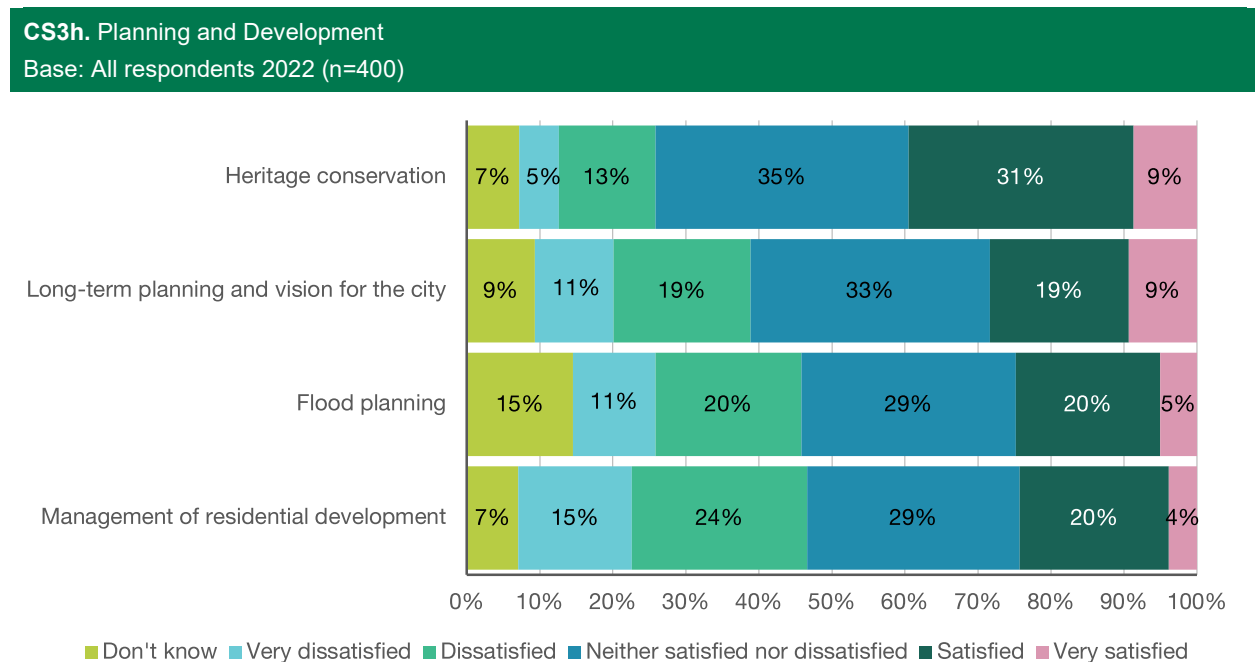
Table 26 Satisfied/very satisfied with each service and facility within the Parks and Recreation category – by age, gender and ward

	18-34	35-54	55+	Male	Female	Ward 1	Ward 2	Ward 3	Ward 4
Parks and recreation areas (including public parks, skate parks and dog parks)	66%	61%	63%	71%	56%	74%	60%	65%	53%
Sporting facilities	58%	59%	58%	64%	54%	67%	45%	66%	56%
Playground equipment available	61%	53%	54%	58%	54%	62%	48%	57%	56%

Planning and Development

Within the Planning and Development category, **Heritage conservation** was the highest rated service, with 40% of respondents saying they were satisfied/very satisfied (a mean score of 3.3 out of 5).

Figure 21 Satisfaction of services and facilities within the Planning and Development category





3. SURVEY FINDINGS

As shown in **Table 27** below, all four services/facilities in the Planning and Development category had significantly lower satisfied/very satisfied percentages in 2022 than in 2021.

Table 27 Proportion satisfied/very satisfied with Planning and Development services and facilities – comparison of 2021 and 2022

Planning and Development	2021 % satisfied/very satisfied	2022 % satisfied/very satisfied
Heritage conservation	54%	40%
Long-term planning and vision for the city	47%	28%
Flood planning	39%	25%
Management of residential development	44%	24%

Only one service/facility in the Planning and Development category (Heritage conservation) had a mean score above a neutral 3.0 in 2022 (see **Table 28** below).

Table 28 Mean scores of Planning and Development services and facilities – comparison to Benchmarks

Planning and Development	2021 mean	2022 mean	YoY proportion of change	NSW regional benchmark mean
Heritage conservation	3.6	3.3	-9%	3.7
Long-term planning and vision for the city	3.3	3.0	-11%	3.0
Flood planning	3.3	2.9	-12%	3.5
Management of residential development	3.2	2.7	-15%	NA

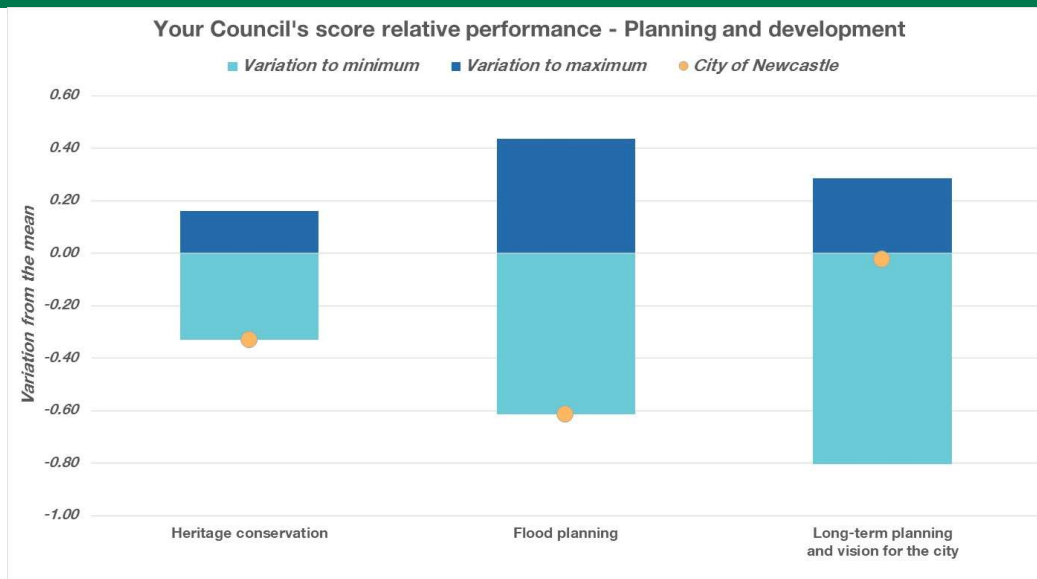


3. SURVEY FINDINGS

Figure 22 CN Performance compared to Benchmark Performance – Planning and Development

