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## Customer Service

Survey Report

December 2016

**December 2016**

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# Executive Summary

A survey was conducted with the community to gather opinion on customer service standards at Newcastle City Council. The Customer Service Survey was sent to 2487 Newcastle Voice and 2423 broader community members. In total, 767 participants completed the survey.

The survey will serve as a benchmark study from which Council can monitor the performance of an increased focus on customer service. Please note when reading this report that the introduction of the Customer Contact Centre (CCC) occurred in late 2015.

## Customer service results overview

- Customers contacted Council primarily to request a service or maintenance.
- 61 per cent of those who had contacted Council in last 12 months were satisfied or very satisfied with their customer service experience.
- 75 per cent of all survey respondents had contacted Council via telephone in the last 12 months, this was the most popular method for contacting Council, followed by email (38%).
- Performance ratings for in person and telephone customer service were notably higher than the ratings for email and mail based customer service.

## Telephone customer service

- 72 per cent of respondents rated telephone customer service as good or excellent overall.
- Results indicate good scores for professionalism (up 9% since 2015) and degree of helpfulness (up 8% since 2015).
- Follow up had the highest level of improvement (up 10% since 2015) but has been identified as an area for improvement due to have medium levels of satisfaction.
- Half of queries are resolved on the first call to Council. For unresolved queries, customers are making several follow up calls (up 13% since 2015).

## In person customer service

- The majority of respondents visit the Council offices in King Street (91%).
- 79 per cent of respondents rate in person customer service as good or excellent.
- Professionalism, helpfulness and staff knowledge were all scored as good.

## Email customer service

- Just under half (47%) of respondents rate email customer service as good or excellent overall.
- Just over half of respondents rated the staff knowledge (58%) and professional (56%) as good or excellent.
- Degree of helpfulness has decreased (44%) since 2015 (down 7%).
- There has been an increased amount of customer contact with Council using the mail@ncc.nsw.gov.au address rather than emailing staff directly.

## Mail customer service

- Only 17 per cent of respondents rated mail customer service as good or excellent overall (declined 16% since 2015), which is much weaker than ratings achieved by all other contact methods.
- Overall ease (21%) declined by 27 per cent since 2015
- Staff knowledge (19%) declined by 20 per cent since 2015
- Degree of helpfulness (19%) declined by 20 per cent since 2015.
- Diagnostic evaluation revealed that all areas require focus.

## **Website**

- The majority of respondents rate the website as good or excellent (59%). The website was rated as good for being visually appealing and having relevant information. Ease of navigation was rated weaker in comparison.

## **Communications and Engagement**

- 40 per cent of participants were satisfied with the types of communication they had seen in the past 12 months regarding Council services, activities and events. 19 per cent were dissatisfied.
- The most common form of communication experienced by participants was the Council website (53% n=370) followed by Local Newspaper (47% n=330) and Newcastle Voice (45% n= 315).
- Overall, the majority of participants selected that the communications they could recall over the last 12 months had been effective.
- The most popular activity that respondents had participated in were on line surveys (48%) followed by none of the above (42%) and community workshops (15%).
- Participants identified that they would like to take part in more on line surveys (42%) and community workshops (25%).

## **Demographic and geographic distribution of responses**

Survey response sample was not representative of the population of the Newcastle LGA. The survey sample under represents people from Ward 4 and over represents older adults. Caution should therefore be taken in applying the results of this survey to the wider LGA community.

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# 1 Introduction

Newcastle City Council is committed to providing exceptional customer service to residents and ratepayers. Council staff provides information and assistance to thousands of people each year. This contact can be in person, over the phone, or via electronic or written means. Council has conducted a Customer Service surveys in 2009, 2010, 2012, 2015 and 2016. The current consultation is being conducted to complement and enhance understanding of the customer service results obtained in the [2016 Community Survey](#).

## 1.1 Objectives

The intent of the survey was to obtain community feedback regarding customer service performance at Council. The survey will serve as a benchmark study from which Council can monitor the performance of an increased focus on customer service. This will also look at satisfaction levels with regards to the introduction of the Customer Contact Centre (CCC) in late 2015.

Questions asked in this survey surround the following areas:

- level of overall satisfaction with customer service at Council
- ratings of customer service via different channels (e.g. phone, email, in-person, mail, internet)
- diagnostic evaluation of different customer service channels
- suggestions for customer service improvements
- satisfaction with communications and engagement from Council
- identify what methods of communication are effective
- identify what methods of engagement the participants would like to see more of.

The information from the survey will be used by Council to plan and develop initiatives to improve customer service, communication and engagement across the organisation.

# 2 Methodology

## 2.1 Questionnaire

A structured questionnaire with eight sections was developed using the following customer service headings: in-person, telephone, email, posted mail, internet and suggestions for improvement. With an additional section added for 2016 which looks at communication and engagement, satisfaction and what participants would like to see more of in the future. All sections included open ended questions to record additional comments. Respondents answered the sections for contact methods that they had used in the last 12 months. A section was also included specifically for respondents who had not had recent contact with Council. To control order bias, the Sparq system automatically rotated the presentation of items within certain questions on a random basis. A copy of the survey is provided in Appendix I.

## 2.2 Research approach

The survey invitation was sent to all active Newcastle Voice members. Newcastle Voice is Council's community reference panel. Community members sign up to Newcastle Voice to have a say projects, events, and initiatives in Newcastle. At present, over 2,500 community members have signed up to Newcastle Voice.

The 2016 survey was also distributed to those that had made contact with Council in the last three months. An invitation was sent on 18 October 2016 to those that had given an email address. The total number invited through this stream was 2423 with open rates of 57.24 per cent and click rates of 30.17 per cent.

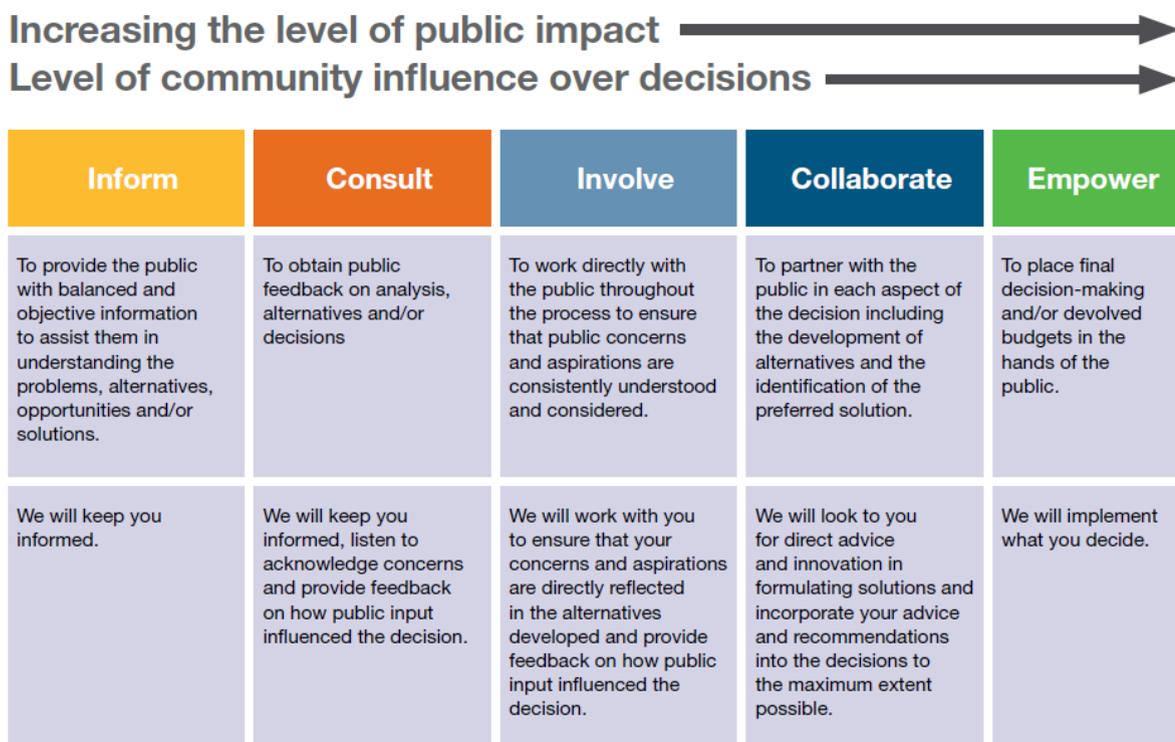
The survey was open from 18 October to 18 November 2016. Online Newcastle Voice members were sent the survey invitation on 18 October 2016. Reminders were emailed to those online members who had not yet completed the survey on 31 October 2016.

The survey was duplicated, printed and distributed in hard copy to those Newcastle Voice members who requested printed surveys. The survey was mailed out on 18 October 2016. A prepaid envelope was included to encourage their return.

The survey was also open to any interested person to undertake and was promoted via Council's communication channels.

This study falls under the **consult** category of the IAP2 framework endorsed in Council's [Community Engagement Framework](#).

Figure 1 Public Participation Spectrum, International Association of Public Participation



## 2.3 Survey promotion

In addition to the direct contact made with Newcastle Voice members and those that had made contact with Council in the past three months. The survey was promoted on Council's website, Council e-news, Facebook and handouts were distributed to those visiting the Customer Enquiry Centre.

## 2.4 Data handling

The data handling and analysis was carried out using Sparq software. The data was weighted by Ward to be representative of the LGA (i.e. each of the four Wards was weighted to account for 25% of the data). Unweighted top line results are shown in Appendix II. Trend analysis was conducted from the open-ended question responses. All responses are treated in confidence to ensure the anonymity of respondents, and edited only for grammar and spelling if inserted as verbatim comments into the body of the report.

## 2.5 Respondents

The sampling process outlined herein is a self-selecting sample, which is a non-probability sampling technique. While this approach is more cost and time effective than a probability sampling (e.g. random sampling), there is likely to be a degree of self-selection bias in the results. This is especially true among broad community respondents who may choose to complete the survey because they have strong views on the topic one way or the other. Similarly, using a self-selection sampling technique may limit the representativeness of the sample. To help overcome this, the data has been weighted post-collection to reflect the distribution across the four Council Wards, of the population. This study has been weighted by ward only and is not a representative sample in terms of age, gender and other demographic characteristics.

A total of 2487 Newcastle Voice members were invited to complete the survey. This number represents all active on-line and off-line panel members. The survey had a 26.75 per cent completion rate (767 out of 2867). The survey was also open to the broader community (non-Newcastle Voice members), a total of 314 non-Newcastle Voice people completed the survey.

# 3 Survey Findings

The Customer Service Survey is an ongoing study which will routinely be undertaken to perform a health check on Council's customer service performance. This report compares the 2016 results with the previous study results (2015 and 2012).

The findings of this survey are weighted by Ward (Table 1). See weighting calculations below. Weights have been applied with a weighting efficiency of 89 per cent. *Weighting efficiency* describes the impact of weighting on data sets. The closer the weighting efficiency is to 100 per cent, the more closely your weighted data resembles your actual data. Generally, 80 per cent is recommended as a good benchmark.

**Table 1 Participant residence by ward**

<b>Data set</b>	<b>Ward 1</b>	<b>Ward 2</b>	<b>Ward 3</b>	<b>Ward 4</b>
Unweighted	37%	25%	23%	14%
Weighted	25%	25%	25%	25%

Weighting efficiency: 89%

In order to determine differences between demographic groups based on age and gender, statistical tests were performed. Differences were significant at the 95 per cent level of confidence ( $p < 0.05$ ).

*Note: The statistical testing requires at least 30 participants in each of the applicable demographic groups to provide a response, therefore, when this criterion is not met, the group is omitted from the test. Where response numbers are less than 100 it is identified with the count (e.g.  $n=80$ ) and indicates that the test is not entirely robust.*

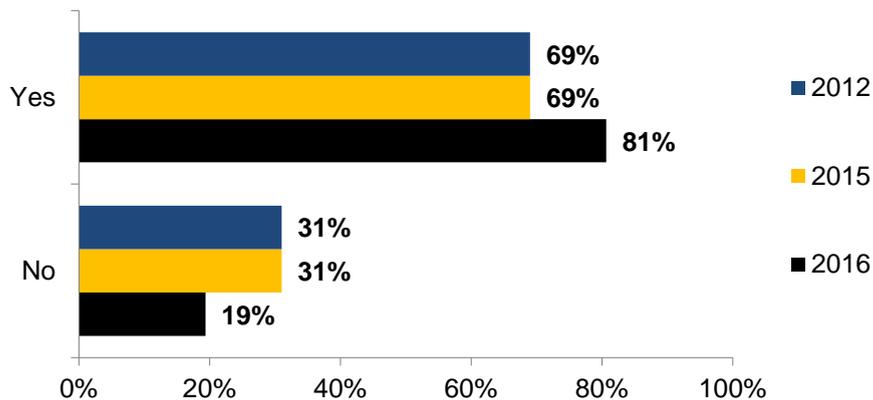
Points of difference to note while reading this report are that there has been an increase in responses to the 2016 survey from people in the broader community, compared to previous years. This is primarily due to Council directly contacting customers that had made contact with Council in the last three months, and inviting them to undertake the survey.

### 3.1 Section 1 Overall customer service at Council

In total, 81 per cent ( $n=620$ ) of participants had made contact with Council in the last 12 months. Those that had not contacted Council (19%  $n=147$ ) were asked to complete an open-ended suggested improvements section and then asked questions about Council's communication and engagement (Section 8 - Communication and engagement module).

**Figure 2 Have you made contact with Council in the last 12 months either in person, over the phone, by mail, email, or Council's website?**

**Q: Have you made contact with Council in the last 12 months either in person, over the phone, via mail, email or Council's website?**



#### Significant differences identified

Statistical analysis was undertaken to determine if there were statistically significant difference in responses from different groups of people. The only statistically significant difference found for this question was:

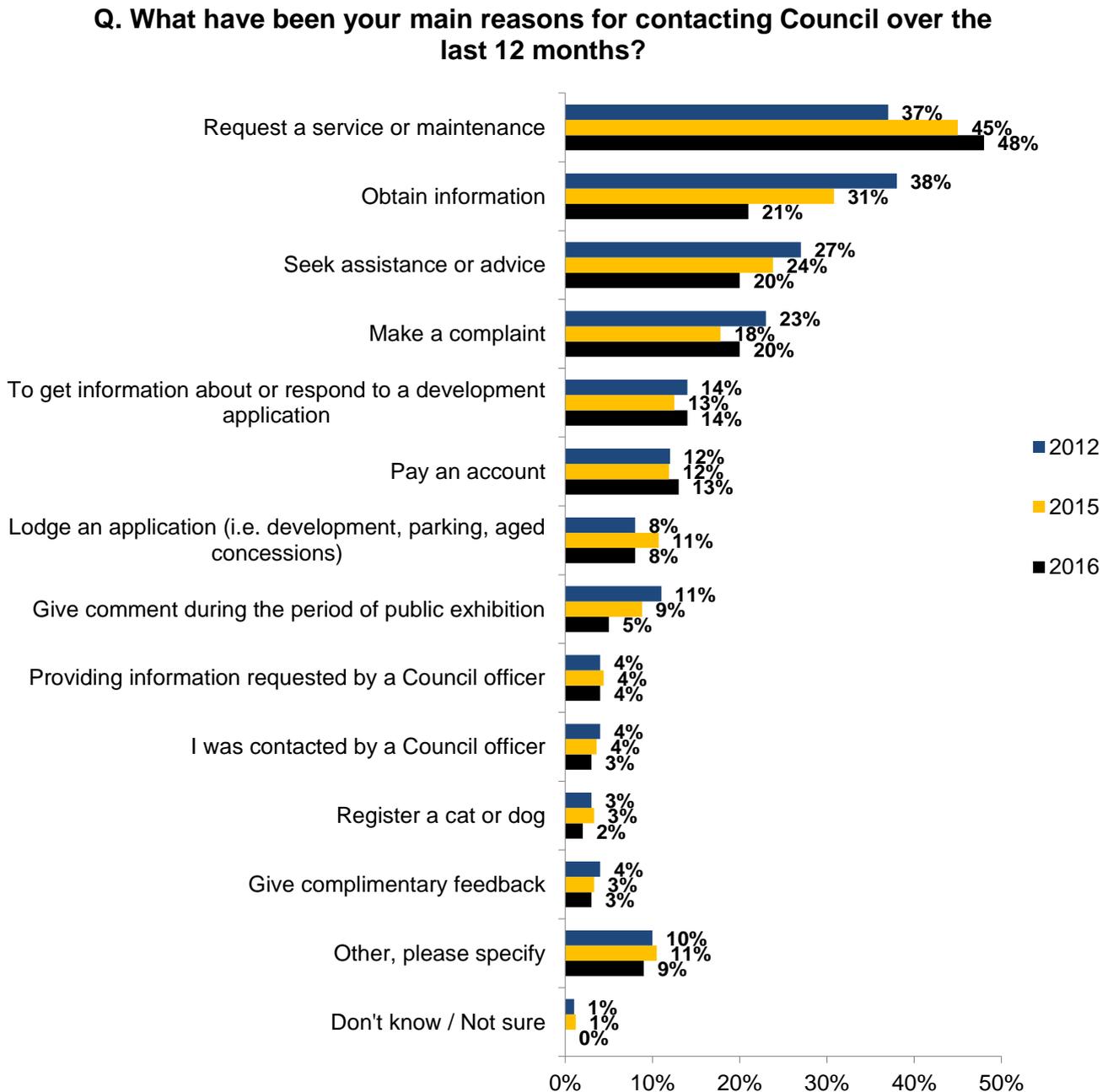
- Respondents in the age groups 25-39 years old (85%) and 40-54 years old (87%) were more likely to make contact with Council than those aged 55-69 years old (79%) and 70+ years old (71%).

### 3.1.1 Reason for contact

The results for the question asking for the reason for contacting Council, remain similar between the 2012, 2015 and 2016 surveys in most fields, as shown in Figure 3. The most common reasons given for contacting Council in 2016 were:

- request a service or maintenance, 48 per cent (increase 3%)
- obtain information decrease, 21 per cent (decrease 10%)
- seek assistance or advice, 20 per cent (decrease 4%).

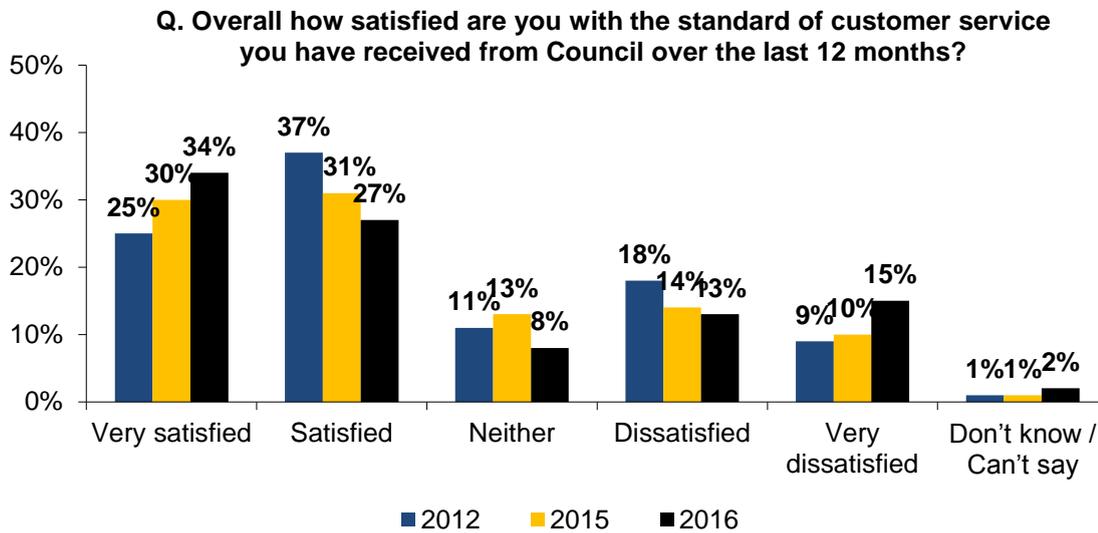
Figure 3 What have been your main reasons for contacting Council over the last 12 months?



### 3.1.2 Overall satisfaction with Customer Service at Council

More than half of respondents were *satisfied* with the standard of customer service received (61% *satisfied* and *very satisfied*). Results remain consistent between this year and previous surveys (61% in 2015 and 62% in 2012), as shown in Figure 4.

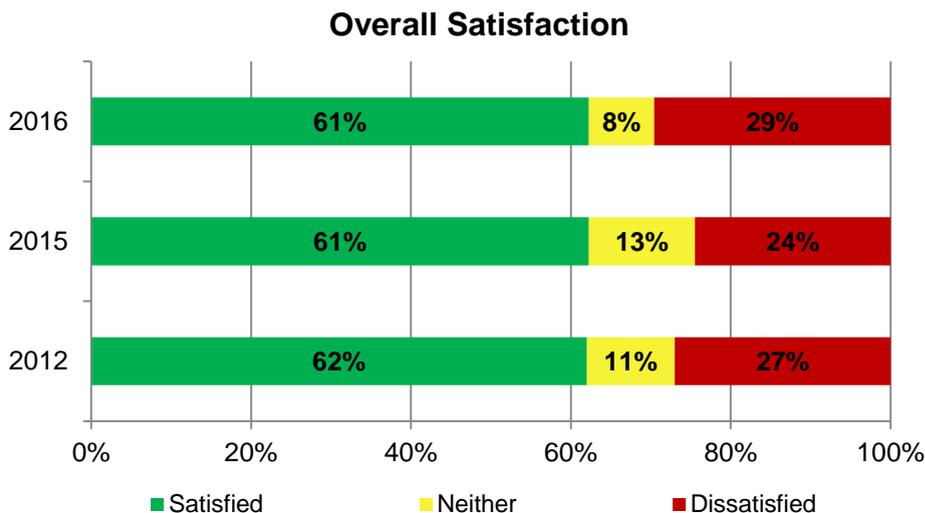
Figure 4 How satisfied are you with the standard of customer service you have received



Mean score: 3.5 (2016)

Figure 5 below represents those satisfied (satisfied and very satisfied) and those dissatisfied (dissatisfied and very dissatisfied). Results are fairly consistent across the years with a slight increase in dissatisfaction amongst participants of the 2016 survey (increased 4% since 2015).

Figure 5 Overall customer service satisfaction



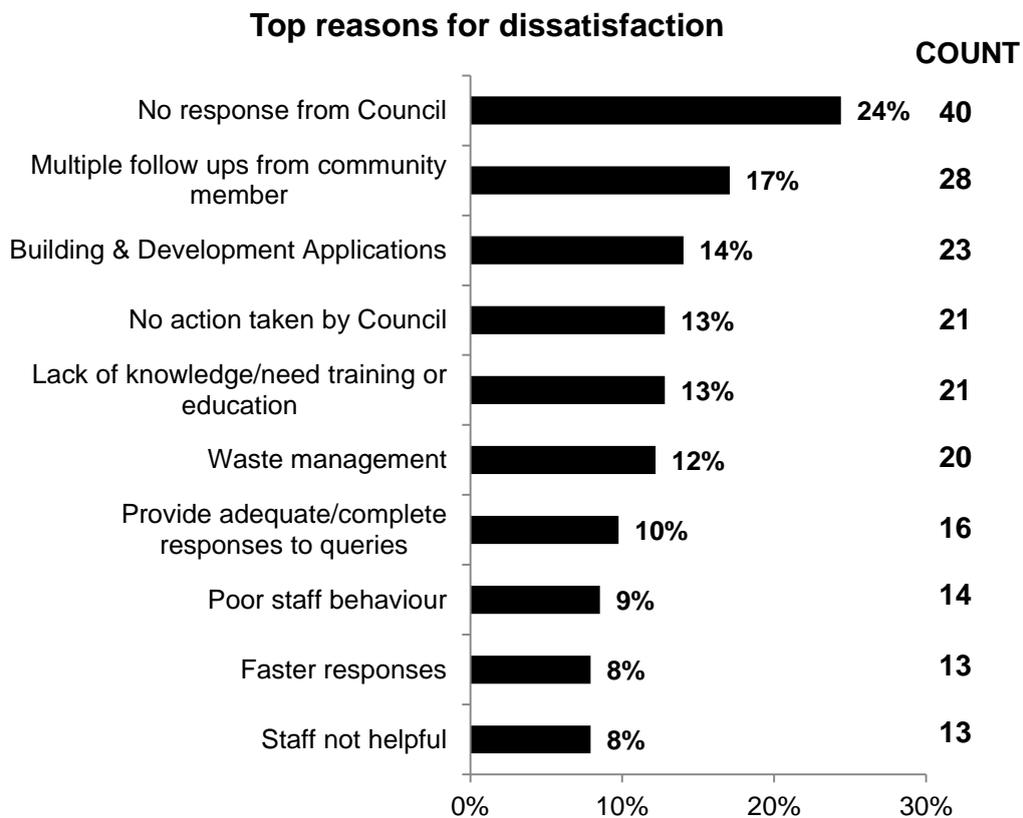
### 3.1.3 Reason for dissatisfaction

Respondents that were dissatisfied (29%) with their experience contacting Council were asked to comment on the reason for their answer. Of those 164 left feedback. The most common reasons for dissatisfaction mentioned in 2016, as shown in Figure 6 were:

- no response from Council (24%)
- multiple follow ups from community member (17%) contact surrounding building and development applications (14%).

Examples of the verbatim comments made are included below. The full list of verbatim comments is provided in Appendix III.

Figure 6 Why are you dissatisfied with the level of customer service you have received



#### Comment themes:

*"I received no response at all."*

*"Poor follow through on requests, have to continually chase for an outcome."*

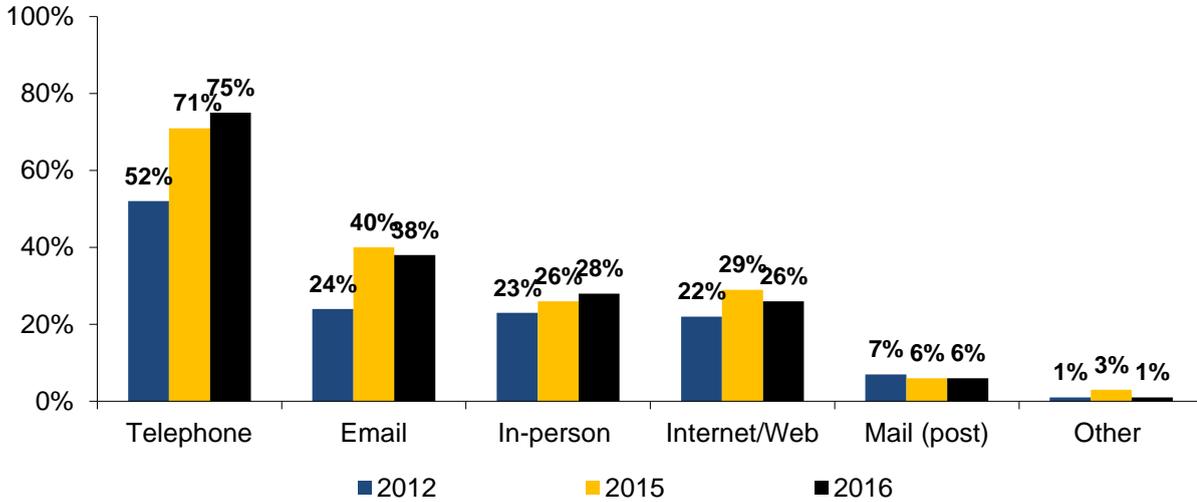
*"I was given the wrong information on two occasions; staff gave me misleading information that further delayed application for DA."*

### 3.1.4 Contact methods

In 2016, there was a continued increase in the number of participants that contacted Council via telephone (75%), up 4per cent from 2015 and up 23 per cent from 2012. Email is the only other method that had experienced a growth, up 14 per cent since 2012 (38% in 2016). The remainder of contact methods have remained consistent overtime, as shown in Figure 7.

Figure 7 Which methods have you used to contact Council in the last 12 months?

**Q. Which methods have you used to contact Council in the last 12 months?**



**Significant differences identified**

Statistical analysis was undertaken to determine if there were statistically significant difference in responses from different groups of people. The only statistically significant differences found for this question were:

**In-person**

- In-person contact was more likely to be used by respondents from Ward 1 (39%) than Ward 3 (22%) and Ward 4 (20%)
- Males (33%) were more likely than females (23%) to make contact in-person.

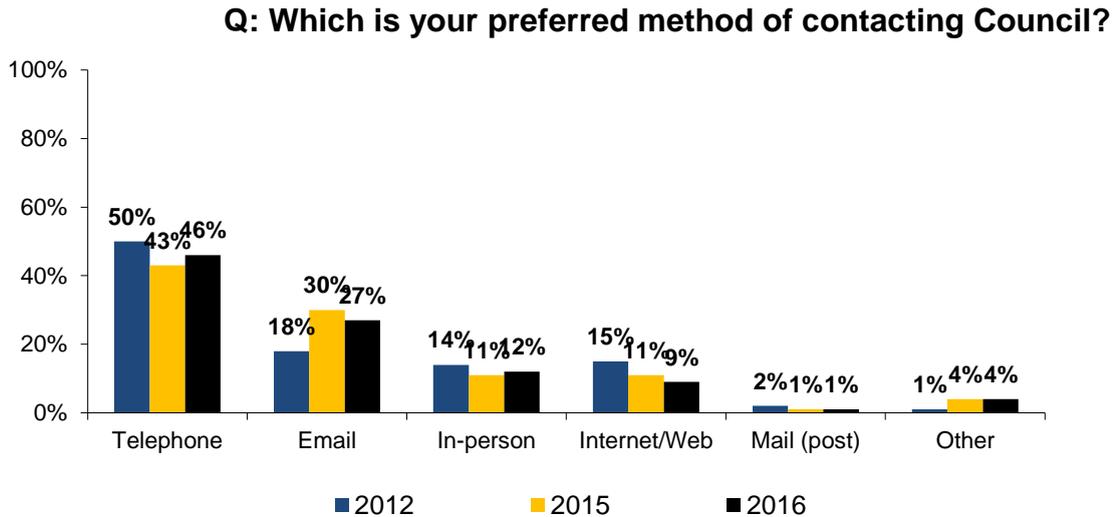
**Telephone**

- Telephone contact was more likely to be used use by respondents from the 55-69 year old age group (77%) than those aged 70+ year (63%).

The preferred method of contact of all respondents remains the telephone, with a slight increase since 2015 (3%). As shown in figure 8, email and internet/web have decreased slightly (3%) and the remaining methods continue to be consistent with previous year results. Other reasons (4%) includes responses stating that:

- it depends on the issue
- nothing
- social media and snap
- send solve
- multiple methods

Figure 8 Which is your preferred method of contacting Council?