CS3h. Planning and Development

Base: All respondents 2022 (n=400)



As shown in **Table 29** below, males and 18-34 year-olds had higher percentages of satisfied/very satisfied in 2022 than females/respondents over 34 years old.

Table 29 Satisfied/very satisfied with each service and facility within the Planning and Development category – by age, gender and ward

	18-34	35-54	55+	Male	Female	Ward 1	Ward 2	Ward 3	Ward 4
Heritage conservation	49%	42%	28%	43%	36%	38%	39%	41%	41%
Long-term planning and vision for the city	36%	29%	20%	32%	25%	32%	26%	25%	30%
Flood planning	37%	18%	19%	29%	20%	31%	21%	23%	24%
Management of residential development	34%	21%	17%	29%	20%	34%	27%	18%	15%

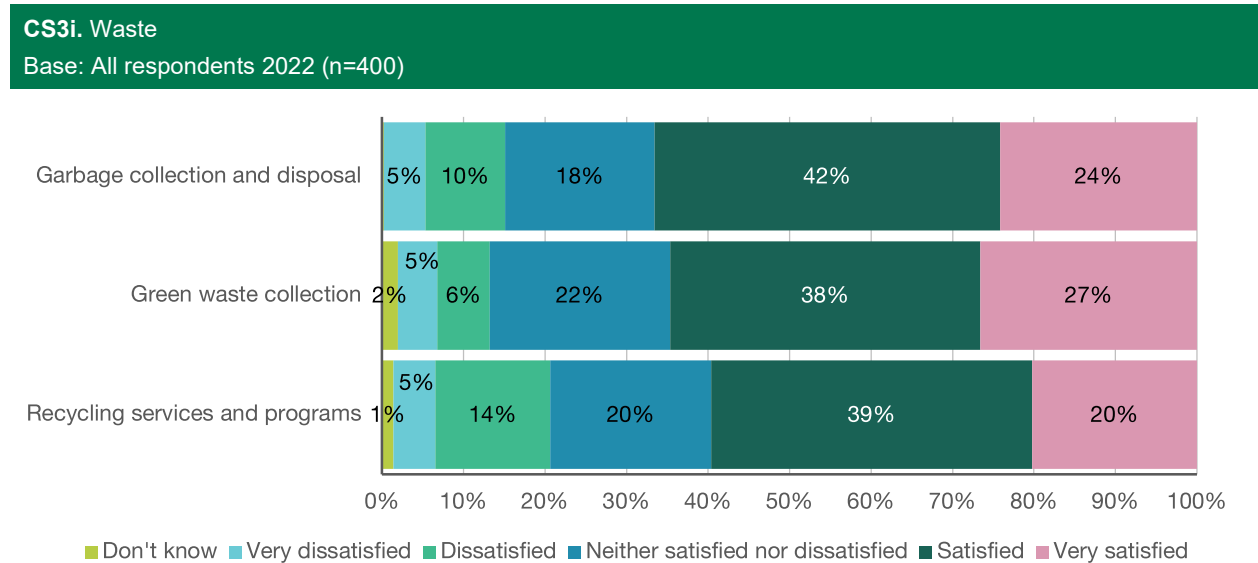


3. SURVEY FINDINGS

Waste

Within the Waste category, **Garbage collection and waste disposal** was the highest rated service, with 67% of respondents saying they were satisfied/very satisfied (a mean score of 3.7 out of 5).

Figure 23 Satisfaction of services and facilities within the Waste category



All three services/facilities in the Waste category had lower percentages of satisfied/very satisfied in 2022 than in 2021 (see **Table 30** below).

Table 30 Proportion satisfied/very satisfied with Waste services and facilities – comparison of 2021 and 2022

Waste	2021 % satisfied/very satisfied	2022 % satisfied/very satisfied
Garbage collection and disposal	70%	67%
Green waste collection	68%	65%
Recycling services and programs	68%	60%

Recycling services and programs was the only service/facility in the Waste category to have a lower mean score in 2022 than in 2021 (see **Table 31**, next page).





3. SURVEY FINDINGS

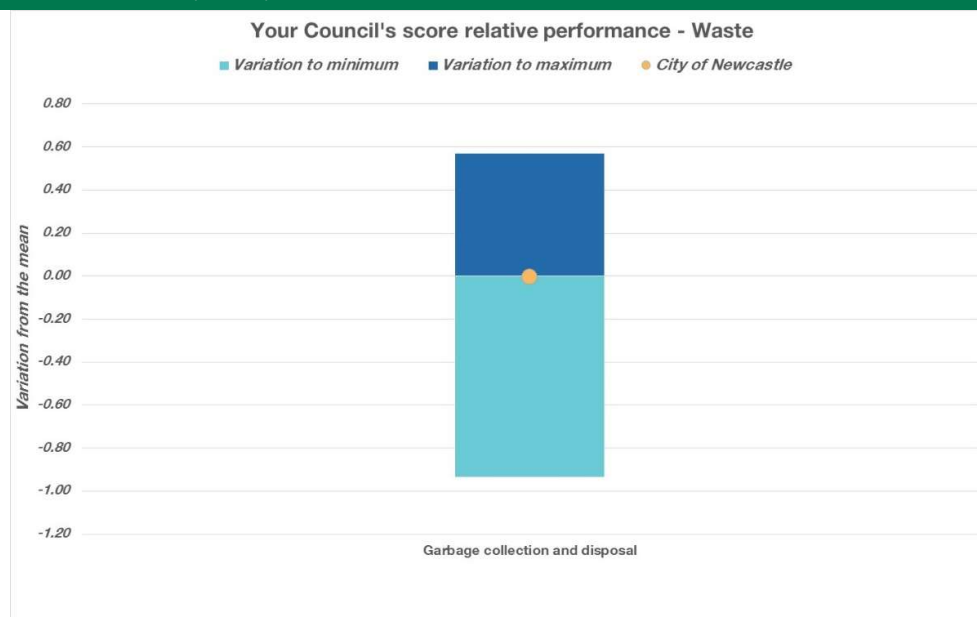
Table 31 Mean scores of Waste services and facilities – comparison to Benchmarks

Waste	2021 mean	2022 mean	YoY proportion of change	NSW regional benchmark mean
Garbage collection and disposal	3.7	3.7	0%	3.7
Green waste collection	3.7	3.8	+2%	NA
Recycling services and programs	3.7	3.6	-4%	NA

Figure 24 CN Performance compared to Benchmark Performance – Waste

CS3i. Waste

Base: All respondents 2022 (n=400)



As shown in **Table 32** below, results were generally consistent across ages, genders and wards.

Table 32 Satisfied/very satisfied with each service and facility within the Waste category – by age, gender and ward

	18-34	35-54	55+	Male	Female	Ward 1	Ward 2	Ward 3	Ward 4
Garbage collection and disposal	67%	58%	74%	70%	63%	65%	63%	74%	66%
Green waste collection	62%	61%	70%	68%	61%	59%	66%	75%	60%
Recycling services and programs	57%	58%	64%	66%	54%	61%	53%	66%	59%



3. SURVEY FINDINGS

3.3. DRIVERS OF SATISFACTION

This section of the report aims to identify the key drivers of resident satisfaction via a deeper analysis of the relationship between overall satisfaction with City of Newcastle and satisfaction with services and facilities (as reported in the previous section).

Quadrant analysis simultaneously analyses the importance of a service in terms of driving overall satisfaction and the performance of services in terms of resident satisfaction. To do this, mean satisfaction scores are plotted against derived importance scores for each Council service. Importance scores are derived from regression analysis, and are basically a factor of the relationship between satisfaction score for individual services, and overall satisfaction with Council.

To form quadrants, the average derived importance score and average satisfaction score across all services and facilities were calculated. Services and facilities with a mean satisfaction score less than the overall average were classified as 'lower' performing while those with a mean score above the average were classified as 'higher' performing. Similarly, services and facilities have 'higher' or 'lower' derived importance depending on their position above or below the overall average.

These scores do not suggest the service or facility is not important in the personal lives of residents. It strictly relates to relative importance in creating overall satisfaction with Council.

Figure 25 (over-page) is Council's performance/importance quadrant.

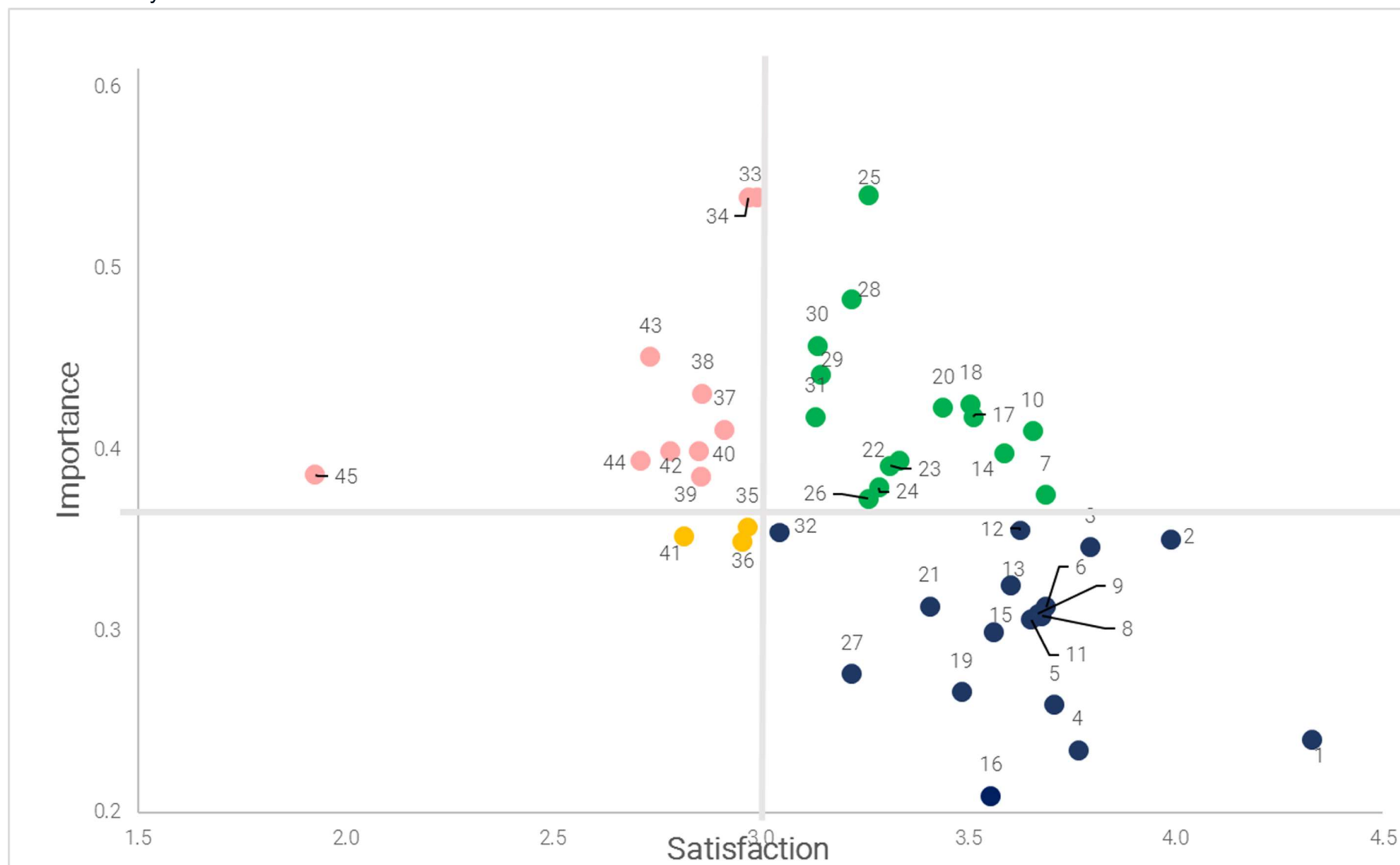
1. The upper right quadrant (high importance and high satisfaction) represents current service strengths or '**Strengths to maintain**'.
2. The upper left quadrant (high importance but low satisfaction) denotes services where satisfaction should be improved or '**Priorities for Council**'.
3. The lower left quadrant (relatively lower importance and relatively lower satisfaction) represents lower priority service dimensions or '**Second order issues**'.
4. The lower right quadrant (relatively lower importance and high satisfaction) represents Council's '**Opportunities**'. These services have lower importance and high satisfaction. These represent services with higher levels of satisfaction but currently have a lower impact on overall satisfaction with CN. Highlighting achievements in these areas may help to increase overall satisfaction with CN.