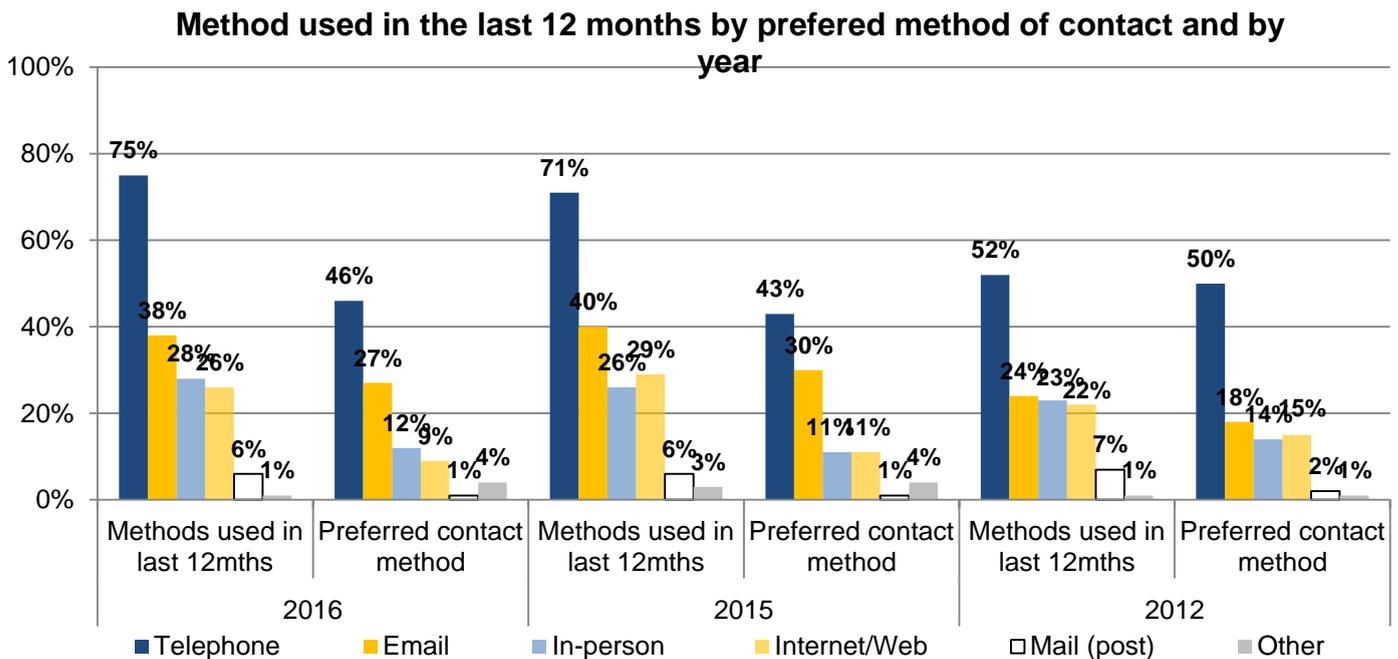
**Significant differences identified**

Statistical analysis was undertaken to determine if there were statistically significant difference in responses from different groups of people. The only statistically significant differences found for this question were:

- Ward 4 (54%) participants had a higher preference for use of the telephone as their method of contact than Ward 1 participants (39%).

Figure 9 shows the change over time in participant's preferred method for Council contact, and their actual method of contacting Council. Overall, results have remained fairly consistent. Since 2012, email has increased in preferred method of contact (9%). Internet/web has decreased (6%) since 2012.

Figure 9 Preferred method by actual methods used



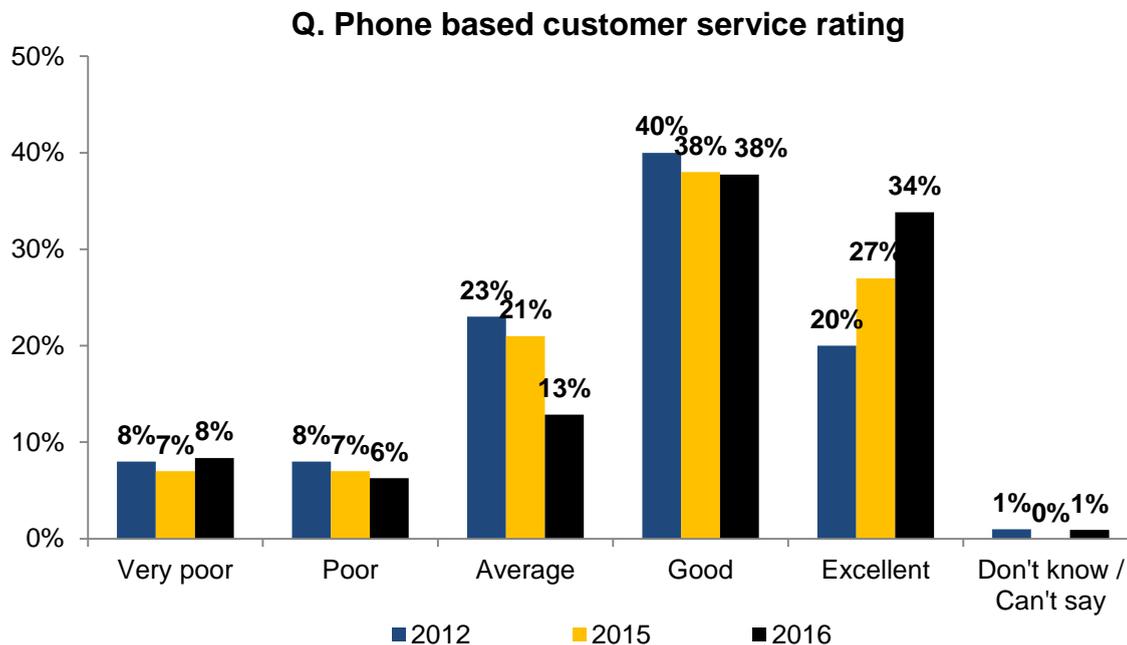
## 3.2 Section 3 Telephone customer service

The customer service data presented herein is based on the 421 survey respondents who contacted Council via the phone in the last 12 months. Participants were asked approximately how many times they had contacted Council by telephone in the last 12 months, the mean score was 3.73 times.

### 3.2.1 Overall telephone customer service rating

Respondents were asked to rate their customer service experience for their last phone contact with Council. The majority of respondents (72% up 7% from 2015) rated their experience as *good* or *excellent*, with 14 per cent experience being rated as *poor* or *very poor*, as shown in Figure 10.

Figure 10 How would you rate the overall customer service you received?

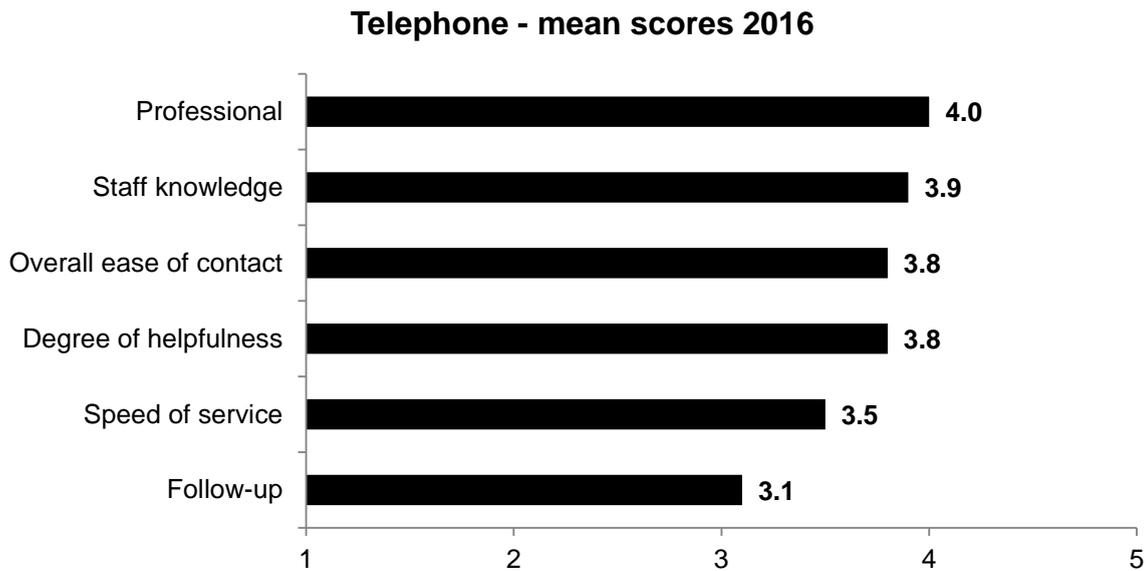


Mean score: 3.8

### 3.2.2 Telephone customer service in detail

Survey participants were asked to rate their last telephone contact with council in regards to the following areas; degree of helpfulness, professional, speed of service, staff knowledge, follow-up and overall ease of contact. The aspects with the lowest mean scores were speed of service (3.5) and follow up (3.1). See mean score results below in Figure 11. The higher the mean score the more satisfied the participants were with the service. Please note these figures exclude ratings of 'Not applicable'.

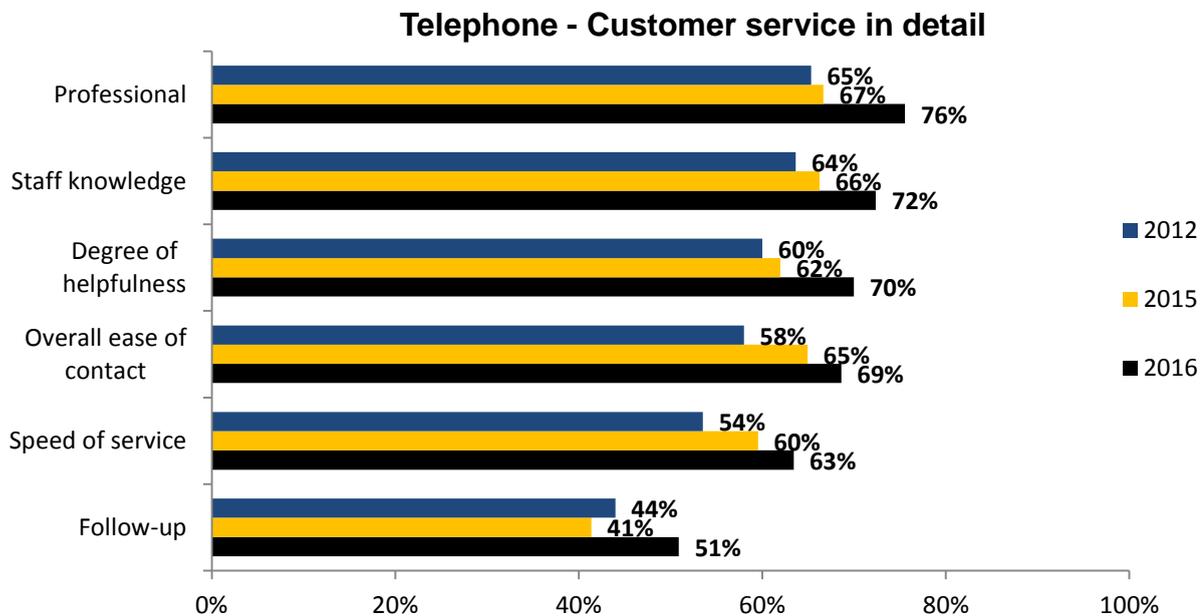
Figure 11 Telephone - mean scores



The Figure 12 shows the results for those that rated the telephone service as excellent or good for the years 2012, 2015 and 2016. The key findings are that:

- all areas have experienced an improvement in ratings
- professionalism has increased 9 per cent since 2015
- staff knowledge has increased 6 per cent since 2015
- degree of helpfulness increased 8 per cent since 2015
- follow up has increased 10 per cent since 2015.

Figure 12 How would you rate your last telephone correspondence with Council



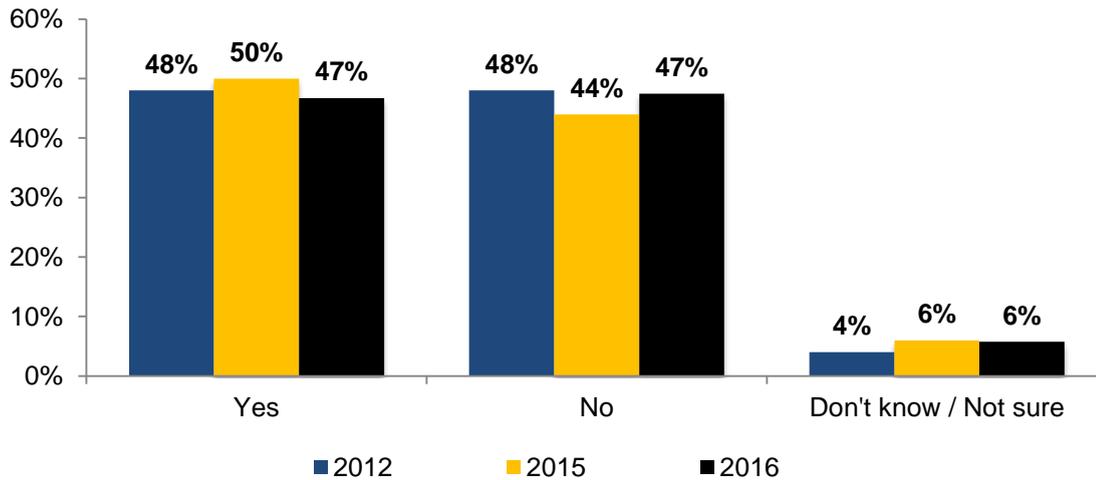
Note: Not applicable response results have been excluded. Don't know responses are included.

### 3.2.3 Resolution of phone enquiries

Survey participants who had made telephone contact with Council in the last 12 months were also asked to indicate whether their call was resolved on this first call to Council. Overall, results are fairly consistent across 2012, 2015 and 2016. The 2016 results have shown a slight decrease in the participants stating that their enquiry/issue was resolved on the first call (47% down 3%), as shown in Figure 13.

Figure 13, Was your enquiry or issue resolved on your first call?

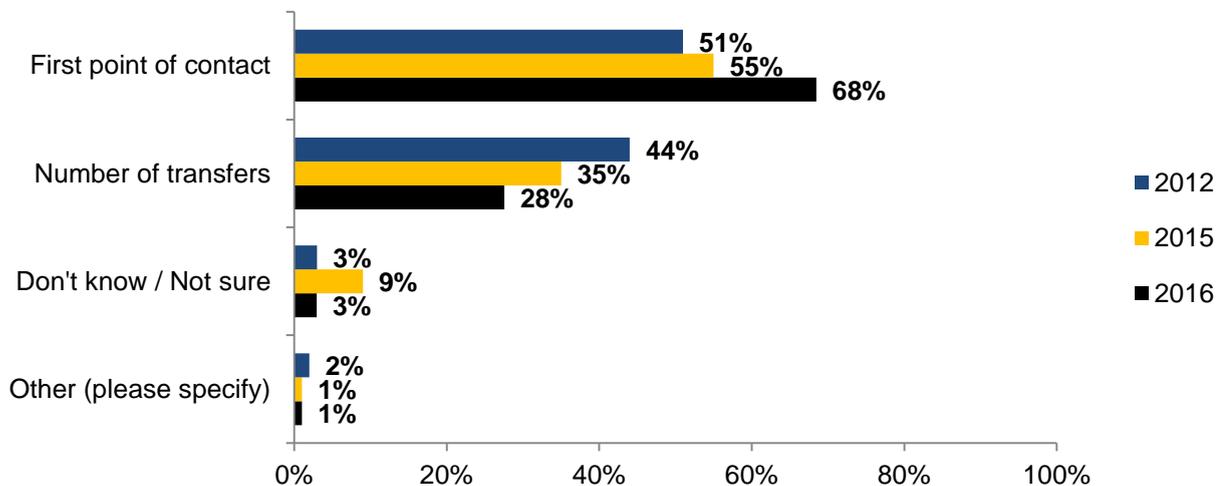
**Q. Thinking about the last time you contacted Council via the telephone, was your enquiry or issue resolved on your first call?**



Participants that indicated that their query was resolved on the first call, were subsequently asked to indicate whether the query was resolved at the first point of contact or via a number of transfers. The 2016 results have seen an increase in the enquiry being dealt with at the first point of contact (68% up, 13% since 2015). The 2016 results has also seen a decrease in the number of transfers (28%) down 7% since 2015, as shown in Figure 14.