3. SURVEY FINDINGS

Figure 25 Quadrant Analysis





3. SURVEY FINDINGS

The highest importance, with a slightly low satisfaction, was *Response to community needs* and *Long-term planning and vision for the city*. The lowest satisfaction within the high-priority quadrant was *parking in the Newcastle CBD*.

Table 33 Quadrant Analysis

PRIORITIES FOR COUNCIL	STRENGTHS TO MAINTAIN
33 Response to community needs	7 Entertainment and events
34 Long-term planning and vision for the city	10 Beaches and beach facilities
37 Climate actions	14 Ocean Baths and facilities
38 Public amenities	17 Public art and monuments
39 Footpaths	18 Online services such as the website
40 Flood planning	20 City's bushland and waterways
42 Local neighbourhood roads	22 Coastal management
43 Community involvement in Council decision making	23 Community halls and Centres
44 Management of residential development	24 Informing the community about City of Newcastle activities and services
45 Parking in the Newcastle CBD	25 City innovation
	26 Heritage conservation
	28 Economic development
	29 Environmental programs
	30 Greening and tree preservation
	31 Environmental monitoring and protection
SECOND ORDER ISSUES	OPPORTUNITIES
35 Stormwater drainage	1 Lifeguards
36 Public domain - e.g. bus stop, street furniture	2 Library services and programs
41 Regulating traffic flow on our local roads	3 Civic Services including Civic Theatre, City Hall and Visitors Information Centre
	4 Green waste collection
	5 Garbage collection and disposal
	6 Parks and recreation areas (including public parks, skate parks and dog parks)
	8 Swimming Pools
	9 Sporting facilities
	11 Museum and programs
	12 Art Gallery and programs
	13 City's wetlands and estuary
	15 Recycling services and programs
	16 Playground equipment available
	19 Cemeteries
	21 Promotion of Newcastle (tourism)
	27 Cycling facilities
	32 Street and commercial area cleansing

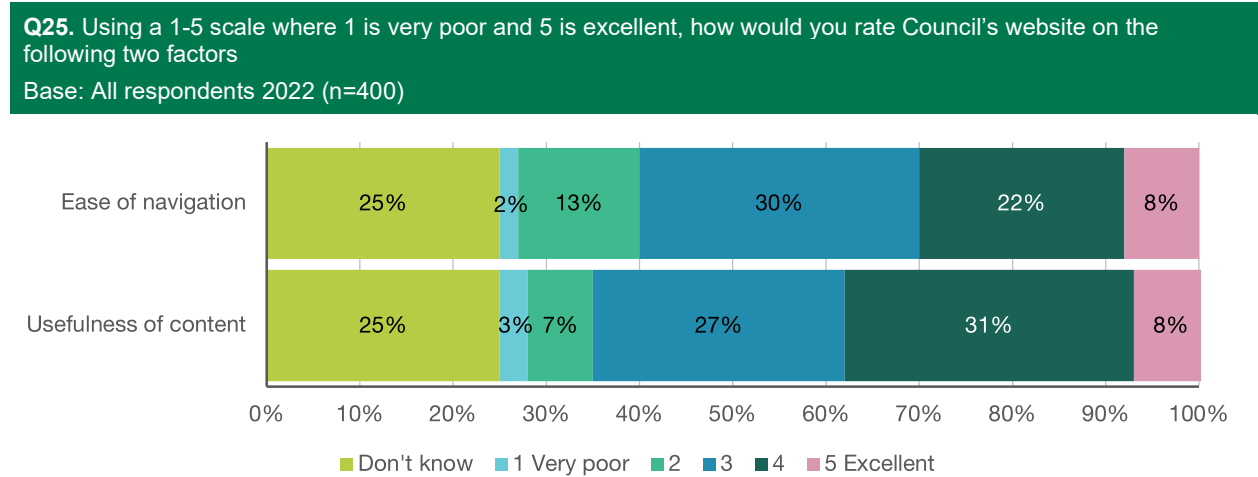


3. SURVEY FINDINGS

3.4. INFORMATION CHANNELS

Respondents were then asked to rate Council's website on 2 factors, on a 5-point scale. Ease of navigation showed a mean score of 3.3 out of 5 (not including "don't know"), and usefulness of content showed a mean score of 3.5.

Figure 26 Rate Council's website



As shown in **Table 34** below, males had a higher proportion of respondents offering 4 or 5 than females for both website statements.

Table 34 4 or 5 response of Rate Council's website – by age, gender and ward

	18-34	35-54	55+	Male	Female	Ward 1	Ward 2	Ward 3	Ward 4
Ease of navigation	27%	35%	27%	36%	24%	36%	26%	28%	28%
Usefulness of content	45%	37%	34%	46%	32%	39%	36%	42%	38%

Respondents were then asked about their preferred method of contacting Council for eight different purposes. Online or CN website was the most preferred for all purposes except requesting Council to do something (phone was the most preferred for that, see **Table 35** below).

The highest result for email was for providing feedback on important issues (24%), and social media made it to double digits only for finding out about local activities (17%) and finding out about local flooding, road closures, etc (16%).



3. SURVEY FINDINGS

Table 35 Q26 In your dealings with Council, what method would you prefer to conduct or find out about the following

	Making a payment	Requesting Council to do something	Finding out about emergency planning	Providing feedback on important issues
Online or CN website	73%	30%	48%	42%
Email	2%	14%	9%	24%
Phone	7%	48%	16%	14%
Face to face	4%	3%	1%	2%
Letter	1%	2%	2%	3%
Social media	1%	1%	9%	6%
Other media	0%	0%	5%	2%
Other	9%	1%	3%	2%
Unsure	3%	1%	6%	5%

	General requests for information	Finding out about Council policies	Finding out about local activities	Finding out about local flooding, road closures, etc
Online or CN website	42%	63%	52%	40%
Email	12%	11%	10%	4%
Phone	36%	11%	4%	15%
Face to face	3%	1%	1%	1%
Letter	1%	3%	3%	2%
Social media	3%	6%	17%	16%
Other media	1%	2%	9%	10%
Other	1%	1%	3%	8%
Unsure	1%	3%	2%	3%



3. SURVEY FINDINGS

As shown in **Table 36**, respondents aged 55+ were significantly less likely to prefer online or CN website for making a payment.

Table 36 Preferred way for making a payment – by age, gender and ward

	18-34	35-54	55+	Male	Female	Ward 1	Ward 2	Ward 3	Ward 4
Online or CN website	79%	82%	58%	74%	72%	76%	75%	69%	70%
Email	2%	1%	5%	3%	2%	3%	4%	1%	1%
Phone	7%	7%	7%	6%	8%	7%	8%	7%	7%
Face to face	4%	3%	6%	4%	5%	4%	2%	2%	9%
Letter	0%	3%	1%	1%	1%	0%	0%	4%	1%
Social media	3%	0%	0%	2%	0%	3%	0%	0%	0%
Other media	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	3%	2%	21%	7%	11%	6%	5%	17%	9%
Unsure	3%	3%	2%	4%	2%	1%	6%	2%	3%

Female respondents and those aged 55+ had significantly higher percentages for preferring phone for requesting Council to do something (see **Table 37** below). Respondents in Ward 1 were significantly less likely to prefer phone for this.

Table 37 Preferred way for requesting Council to do something (e.g. fix a pothole) – by age, gender and ward

	18-34	35-54	55+	Male	Female	Ward 1	Ward 2	Ward 3	Ward 4
Online or CN website	39%	36%	16%	36%	25%	36%	22%	29%	34%
Email	13%	19%	12%	16%	13%	16%	17%	12%	11%
Phone	37%	41%	64%	36%	59%	32%	58%	55%	49%
Face to face	4%	2%	3%	5%	1%	5%	1%	1%	5%
Letter	3%	1%	2%	3%	0%	5%	1%	1%	0%
Social media	3%	1%	0%	2%	0%	3%	0%	0%	1%
Other media	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	0%	1%	1%	1%	1%	0%	0%	1%	0%
Unsure	0%	2%	1%	1%	1%	1%	1%	1%	1%



3. SURVEY FINDINGS

Respondents aged 55+ were significantly less likely to prefer online or CN website for finding out about emergency planning, and significantly more likely to prefer phone (see **Table 38** below).

Table 38 Preferred way for finding out about emergency planning and recovery activities – by age, gender and ward

	18-34	35-54	55+	Male	Female	Ward 1	Ward 2	Ward 3	Ward 4
Online or CN website	58%	53%	33%	49%	47%	50%	49%	46%	47%
Email	9%	12%	6%	10%	8%	9%	9%	10%	7%
Phone	9%	8%	30%	17%	15%	10%	19%	21%	16%
Face to face	0%	0%	2%	1%	1%	1%	0%	1%	2%
Letter	1%	4%	1%	1%	2%	2%	2%	2%	2%
Social media	15%	11%	3%	8%	11%	10%	8%	5%	14%
Other media	2%	4%	9%	3%	7%	4%	5%	8%	3%
Other	4%	1%	4%	4%	3%	4%	4%	2%	3%
Unsure	3%	7%	10%	7%	6%	9%	4%	5%	7%

Respondents aged 18-34 were significantly more likely to prefer social media for providing feedback on important or topical issues than respondents of other ages (see **Table 39** below).

Table 39 Preferred way for providing feedback on important or topical issues – by age, gender and ward

	18-34	35-54	55+	Male	Female	Ward 1	Ward 2	Ward 3	Ward 4
Online or CN website	53%	44%	29%	44%	40%	42%	39%	35%	51%
Email	26%	31%	17%	25%	24%	26%	27%	30%	15%
Phone	6%	10%	24%	11%	16%	9%	19%	14%	13%
Face to face	2%	1%	4%	2%	2%	3%	3%	2%	1%
Letter	1%	2%	7%	2%	3%	2%	3%	4%	3%
Social media	13%	5%	1%	6%	6%	9%	3%	5%	7%
Other media	0%	1%	5%	2%	2%	2%	1%	4%	0%
Other	0%	0%	5%	2%	1%	1%	2%	2%	1%
Unsure	0%	6%	9%	5%	5%	5%	4%	4%	8%



3. SURVEY FINDINGS

Respondents in Ward 3 were significantly more likely to prefer email for general requests for information, compared to respondents in other wards (see **Table 40** below).