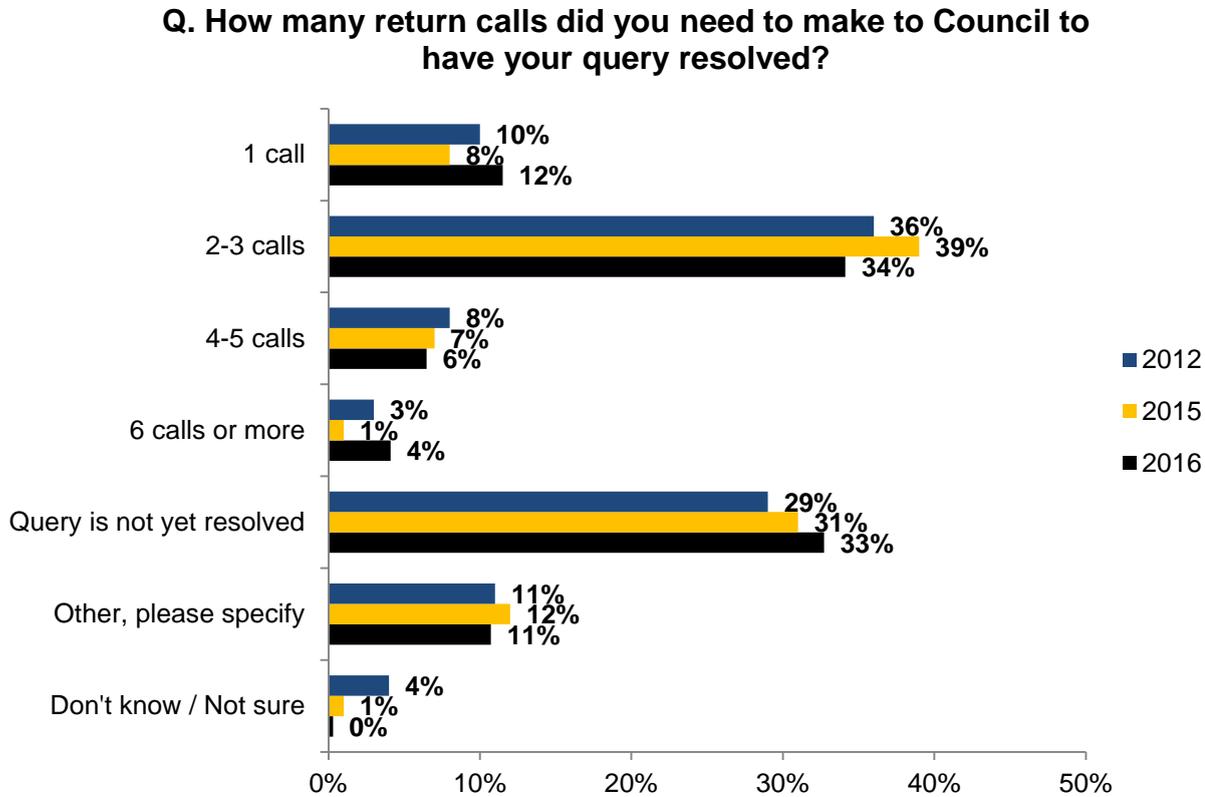
Figure 14 Enquiry dealt with at the first point of contact or by a number of transfers?

**Q. Was your enquiry dealt with at the first point of contact or by a number of transfers within Council?**



Participants were asked how many times they had to call Council to have their query resolved. Results shown in Figure 15 indicated that there has been a slight increase in people making one follow up call (12%) and a slight decrease in people making 2-3 return calls (34%).

Figure 15 How many return calls did you need to make?



### 3.2.4 Suggestions for improvement

Participants that used the telephone to contact Council in the past 12 months were asked if they had any suggestions for how to improve the telephone customer service. The main themes that emerged from the comments are summarised in Figure 16. The themes most commonly commented on were:

- lack of knowledge/need training or education (27% n=42),
- provide adequate/complete responses to queries (14% n=21)
- positive comments (10% n=16).

Examples of the verbatim comments made are included below. The full list of verbatim comments is provided in appendix III.

Figure 16 Summary of suggestions for improvements to telephone customer service



**Comment themes:**

*"Be more informed and up to date with the information."*

*"Follow up with the jobs and get back to the customer. It's unacceptable to leave it and not get back to someone."*

*"No recommendation - very satisfied with service"*

### 3.3 Section 2 In-person customer service

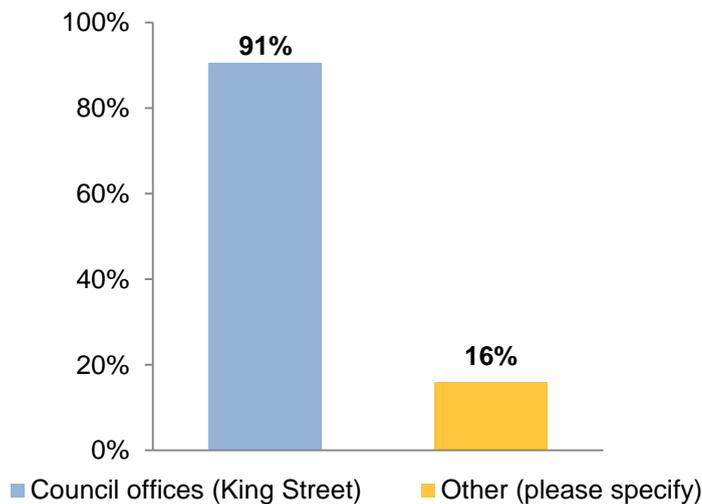
Participants were asked approximately how many times they had contacted Council in-person in the last 12 months. There was a decrease in the number of times that people indicated that they contacted Council in-person between 2016 and 2015. The mean number of times for in-person contact in 2016 was 3.5 times compared to 5.79 in 2015. The following data is based on the 158 of respondents who had in-person contact with Council in the last 12 months.

#### 3.3.1 Location/s visited

Nine out of 10 respondents that had contacted Council in-person in the last 12 months selected that they had visited the Council offices (91%), as shown in Figure 17. Other contact places (16%) include onsite, Newcastle Museum, Libraries and Digital Print Services.

Figure 17 Which location(s) did you visit?

#### Which location(s) did you visit in person?

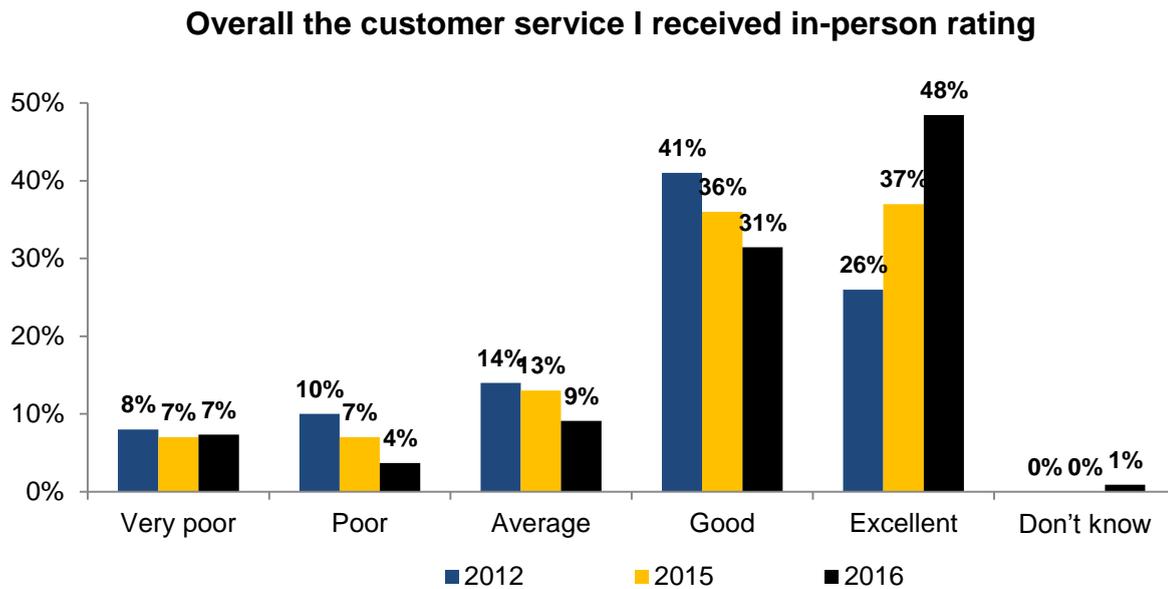


Note: Multiple responses were permitted, total does not add to 100%.

#### 3.3.2 Overall in-person customer service rating

Respondents were asked to rate the overall in-person customer service they received for their last contact. When asked to rate their experience 79 per cent rated the customer service received as *good* or *excellent*. Positive results have increased by 6 per cent consecutively since 2012. See Figure 18.

Figure 18 Wow would you rate the overall customer service you received?



Mean score: 4.1 (2016)

### 3.3.3 In-person customer service in detail

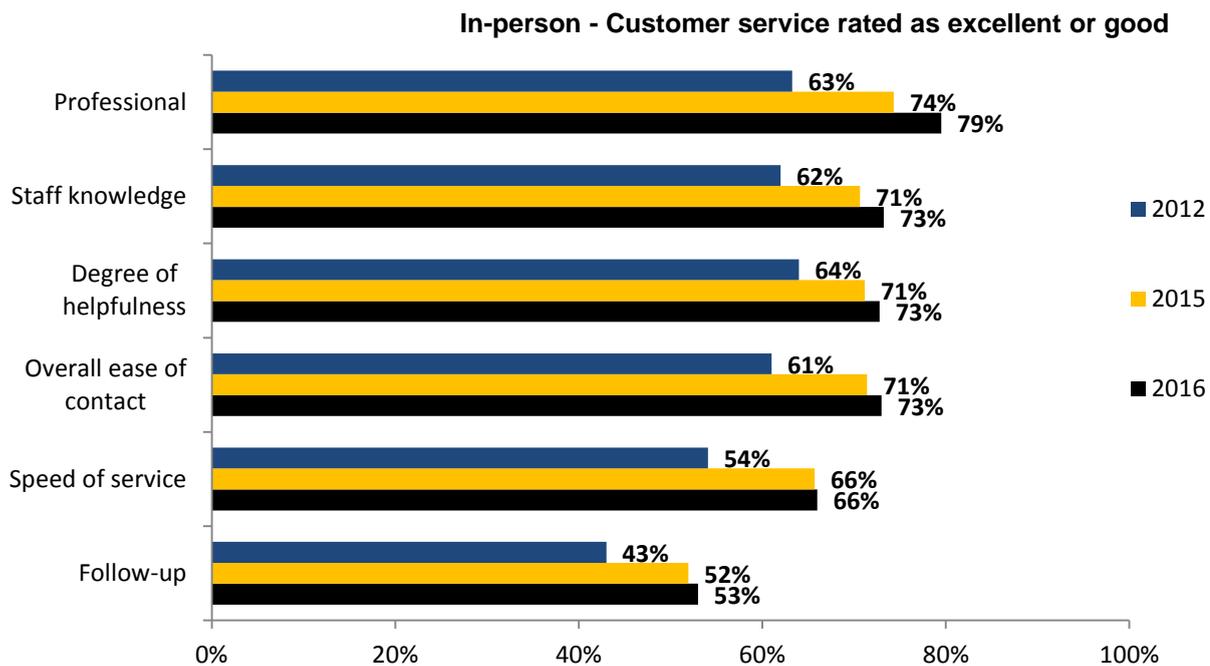
Respondents were asked to rate their last in-person customer service experience on a number of service elements. The mean score for each element was calculated and the results are shown below in Figure 19. Please note these figures exclude ratings of 'Not applicable'.

Figure 19 In-person - mean scores



Figure 20 shows results for those people that rated the service as excellent or good for the years 2012, 2015 and 2016. While there are slight changes from 2015 and 2016, all aspects have improved. The greatest improvement was for professionalism (79%) with a growth of five per cent.

Figure 20 Excellent or good rating for your last in-person contact with Council by year



Note: Not applicable response results have been excluded. Don't know responses are included.

### 3.3.4 Suggested improvements

Respondents who had in-person contact with Council in the last 12 months were given the opportunity to suggest improvements in an open ended question. 158 participants selected that they had used the in-person method to contact Council. Of those 32 per cent provided suggestions for improvement. Examples of the comments provided are set out below and the full list of verbatim responses is included in Appendix III.

The main themes that emerged from the comments were:

- lack of knowledge/need training or education (24% n=13)
- lack of staff/unavailable staff (15% n=8)
- poor staff behaviour (15% n=8)

#### Comment themes:

*"Give names and phone numbers. I have to give mine and say if I'm a ratepayer."*

*"More staff employed who can answer direct questions - Less waiting time to speak to someone who has knowledge of events with relation to DA's."*

*"Improve education of the officers giving the information."*

*"Just saying, 'Sorry, we don't know/can't help you', or shunting me on to a NSW Government website ... is not customer service in my view."*

## Section 4 Email customer service

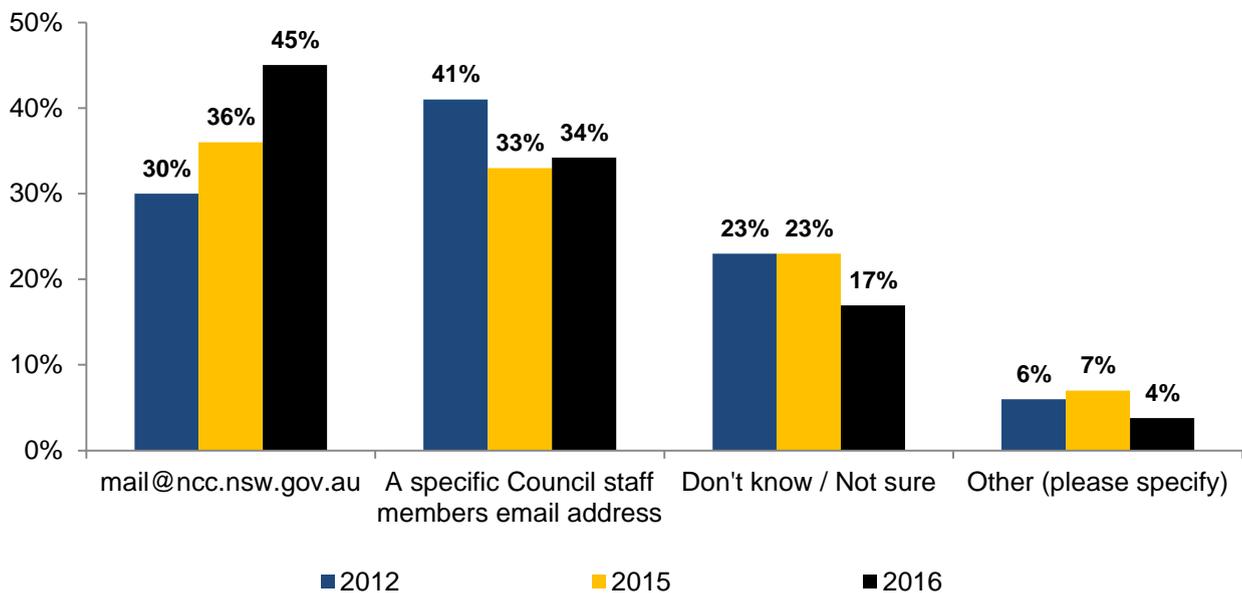
The customer service data presented in this section is based on the 212 respondents who contacted Council via email in the last 12 months. Participants were asked approximately how many times they had contacted Council by email in the last 12 months. The mean number of time was 4.

### 3.3.5 Email address last used

Respondents were asked to indicate which email address they had used during their last email contact with Council. Results shown in Figure 21, indicate that more participants are using the generic mail@ncc.nsw.gov.au (45%) than in previous years, and just under a quarter (23%) of participants could not recall which email address had been used.

Figure 21 Which Council email address did you send your last email to?

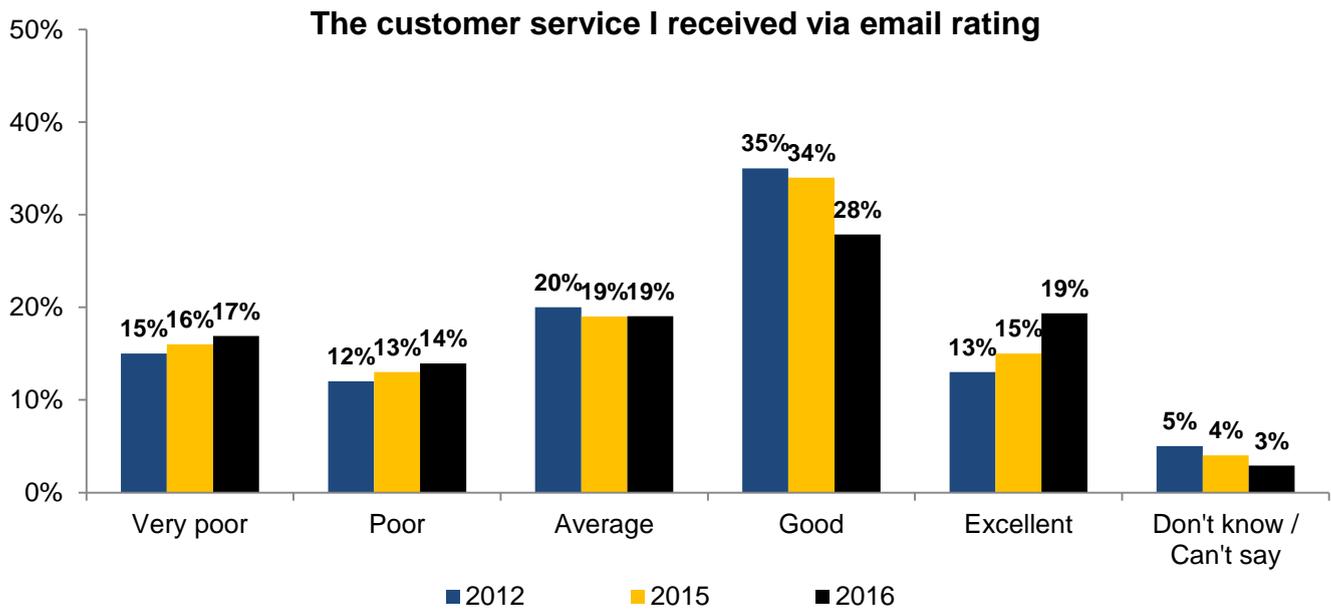
#### Q. Which Council email address did you send your last email to?



### 3.3.6 Overall email customer service rating

Participants were asked to rate the customer service for their last contact with Council via email. Just under half of respondents (47%) rated the customer service received as good or excellent and 31 per cent reported their last experience as poor or very poor. (See Figure 22).

Figure 22 Rating of customer service received via email:



Survey participants were asked to rate their last email contact with Council in regards to the following areas; degree of helpfulness, professional, speed of service, staff knowledge, follow-up and overall ease of contact. The mean score for each element are reported below in Figure 23. Please note these figures exclude ratings of 'Not applicable'.

Figure 23 Email elements - mean score

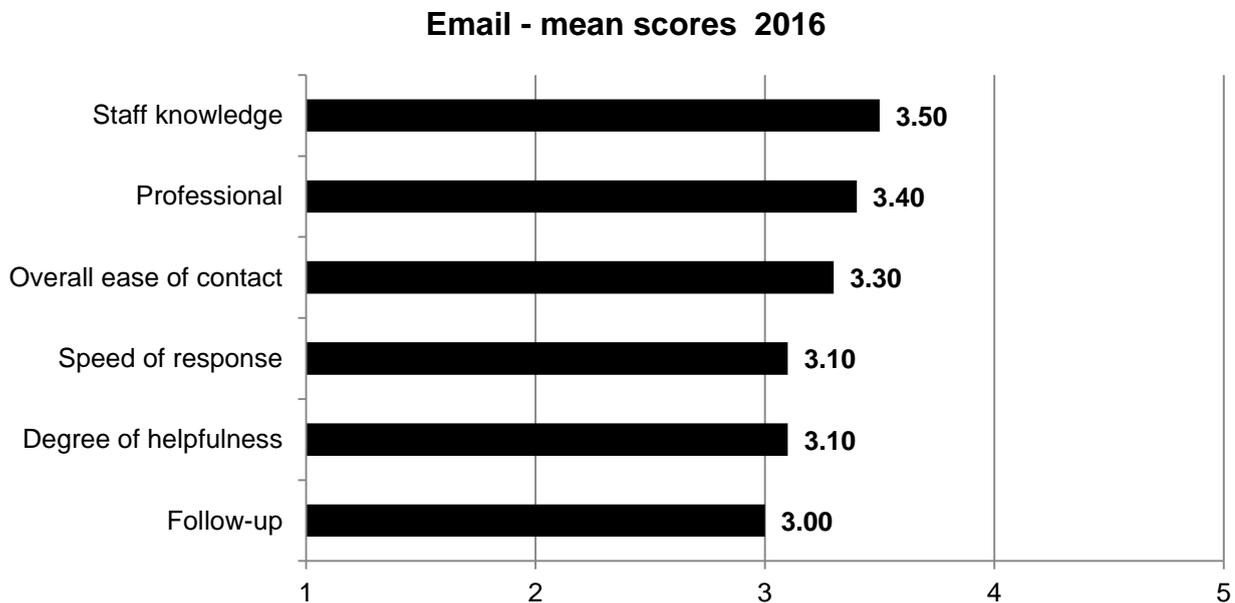
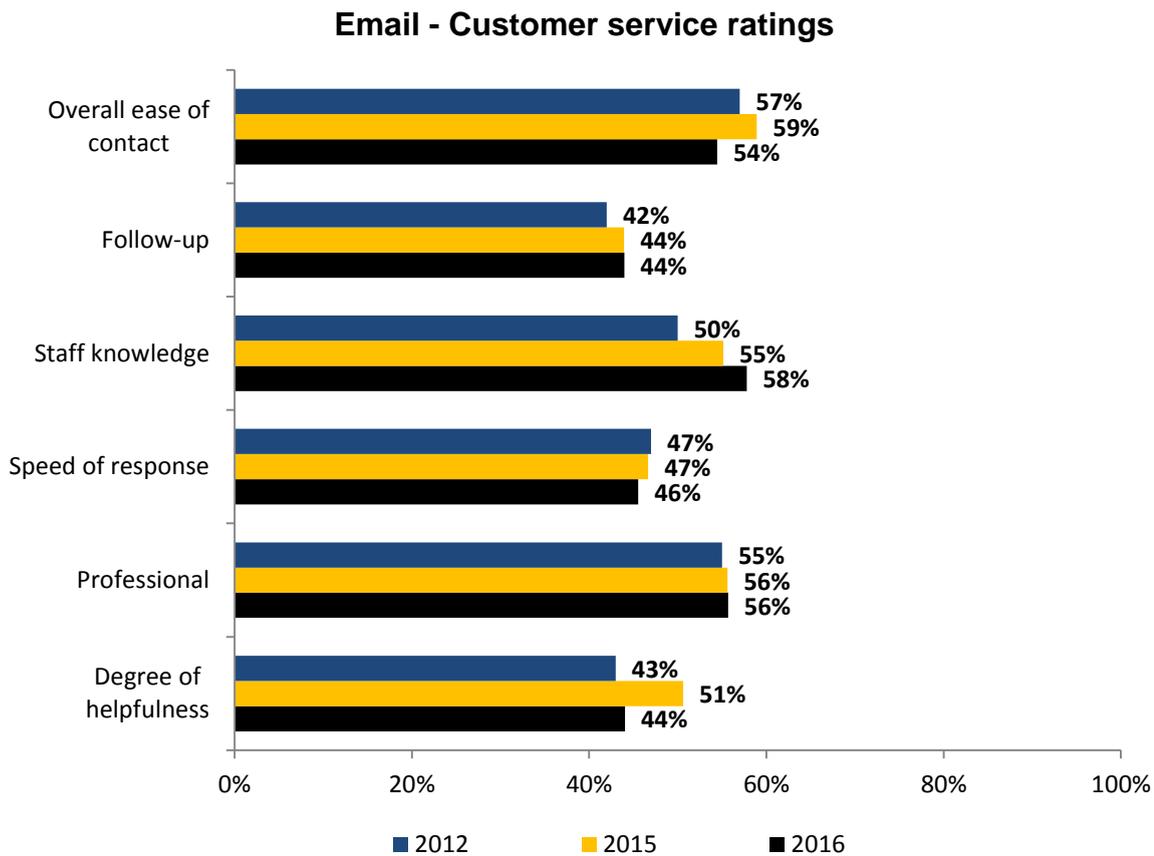


Figure 24 below, shows the results for the people that rated the email service as excellent or good for the years 2012, 2015 and 2016. The key finders are:

- overall ease of contact was rated lower, by 5 per cent, since 2015
- degree of helpfulness rating decreased by 7 per cent since 2015

Figure 24 How would you rate your last email correspondence with Council



Note: Not applicable response results have been excluded. Don't know responses are included.

### 3.3.7 Suggestions for improvement

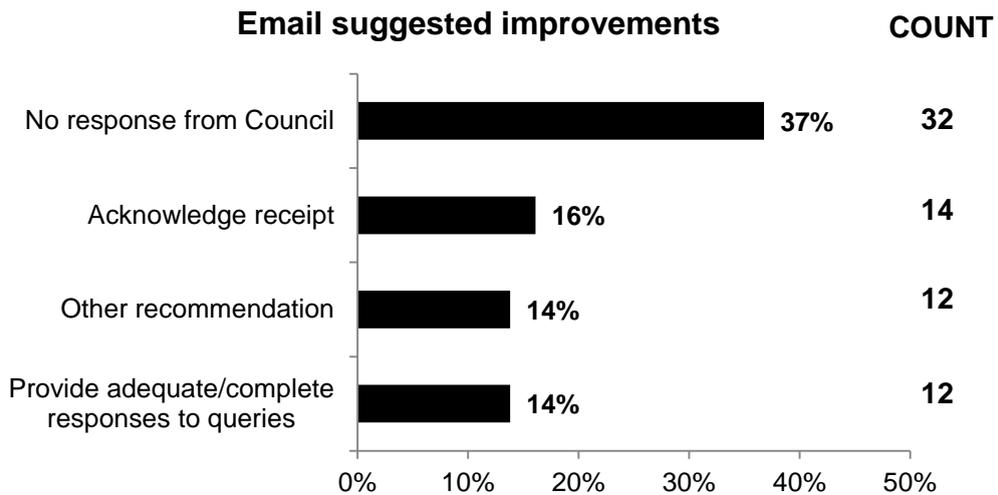
Participants that had used email to contact Council in the past 12 months were asked if they had any suggestions for how the service could improve. The comments were collated into themes as shown in Figure 25. Themes that emerged strongly included:

Need to respond to customer (37% n=32)

- send an acknowledgement receipt (16% n=14)
- provide adequate/complete response to queries (14% n=12)
- other recommendation (14% n=12)

Examples of the comments made regarding how to improve the email service are set out below. The full lists of verbatim responses are set out in appendix III.

Figure 25 Suggestions for how Council could improve its email customer service



**Comment themes:**

*"When I contacted direct to person everything excellent, but when I sent email to central email address did not receive response."*

*"If after my email I had an initial response to say that it had been received and an approximate time frame for response with options should that time frame not be achieved."*

*"Get staff that will listen and follow up on recommendations and requests then get back to the ratepayer."*

**Significant differences identified**

Statistical analysis was undertaken to determine if there were statistically significant difference in responses from different groups of people. No significant differences between people that used email were identified due to the small sample size.

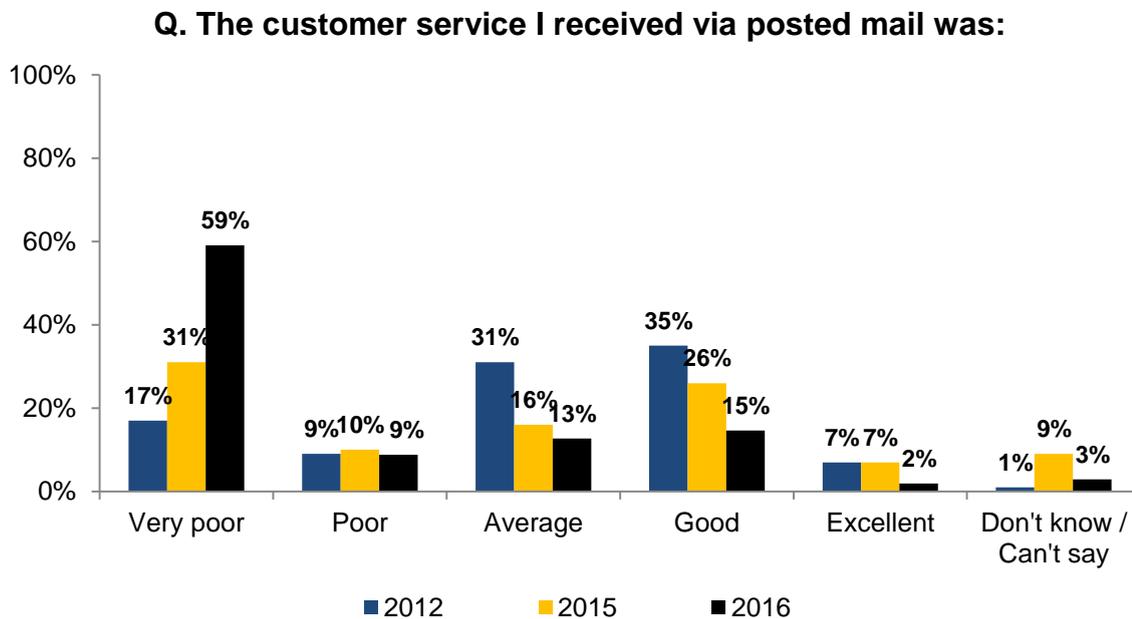
### 3.4 Section 5 Posted mail customer service

The customer service data presented in this section is based on the 37 of respondents who contacted Council via posted mail in the last 12 months. Participants were asked approximately how many times they had contacted Council by mail in the last 12 months, the mean was 1.8 times.

#### 3.4.1 Overall posted mail customer service rating

Respondents were asked to rate the customer service they received for their last contact with Council via posted mail. Results as set out in Figure 26, show an substantial increase in poor service ratings, with 68 per cent of respondents rating their last contact via posted mail as *poor* or *very poor*. In contrast only 17 per cent rated the customer service received regarding posted mail as *good* or *excellent*.