Table 40 Preferred way for general requests for information – by age, gender and ward

	18-34	35-54	55+	Male	Female	Ward 1	Ward 2	Ward 3	Ward 4
Online or CN website	56%	46%	25%	47%	38%	44%	42%	34%	48%
Email	8%	18%	10%	8%	16%	6%	10%	23%	11%
Phone	27%	30%	52%	34%	38%	39%	39%	35%	31%
Face to face	3%	1%	5%	3%	3%	3%	1%	4%	6%
Letter	0%	2%	1%	1%	1%	1%	1%	1%	0%
Social media	6%	1%	1%	4%	1%	5%	1%	0%	4%
Other media	0%	0%	3%	0%	1%	1%	2%	1%	0%
Other	0%	1%	1%	1%	0%	0%	2%	1%	0%
Unsure	0%	1%	3%	1%	1%	1%	1%	2%	0%

Respondents aged 55+ were significantly less likely to prefer online or CN website for finding out about Council policies or activities, and significantly more likely to prefer phone (see **Table 41** below).

Table 41 Preferred way for finding out about Council policies or activities – by age, gender and ward

	18-34	35-54	55+	Male	Female	Ward 1	Ward 2	Ward 3	Ward 4
Online or CN website	74%	69%	46%	71%	55%	65%	66%	55%	63%
Email	13%	15%	5%	8%	13%	8%	14%	13%	9%
Phone	2%	3%	26%	8%	13%	10%	7%	12%	14%
Face to face	0%	1%	2%	2%	1%	2%	0%	2%	0%
Letter	3%	3%	4%	2%	5%	2%	6%	1%	5%
Social media	8%	6%	3%	4%	7%	7%	3%	9%	3%
Other media	0%	0%	7%	1%	3%	2%	1%	4%	3%
Other	0%	0%	3%	1%	1%	1%	0%	2%	1%
Unsure	0%	3%	4%	3%	2%	4%	2%	2%	1%



3. SURVEY FINDINGS

Males were significantly more likely, and females significantly less likely, to prefer online or CN website to find out about local activities and events (see **Table 42** below)

Table 42 Preferred way for finding out about local activities and events – by age, gender and ward

	18-34	35-54	55+	Male	Female	Ward 1	Ward 2	Ward 3	Ward 4
Online or CN website	56%	53%	46%	62%	43%	51%	59%	49%	48%
Email	13%	9%	9%	11%	9%	9%	12%	12%	9%
Phone	0%	2%	9%	2%	5%	3%	2%	4%	6%
Face to face	2%	0%	1%	1%	1%	0%	1%	1%	2%
Letter	1%	5%	4%	2%	4%	5%	3%	3%	2%
Social media	23%	23%	5%	11%	22%	17%	14%	17%	18%
Other media	2%	6%	18%	6%	11%	7%	6%	12%	9%
Other	2%	2%	5%	1%	4%	2%	2%	3%	4%
Unsure	3%	1%	3%	3%	1%	5%	1%	0%	2%

As shown in **Table 43** below, respondents aged 55+ were significantly more likely to prefer other media than respondents of other age groups for finding out about local flooding, road closures, etc.

Table 43 Preferred way for finding out about local flooding, road closures, etc. – by age, gender and ward

	18-34	35-54	55+	Male	Female	Ward 1	Ward 2	Ward 3	Ward 4
Online or CN website	43%	47%	32%	39%	42%	31%	45%	40%	47%
Email	3%	5%	5%	6%	2%	7%	1%	5%	3%
Phone	15%	5%	24%	13%	17%	15%	19%	15%	12%
Face to face	0%	1%	3%	2%	1%	1%	0%	1%	3%
Letter	0%	2%	3%	3%	1%	3%	2%	2%	0%
Social media	27%	20%	2%	17%	16%	14%	14%	21%	17%
Other media	3%	6%	19%	11%	8%	15%	8%	11%	5%
Other	9%	9%	6%	7%	8%	11%	7%	3%	10%
Unsure	0%	5%	5%	2%	5%	2%	4%	3%	4%

4. APPENDIX 1: QUESTIONNAIRE

PROJECT NAME: City of Newcastle Council 2022 CSS

PROJECT #: 6410

DOCUMENT TYPE: Questionnaire

CREATED BY: Craig Stuchbury and James Parker

VERSION #: 04

Q1. Good morning/afternoon/evening, my name is and I'm calling from Taverner Research on behalf of Newcastle City Council. We are conducting a survey to get your views on services provided by Council, and how Council can make Newcastle a better place.

The survey takes about 10 minutes and everyone in the community aged 18 years or over is encouraged to participate, would now be a good time to share your opinions?

If speaking to a female on a fixed line, ask for an adult male.

Try to arrange a callback. If still no, try to speak to another member of the household. If still no, thank and terminate.

This call will be recorded and/or monitored for quality assurance and training purposes.

D1. 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 Please stop me when I read out the age group you are in.

READ OUT SINGLE RESPONSE

1. Under 18 **Thank and terminate**
2. 18-24 years
3. 25-34 years
4. 35-44 years
5. 45-54 years
6. 55-64 years
7. 65-74 years
8. 75+ years
9. (DO NOT READ OUT) Prefer not to say

D2. What is your gender

SINGLE RESPONSE UNPROMPTED

1. Male
2. Female
3. Prefer to self-describe
4. Prefer not to say

4. APPENDIX 1: QUESTIONNAIRE

D3. And what suburb do you live in or are closest to?

1. Adamstown
2. Adamstown Heights
3. Bar Beach
4. Beresfield
5. Birmingham Gardens
6. Black Hill
7. Broadmeadow
8. Callaghan
9. Carrington
10. Cooks Hill
11. Elmore Vale
12. Fletcher
13. Fullerton Cove
14. Georgetown
15. Hamilton
16. Hamilton East
17. Hamilton North
18. Hamilton South
19. Hexham
20. Islington
21. Jesmond
22. Kooragang
23. Kotara
24. Lambton
25. Lenaghan
26. Maryland
27. Maryville
28. Mayfield
29. Mayfield East
30. Mayfield North
31. Mayfield West
32. Merewether
33. Merewether Heights
34. Minmi
35. New Lambton
36. New Lambton Heights
37. Newcastle
38. Newcastle East
39. Newcastle West
40. North Lambton
41. Rankin Park
42. Sandgate
43. Shortland
44. Stockton

4. APPENDIX 1: QUESTIONNAIRE

- 45. Tarro
- 46. The Hill
- 47. The Junction
- 48. Tighes Hill
- 49. Wallsend
- 50. Warabrook
- 51. Waratah
- 52. Waratah West
- 53. Wickham

99. None of these THANK AND TERMINATE

D7 And could I just get your first name for the survey please?

RECORD

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. To start with,

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

READ OUT SINGLE RESPONSE

- 1. Very dissatisfied
- 2. Dissatisfied
- 3. Neither satisfied nor dissatisfied
- 4. Satisfied
- 5. Very satisfied
- 99. Don't know

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

READ OUT SINGLE RESPONSE

- 1. Very dissatisfied
- 2. Dissatisfied
- 3. Neither satisfied nor dissatisfied
- 4. Satisfied
- 5. Very satisfied
- 99. Don't know

4. APPENDIX 1: QUESTIONNAIRE

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.

CS3a. Arts & Culture

READ OUT SINGLE RESPONSE

COLUMNS

1. Very dissatisfied
2. Dissatisfied
3. Neither satisfied nor dissatisfied
4. Satisfied
5. Very satisfied
99. Don't know

ROWS PLEASE RANDOMISE

1. Library services and programs
2. Art Gallery and programs
3. Entertainment and events
4. Museum and programs
5. Civic Services including Civic Theatre, City Hall and Visitors Information Centre
6. Public art and monuments

CS3b. Coastal and aquatics

READ OUT SINGLE RESPONSE

COLUMNS

1. Very dissatisfied
2. Dissatisfied
3. Neither satisfied nor dissatisfied
4. Satisfied
5. Very satisfied
99. Don't know

ROWS PLEASE RANDOMISE

1. Beaches and beach facilities
2. Swimming Pools
3. Ocean Baths and facilities
4. Lifeguards
5. Coastal management

4. APPENDIX 1: QUESTIONNAIRE

CS3c. Community

READ OUT SINGLE RESPONSE

COLUMNS

1. Very dissatisfied
2. Dissatisfied
3. Neither satisfied nor dissatisfied
4. Satisfied
5. Very satisfied
99. Don't know

ROWS PLEASE RANDOMISE

1. Informing the community about City of Newcastle activities and services
2. Response to community needs
3. Community involvement in Council decision making
4. Community halls and Centres
5. Cemeteries
6. Online services such as the website

CS3d. Economic development

READ OUT SINGLE RESPONSE

COLUMNS

1. Very dissatisfied
2. Dissatisfied
3. Neither satisfied nor dissatisfied
4. Satisfied
5. Very satisfied
99. Don't know

ROWS PLEASE RANDOMISE

1. Promotion of Newcastle (tourism)
2. City innovation
3. Economic development

4. APPENDIX 1: QUESTIONNAIRE

CS3e. Environment

READ OUT SINGLE RESPONSE

COLUMNS

1. Very dissatisfied
2. Dissatisfied
3. Neither satisfied nor dissatisfied
4. Satisfied
5. Very satisfied
99. Don't know

ROWS PLEASE RANDOMISE

1. Environmental programs
2. Climate actions
3. Environmental monitoring and protection
4. Greening and tree preservation
5. City's bushland and waterways
6. City's wetlands and estuary

CS3f. Infrastructure and transport

READ OUT SINGLE RESPONSE

COLUMNS

1. Very dissatisfied
2. Dissatisfied
3. Neither satisfied nor dissatisfied
4. Satisfied
5. Very satisfied
99. Don't know

ROWS PLEASE RANDOMISE

1. Footpaths
2. Local neighbourhood roads
3. Street and commercial area cleansing
4. Regulating traffic flow on our local roads
5. Cycling facilities
6. Parking in the Newcastle CBD
7. Stormwater drainage
8. Public amenities
9. Public domain - e.g. bus stop, street furniture

4. APPENDIX 1: QUESTIONNAIRE

CS3g. Parks and recreation

READ OUT SINGLE RESPONSE

COLUMNS

1. Very dissatisfied
2. Dissatisfied
3. Neither satisfied nor dissatisfied
4. Satisfied
5. Very satisfied
99. Don't know

ROWS PLEASE RANDOMISE

1. Playground equipment available
2. Sporting facilities
3. Parks and recreation areas (including public parks, skate parks and dog parks)

CS3h. Planning and development

READ OUT SINGLE RESPONSE

COLUMNS

1. Very dissatisfied
2. Dissatisfied
3. Neither satisfied nor dissatisfied
4. Satisfied
5. Very satisfied
99. Don't know

ROWS PLEASE RANDOMISE

1. Heritage conservation
2. Management of residential development
3. Long-term planning and vision for the city
4. Flood planning

CS3i. Waste

READ OUT SINGLE RESPONSE

COLUMNS

1. Very dissatisfied
6. Dissatisfied
7. Neither satisfied nor dissatisfied
8. Satisfied
9. Very satisfied
99. Don't know

4. APPENDIX 1: QUESTIONNAIRE

ROWS PLEASE RANDOMISE

1. Green waste collection
2. Recycling services and programs
3. Garbage collection and disposal

Q25. Using a 1-5 scale where 1 is very poor and 5 is excellent, how would you rate Council's website on the following two factors

SINGLE RESPONSE

COLUMNS

1. Very poor
2. 2
3. 3
4. 4
5. Excellent
9. Don't know (DO NOT READ OUT)

ROWS PLEASE RANDOMISE

1. Ease of navigation
2. Usefulness of content

Q26. In your dealings with Council, what method would you prefer to conduct or find out about the following....