Figure 26 The customer service I received via mail was:

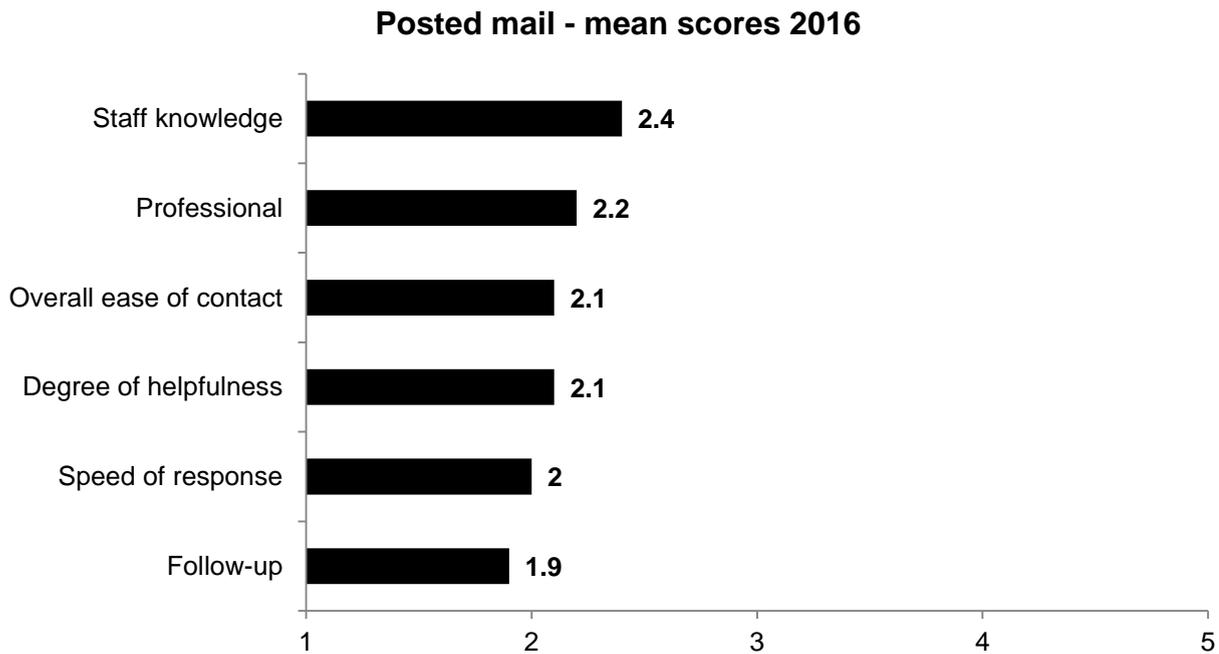


#### 3.4.2 Posted mail customer service

Survey participants were asked to rate their last posted mail contact with council in regards to the following areas; degree of helpfulness, professional, speed of service, staff knowledge, follow-up and overall ease of contact.

Results show dramatic increases in aspects being rated poorly. Please note these figures exclude ratings of 'Not applicable'. See mean score results below in Figure 27.

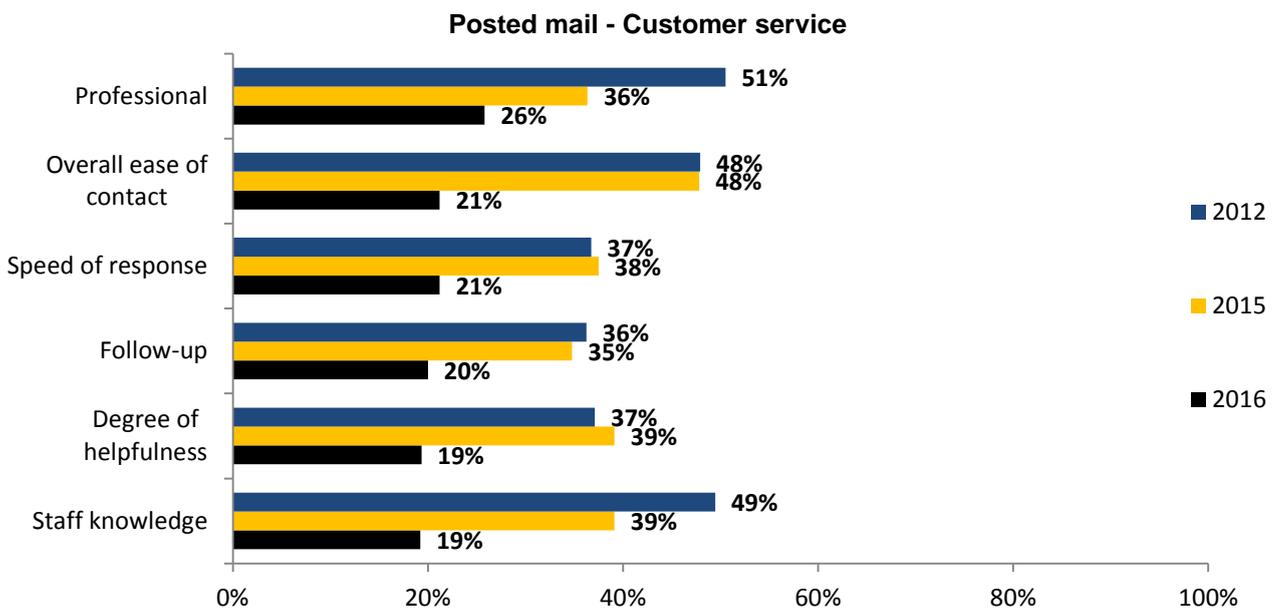
Figure 27 Posted mail - mean scores



The following figure shows the results for those people that rated the mail service as excellent or good for the years 2012, 2015 and 2016. The ratings for all aspects of the mail custom service have decreased dramatically since 2015 and 2012, as shown in Figure 28. Key findings are:

- all aspects of posted mail had poor ratings, particularly when compared across the years
- professionalism (26%) declined by 10 per cent since 2015
- overall ease (21%) declined by 27 per cent since 2015
- speed of response (21%) declined by 17 per cent since 2015
- follow up (20%) declined by 15 per cent since 2015
- staff knowledge (19%) declined by 20 per cent since 2015
- degree of helpfulness (19%) declined by 20 per cent since 2015.

Figure 28 Posted mail - customer service



*Note: Not applicable response results have been excluded. Don't know responses are included.*

### **3.4.3 Suggestions for improvement**

Respondents who had contacted Council by posted mail in the last 12 months were given the opportunity to suggest improvements in this area in an open-ended question. Overall, 53 per cent of these respondents provided suggestions for improvement. These comments were collated to identify reoccurring themes. Provide adequate/complete responses to queries (29% n=5) was the most commented on theme. There was a significant number of participants that provided feedback did not leave any specific comments (53% n=9). Examples of comments are provided below and the full lists of verbatim responses are included in Appendix III.

#### **Comment themes:**

*"Reply in a week with what is happening or going to happen. Acknowledge you have received the posted letter."*

*"Send the correct info first time around and stop making excuses!"*

#### **Significant differences identified**

Statistical analysis was undertaken to determine if there were statistically significant difference in responses from different groups of people. No significant differences were able to be identified between the respondents due to the small sample size.

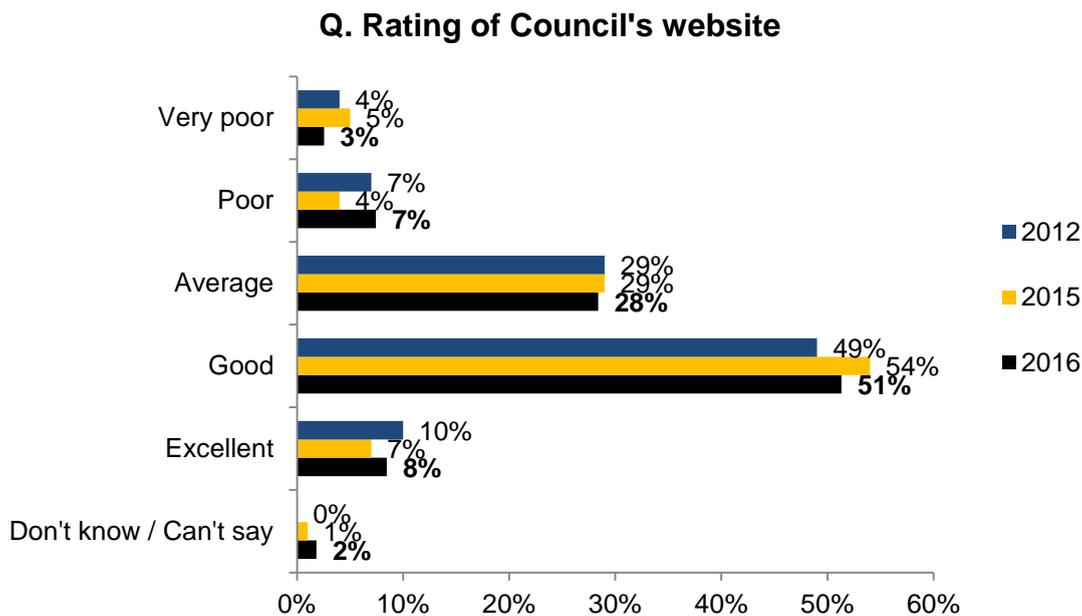
## 3.5 Section 6 Council website customer service

The customer service data presented in this section is based on the 147 of respondents who contacted Council via Council's website in the last 12 months. Participants were asked approximately how many times they had accessed Council's website in the last 12 months. The mean number of time was 9.5 times.

### 3.5.1 Overall website rating

Respondents were asked to rate their overall experience with the Council website. The majority of respondents (59%) were satisfied or very satisfied with the website, with only a small proportion (10%) dissatisfied or very dissatisfied, as shown in Figure 29.

Figure 29 How do you rate the website overall?

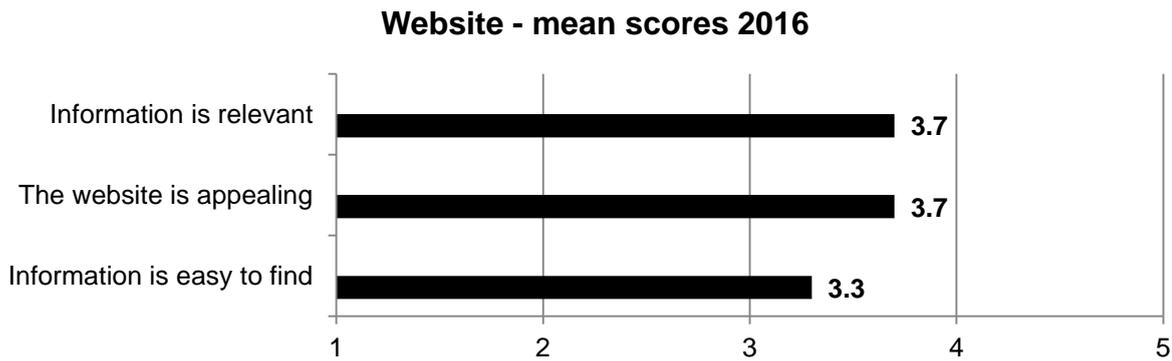


Mean score: 3.6 (2016)

### 3.5.2 Website in detail

Respondents were asked to rate their last website customer service experience on a number of service elements including information is relevant, the website is appealing and information is easy to find. Figure 30 shows the summary of results for each element or experience and the mean score results. Please note these figures exclude ratings of 'Not applicable'.

Figure 30 Rating for Council's website in the following

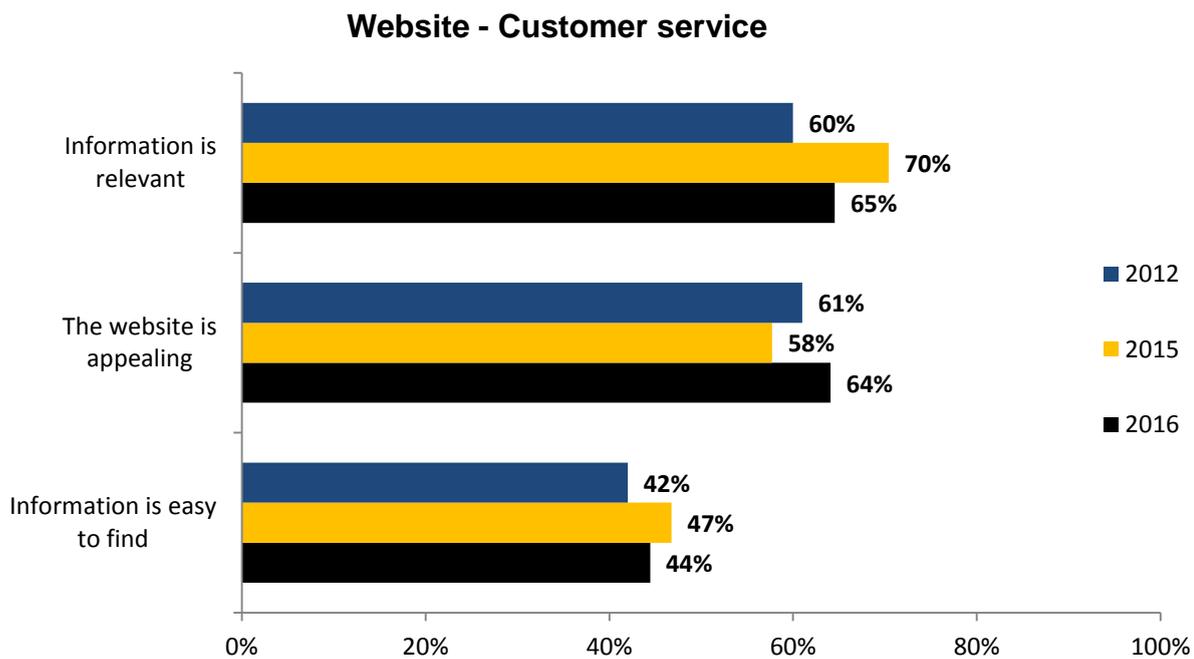


### 3.5.3 Website in detail

Figure 31 shows the detailed results for those people that rated the online service as excellent or good for the years 2012, 2015 and 2016. The key findings are:

- The statement 'The website is appealing' has experienced an increase in rating (up 6%) since 2015
- The rating of the statement 'Information is relevant' has declined (5%) since 2015
- The rating of the statement 'Information is easy to find' has declined slightly (3%) since 2015.

Figure 31 Website - Customer service ratings



Note: Not applicable response results have been excluded. Don't know responses are included.

### 3.5.4 Suggestions for improvement to the website

Respondents who had accessed Council's website in the last 12 months were given the opportunity to make suggestions for improvements to online services in an open ended question.

Overall, 22 per cent (n=35) of respondents provided suggestions. Examples are set out below and the full list of verbatim responses is included in Appendix III.

Please note that the sample size is small. The responses were collated to identify themes. The themes that arose related to:

- website needing a better search engine ( 28%,n=9)
- easier navigation/hard to find information( 28%, n=9)
- clearer and less cluttered layout (25%, n=8).

#### **Comment themes:**

*"Have a better designed architecture of the website, have a more functional search engine."*

*"I think all the information I needed was there, just sometimes not in my most intuitive spot."*

#### **Significant differences identified**

No significant differences were able to be identified between respondents due to small sample size.