UNPROMPTED SINGLE RESPONSE

COLUMNS

1. Face to face
2. Phone
3. Online or CN website
4. Email
5. Letter
6. Social media (Facebook, etc)
7. Other media (TV, radio, newspapers)
8. Other
9. Unsure (EXCLUSIVE)

4. APPENDIX 1: QUESTIONNAIRE

ROWS PLEASE RANDOMISE

1. Making a payment
2. Requesting Council to do something (eg fix a pothole)
3. Finding out about emergency planning and recovery activities
4. Providing feedback on important or topical issues
5. General requests for information
6. Finding out about Council policies or activities
7. Finding out about local activities and events
8. Finding out about local flooding, road closures, etc

Finally, just a few questions about you...

D4. Do you speak a language other than English at home?

SINGLE RESPONSE UNPROMPTED

1. Yes
2. No

**D5. Which of these describe your relationship to Newcastle? Please answer yes or no to each.
Are you...**

READ OUT

COLUMNS

1. Resident
2. Business owner
3. Worker
4. Student
5. Property owner

ROWS

1. Yes
2. No

D6. And finally, do you own or rent the home in which you are currently living?

IF LIVING WITH PARENTS/OTHER FAMILY MEMBERS ASK IF THEY OWN/RENT HOME

SINGLE RESPONSE PROMPTED

1. Own or part-own
2. Rent
3. Other (specify)

ISO and CLOSE

5. APPENDIX 2: RESPONDENT DEMOGRAPHICS

	RAW DATA	WEIGHTED DATA
18-24	1%	2%
25-34	12%	32%
35-44	22%	16%
45-54	12%	16%
55-64	15%	15%
65-74	18%	10%
75+	20%	9%
Male	44%	48%
Female	56%	51%
Ward 1	25%	29%
Ward 2	25%	26%
Ward 3	25%	22%
Ward 4	25%	24%
Speak language other than English at home	8%	9%
Do not speak a language other than English at home	92%	91%
Resident	100%	100%
Business owner	13%	14%
Worker	55%	71%
Student	5%	8%
Property owner	83%	49%
Own or part own home currently living in	83%	75%
Rent home currently living in	15%	23%
Other living arrangement	2%	2%

6. APPENDIX 3: SATISFACTION WITH SERVICES/FACILITIES

Category	Service/facility	Dissatisfied/very dissatisfied	Satisfied/very satisfied	Average (out of 5)
Arts & Culture	Library services and programs	5%	65%	4.0
Arts & Culture	Civic Services including Civic Theatre, City Hall and Visitors Information Centre	6%	62%	3.8
Arts & Culture	Entertainment and events	12%	59%	3.7
Arts & Culture	Museums and programs	10%	52%	3.7
Arts & Culture	Art Gallery and programs	10%	48%	3.6
Arts & Culture	Public art and monuments	12%	49%	3.5
Coastal & aquatics	Lifeguards	3%	79%	4.3
Coastal & aquatics	Beaches and beach facilities	14%	60%	3.7
Coastal & aquatics	Swimming Pools	12%	58%	3.7
Coastal & aquatics	Ocean Baths and facilities	17%	57%	3.6
Coastal & aquatics	Coastal management	19%	44%	3.3
Community	Online services such as the website	12%	46%	3.5
Community	Informing the community about City of Newcastle activities and services	22%	44%	3.3
Community	Cemeteries	8%	36%	3.5
Community	Community halls and Centres	12%	35%	3.3
Community	Response to community needs	27%	29%	3.0
Community	Community involvement in Council decision making	36%	21%	2.7
Economic development	Promotion of Newcastle (tourism)	15%	48%	3.4
Economic development	City innovation	23%	43%	3.3
Economic development	Economic development	20%	39%	3.2
Parks and recreation	Parks and recreation areas (including public parks, skate parks and dog parks)	11%	63%	3.7
Parks and recreation	Sporting facilities	9%	59%	3.7
Parks and recreation	Playground equipment available	14%	56%	3.6

6. APPENDIX 3: SATISFACTION WITH SERVICES/FACILITIES

Category	Service/facility	Dissatisfied/very dissatisfied	Satisfied/very satisfied	Average (out of 5)
Environment	City's wetlands and estuary	12%	58%	3.6
Environment	City's bushland and waterways	14%	51%	3.4
Environment	Greening and tree preservation	26%	39%	3.1
Environment	Environmental monitoring and protection	20%	35%	3.1
Environment	Environmental programs	19%	28%	3.1
Environment	Climate actions	30%	27%	2.9
Infrastructure & transport	Cycling facilities	23%	42%	3.2
Infrastructure & transport	Street and commercial area cleansing	29%	36%	3.0
Infrastructure & transport	Stormwater drainage	34%	36%	3.0
Infrastructure & transport	Footpaths	37%	32%	2.9
Infrastructure & transport	Public domain - e.g. bus stop, street furniture	28%	30%	3.0
Infrastructure & transport	Public amenities	35%	28%	2.9
Infrastructure & transport	Regulating traffic flow on our local roads	38%	27%	2.8
Infrastructure & transport	Local neighbourhood roads	40%	27%	2.8
Infrastructure & transport	Parking in the Newcastle CBD	72%	10%	1.9
Planning & development	Heritage conservation	19%	40%	3.3
Planning & development	Long-term planning and vision for the city	30%	28%	3.0
Planning & development	Flood planning	31%	25%	2.9
Planning & development	Management of residential development	40%	24%	2.7
Waste	Garbage collection and disposal	15%	67%	3.7
Waste	Green waste collection	11%	65%	3.8
Waste	Recycling services and programs	19%	60%	3.6

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