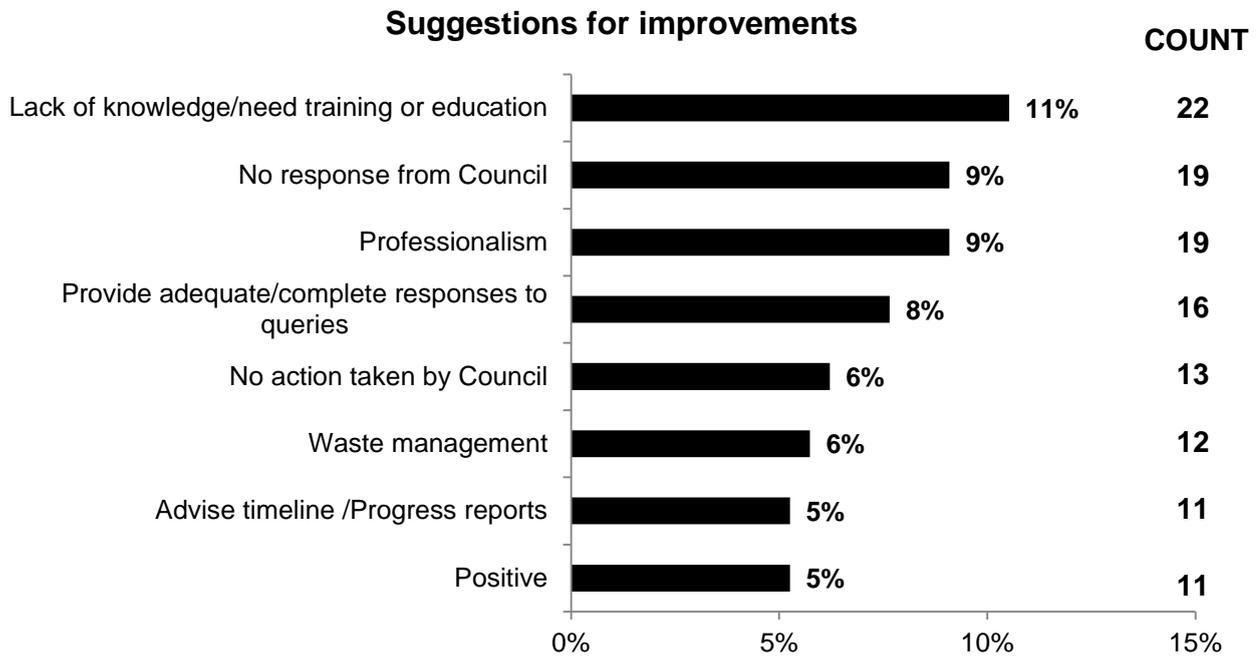
### 3.6 Section 7 Overall suggestions

All participants were asked if they would like to leave any suggestions as to how Council could improve overall customer service. There was a total of 209 participants that left suggestions for improving Councils customer service overall. These responses were collated to see if themes could be identified. The results in Figure 32, show the main themes that emerged. Please note that 12 per cent of comments were irrelevant to customer service or were not legible.

The suggestions key themes related to:

- lack of knowledge/need training or education (11%)
- no response from Council (9%)
- lack of professionalism (9%)

Figure 32 Suggestions for how Council could improve its OVERALL customer service?

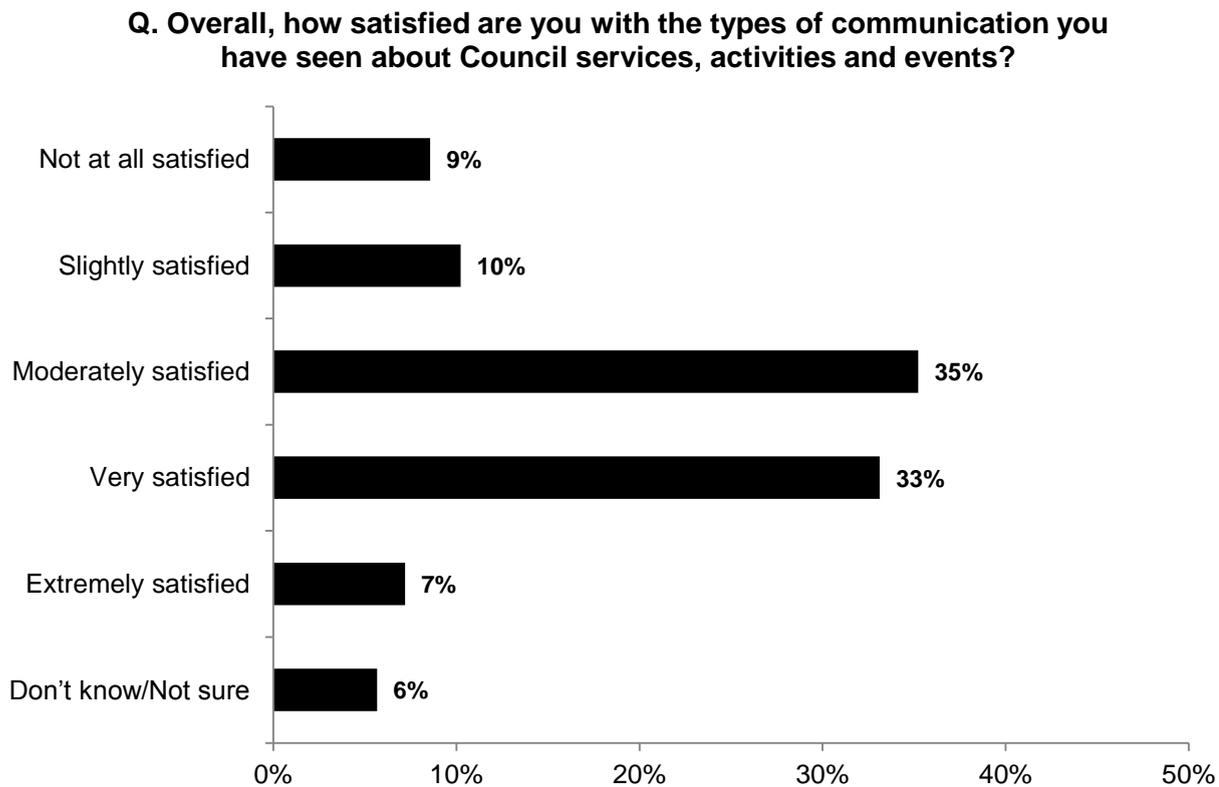


### 3.7 Section 8 - Communication and engagement module

2016 was the first time that questions about Council's communication and engagement activities have been asked in the Customer Service Survey and as a result are not able to be compared with previous years. The results from this section of the survey will assist in the development of Council's Communications and Engagement Strategic Plan.

Participants were asked how satisfied they were overall with the types of communications they had seen. The results are set out in the figure below and show that 40 per cent identified that they were satisfied and over a third (35%) selected they were moderately satisfied and 19 per cent were dissatisfied.

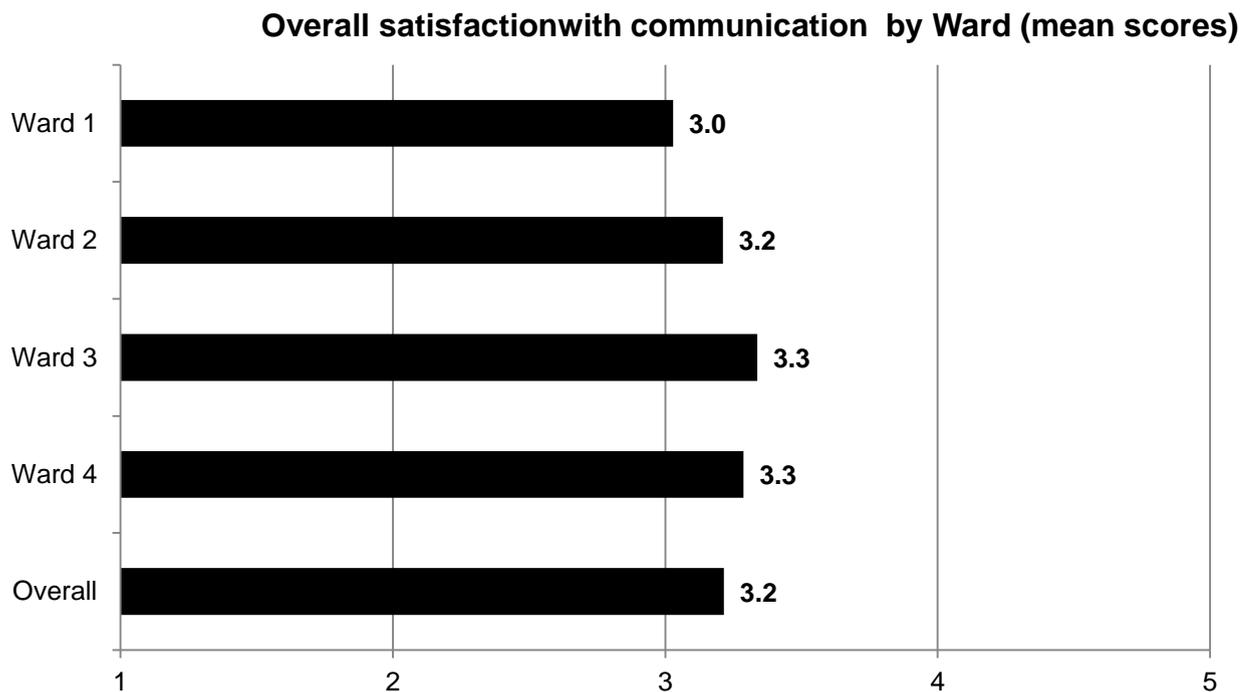
Figure 33 How satisfied are you with the types of communication you have seen



Mean score: 3.2

Results when analysed by Ward, show that all Wards are experiencing similar levels of satisfaction. The higher the mean score indicated greater levels of satisfaction.

Figure 34 Satisfaction with types of communication by Ward



*Please note: Ward 4 has less than the recommended number of responses (100) for significance testing to be considered reliable. Total number for Ward 4 n=97.*

Participants were asked to identify which communication types they could recall over the past year. Table 2 shows the results sorted by most popular communication type, then by overall method, and are then broken down by ward. The most common form of communication experienced by participants was the Council website (53% n=370) followed by Local Newspaper (47% n=330) and Newcastle Voice (45% n= 315).

**Table 2 What types of communication do you recall over the past 12 months?**

Communication type	Method	Overall	Ward 1	Ward 2	Ward 3	Ward 4
Website	Newcastle Council website	53%	56%	53%	56%	48%
	Newcastle Branch Libraries	25%	25%	25%	34%	14%
	Newcastle Art Gallery	19%	27%	18%	22%	7%
	Newcastle Museum	18%	23%	17%	25%	7%
Social media	Civic Theatre Newcastle	22%	31%	18%	22%	17%
	Council's Facebook page	13%	10%	10%	16%	15%
	Blackbutt Reserve Facebook page	5%	3%	3%	9%	5%
	Civic Theatre Newcastle Facebook page	4%	7%	2%	4%	5%
	Newcastle Art Gallery Facebook page	4%	6%	3%	2%	3%
	Newcastle Museum Facebook page	3%	5%	2%	4%	2%
	Council's Twitter @citynewcastle	3%	3%	3%	1%	3%
Traditional media	Local newspaper (Newcastle Herald)	47%	51%	53%	49%	37%
	Radio	26%	29%	27%	31%	16%
	TV news	24%	22%	24%	32%	20%
	Free community newspaper (eg. The Star)	22%	23%	19%	23%	21%
Local publications	Newcastle Weekly	28%	27%	23%	34%	28%
	In Touch magazine	18%	18%	24%	21%	10%
Signage/brochures	Council brochures or leaflets	32%	37%	31%	34%	24%
	On-street signage at Council projects	25%	33%	28%	25%	16%
	Display noticeboards at Council venues	13%	15%	11%	14%	12%
Council	Newcastle Voice and other communications	45%	50%	43%	50%	38%
	Council News- quarterly newsletter delivered to households in hard copy	35%	34%	37%	37%	33%
	Council's E-newsletter	22%	26%	22%	24%	15%
	Council videos	1%	2%	1%	1%	1%
Other	None of the above	6%	6%	5%	5%	10%
	Other (please specify)	3%	3%	3%	2%	3%

Note: The blue gradient signifies the methods with the highest results.

### Significant differences identified

Statistical analysis was undertaken to determine if there were statistically significant difference in responses from different groups of people. Please note: This section reports on results with samples larger than 50 respondents only. The significant differences in responses identified were:

#### Newcastle Council website

- The 70+ (35% n=42) age group were significantly less likely to have seen/recalled the website, than those aged 25-39 (63% n=59), 40-54 (55% n=95) and 55-69 (57% n= 164).

#### Civic Theatre Newcastle website

- Ward 1 residents were significantly more likely to have seen/recalled the Civic Theater website (31% n=54) than people from all other wards.

- Females (27% n=84) were significantly more likely to use/recall the website than males (18% n=66).

### **Newcastle Art Gallery website**

- People aged 55-69 years old (24% n=69) were significantly more likely to see/recalled the Newcastle Art Gallery website than people aged 25-39 (11% n=10).

### **Local newspaper (Newcastle Herald)**

- Ward 4 residents were significantly less likely to have seen/recalled the local newspaper (37% n=64) than residents from any other Ward.
- People aged 25-29 (30% n=28) were significantly less likely to have seen/recalled the local newspaper than all other age groups.

### **Radio**

- Significantly less people in Ward 4 (16% n=28) said that they have seen/recalled communication via radio, than people from any other Ward.
- People aged 25-39 (11% n=10) were significantly less likely to have seen/recalled communication via radio than people in all other age groups.

### **TV news**

- People in Ward 3 were significantly more likely to have seen/recalled communication via TV news (32% n=56) than people from Ward 1 (22% n=38) and Ward 4 (20% n=35).

### **Newcastle Weekly**

- People in Ward 3 were significantly (34% n=59) more likely to have seen/recalled Newcastle Weekly communication than people from Ward 2 (23% n=40).
- Females (35% n=108) more likely to use than males (22% n=82) to have seen/recalled Newcastle Weekly communication.
- People aged 70+ (42% n=51) were significantly more likely to have seen/recalled Newcastle Weekly communication than all other age groups.

### **Free community newspapers**

- People in the age group 70+ (37% n=46) were significantly more likely to have seen/recalled free community newspaper communications than all other groups.

### **In Touch magazine**

- The 25-39 (9% n=8) age group was significantly less likely than those aged 55-69 (21% n=60) and 70+ (23% n=27) to have seen/recalled free community newspaper communication.

### **On street signage at Council projects**

- People from Ward 4 (16% n=28) were significantly less likely than people from Ward 1 (33% n=67) and Ward 2 (28% n=48) to have seen/recalled street sign communications.

### **Council brochures or leaflets**

- People in Ward 1 (37% n=65) were significantly more likely than people in Ward 4 (24% n=41) to see Council brochures or leaflets.
- People aged 25-39 (18% n=17) were significantly less likely than all other age groups to see Council brochures or leaflets.

### **Newcastle Voice and other communications**

- Newcastle Voice communications was seen or recalled significantly more by people in Ward 1 (50% n=87) than people in Ward 4 (38% n=66).

- People aged 25-39 (28% n=26) were significantly less likely than all other age groups to have seen/recalled Newcastle Voice communications.

### **Council News**

- People aged 25-39 (19% n=18) were significantly less likely to have seen/recalled Council News than the people in the 55-69 (39% n=113) and 70+ (43% n=53) age groups.

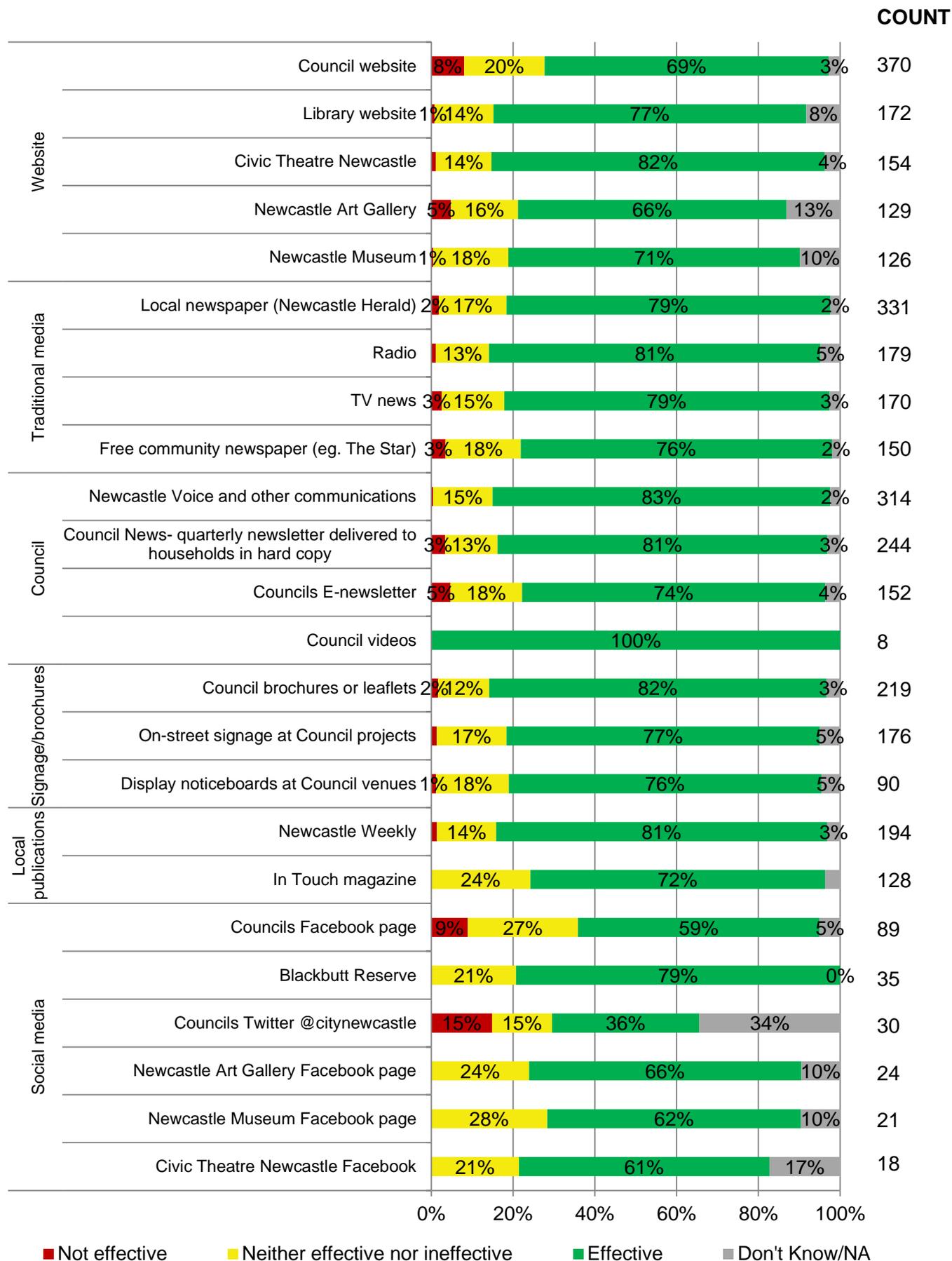
#### **3.7.1 Communication method by effectiveness**

Participants were asked to identify which communication types they could recall over the past year and subsequently asked to select how effective they found each method. Figure 35 shows the results of these questions, sorted by most popular communication type (eg. website, traditional media). Overall, the majority of participants selected that the communications they have could recall over the last 12 months had been effective. (See Figure 35).

Points to note: The results for social media indicate that this method is effective overall, however there seems to be a lack of awareness. Council video results should be treated with caution due to an extremely low sample size.

Figure 35 Communication method effectiveness

### Communication method by effectiveness



### 3.7.2 Significant differences identified

Statistical analysis was undertaken to determine if there were statistically significant difference in responses from different groups of people. The significant differences in responses identified were:

#### Newcastle Council website

- Council's website was considered significantly more effectiveness by by Ward 3 (77% n=75) residents than Ward 4 (60% n=50).

#### Local newspaper (Newcastle Herald)

- Ward 3 (88% n=75) residents rated the Newcastle Herald communication as significantly more effectiveness than Ward 1 (77% n=68) residents.

#### In touch magazine

- Females (81% n=51) were more likely than men (63% n=40) to find the magazine effective.

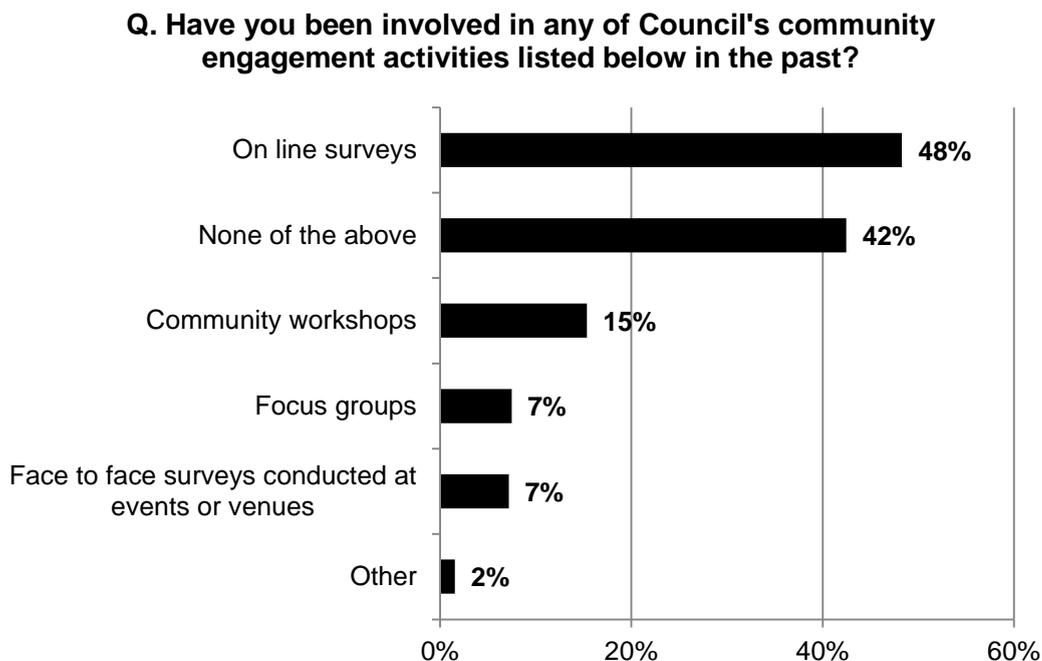
#### Council news

- Females (89% n=109) were more likely than men (74% n=88) to find Council News effective
- People in the 40-54 age group (92% n=49) were more likely to find Council News effective than people in the 55-69 age group (75% n=85).

### 3.7.3 Community engagement activities

Participants were asked if they had been involved in any engagement activities in the past. The results are shown in Figure 36. The activities with the highest level of involvement were 'online surveys' (48%), followed by 'none of the above' (42%) and 'community workshops' (15%).

Figure 36 Involvement in any of Council's community engagement activities



Note: Multiples responses permitted, no opinion was exclusive (if selected cannot select any other method).

## Significant differences identified

The results in Figure 37 show the overall results. It is important to identify differences between the demographic data captured and sample types (Newcastle Voice member and broader community). A statistical analysis was undertaken to see if there were significant differences between these groups as well as between people from different Council Wards.

### On line surveys

- Ward 1 (58% n=102) residents had a significantly higher levels of on line survey participation than Wards 3 (43% n=75) and Ward 4 (43% n=74) residents.
- There was higher participation in on line surveys by those in Newcastle Voice (70% n=292) than broader community (16% n=45).

### None of the above

- Ward 1 (32% n=56) significantly lower levels for none of the above than all other Wards (Ward 2 (44% n=77), Ward3 (46% n=80) and Ward 4 (48% n=83)).
- Significantly greater response by those aged 25-39 (51% n=47) to those aged 55-69 (38% n=109).
- Higher results for those in the broader community (75% n=211) than those in Newcastle Voice (20% n=85).

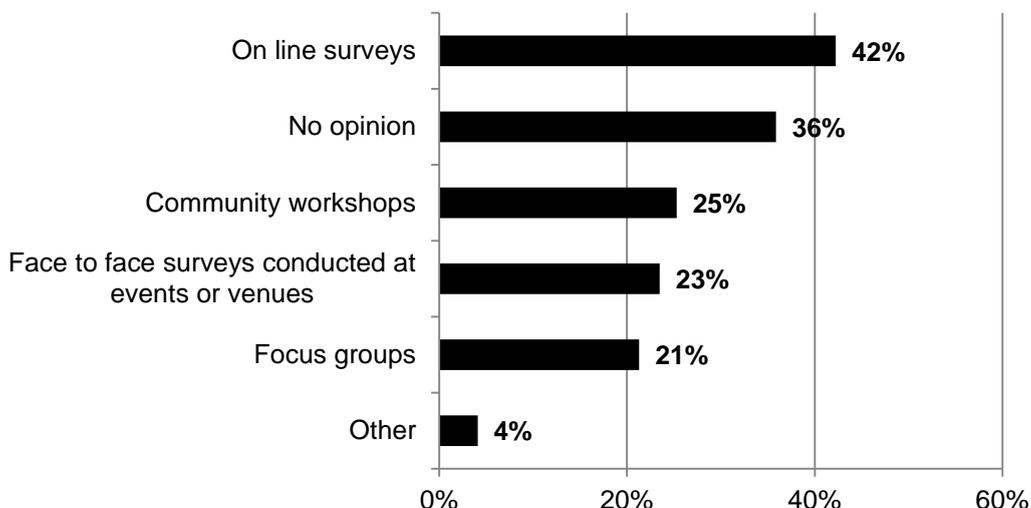
### Community workshops

- There was greater attendance at workshops by those in Newcastle Voice (20% n=83) than broader community (9% n=24).

Participants were asked what engagement activities they would like to take part in/think Council should do more of. On line surveys received the highest amount of interest (42%) followed by 'no opinion' (36%) and 'community workshops' (25%).

Figure 37 Types of community engagement activities Council should do more of

### Q. What types of community engagement activities would you most like to take part in/think Council should do more of?



Note: Multiples responses permitted, no opinion was exclusive (if selected cannot select any other method).

## **Significant differences identified**

A statistical analysis was undertaken to see if there were significant differences between Newcastle Voice members and non-members, as well as between people from different Council Wards.

### **On line survey**

- Ward 1 residents (49% n=85) were significantly more interested in on line surveys than residents in Wards 3 (38% n=66) and Ward 4 (35% n=60).
- People aged 55-69 (48% n=138) were significantly more interested in online surveys than people aged over 70 (35% n=43).
- Newcastle Voice members (57% n=235) were significantly more interested in online surveys than broader community members (21% n=59).

### **No opinion**

- Ward 1 (26% n=45) significantly less than all other Wards.
- Those aged in the 25-39 (50% n=46) group significantly greater than those aged 40-54 (34% n=59) and 55-69 (32% n=92).
- High levels of no opinion experienced by those in the broader community (58% n=163) compared to those in Newcastle Voice (21% n=87).

### **Community workshops**

- Ward 1 residents (33% n=58) were significantly more interested in community workshops than Ward 3 residents (21% n=37) and 4 Ward residents (21% n=36).
- People aged 55-69 (29% n=84) were significantly more interested in community workshops than people aged 25-39 (17% n=16).
- Newcastle Voice members (33% n=139) were significantly more interested in community workshops than people in the broader community (12% n=37).

### **Face to face surveys conducted at events of venues**

- Ward 4 residents (17% n=29) were significantly less interested in face to face surveys than Ward 1 (28% n=50) and Ward 2 (27% n=47) residents.
- Newcastle Voice members (29% n=122) were more interested in face to face surveys than non-members in the broader community (15% n=42) .

### **Focus groups**

- Ward 1 residents (29% n=50) were significantly more interested in focus groups than Wards 3 (19% n=33) and 4 (12% n=21) residents.
- Ward 2 residents (25% n=44) were significantly more interested in focus groups than Ward 4 (12% n=21) residents.
- Newcastle Voice members (27% n=114) had significantly greater support for focus groups than members of the broader community (12% n= 34).

To gain further understanding of the correlation between engagement methods participation and what participants would like to see more of a cross tabulation of data was undertaken. (See Figure 38).

Online surveys had the highest amount of participation (49%) and support to increase method usage (42%). All other engagement activities have received higher rates of support to increase the usage, than the actual past participation in the activity.

Figure 38 Engagement activity by participant and interest

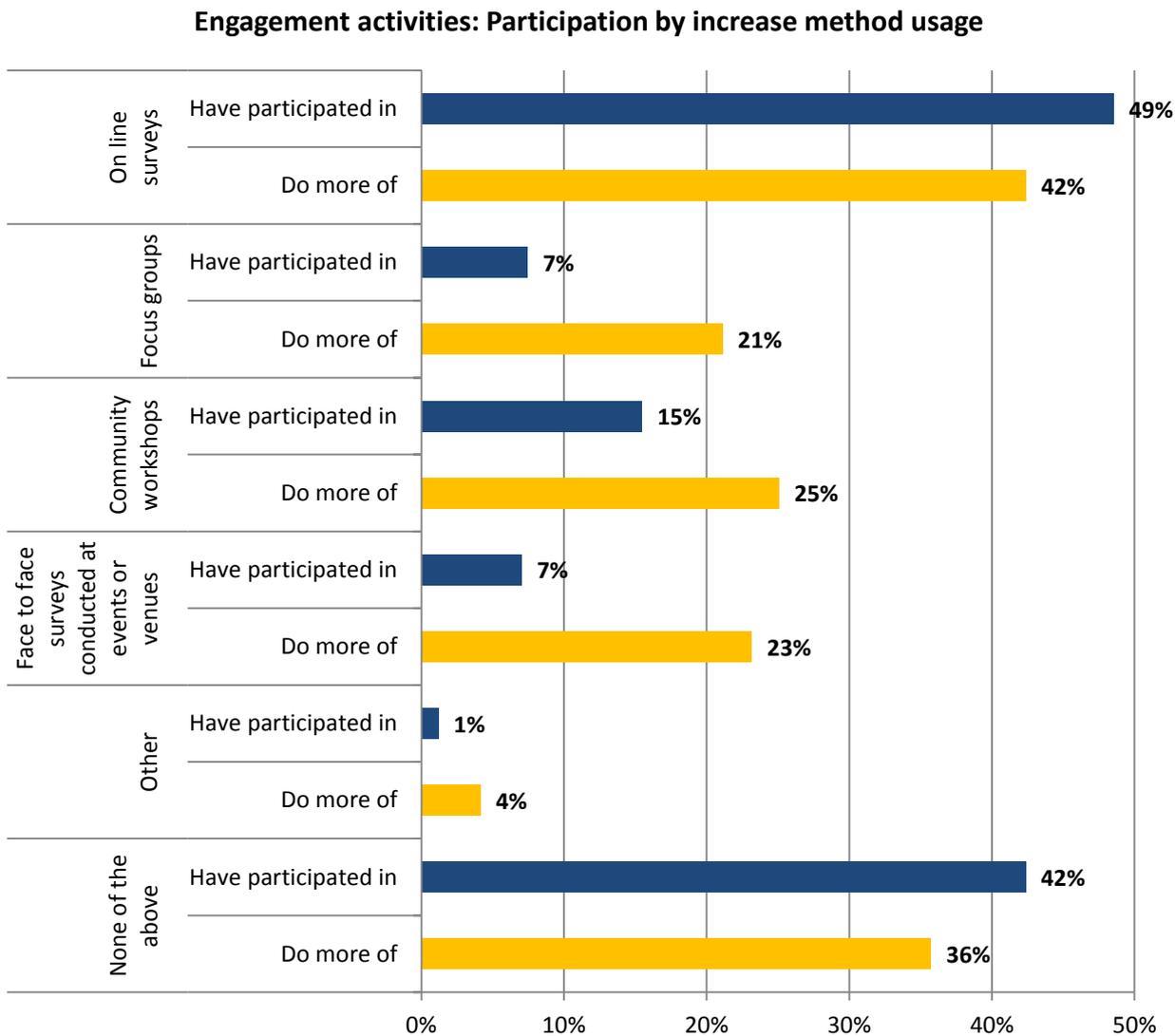
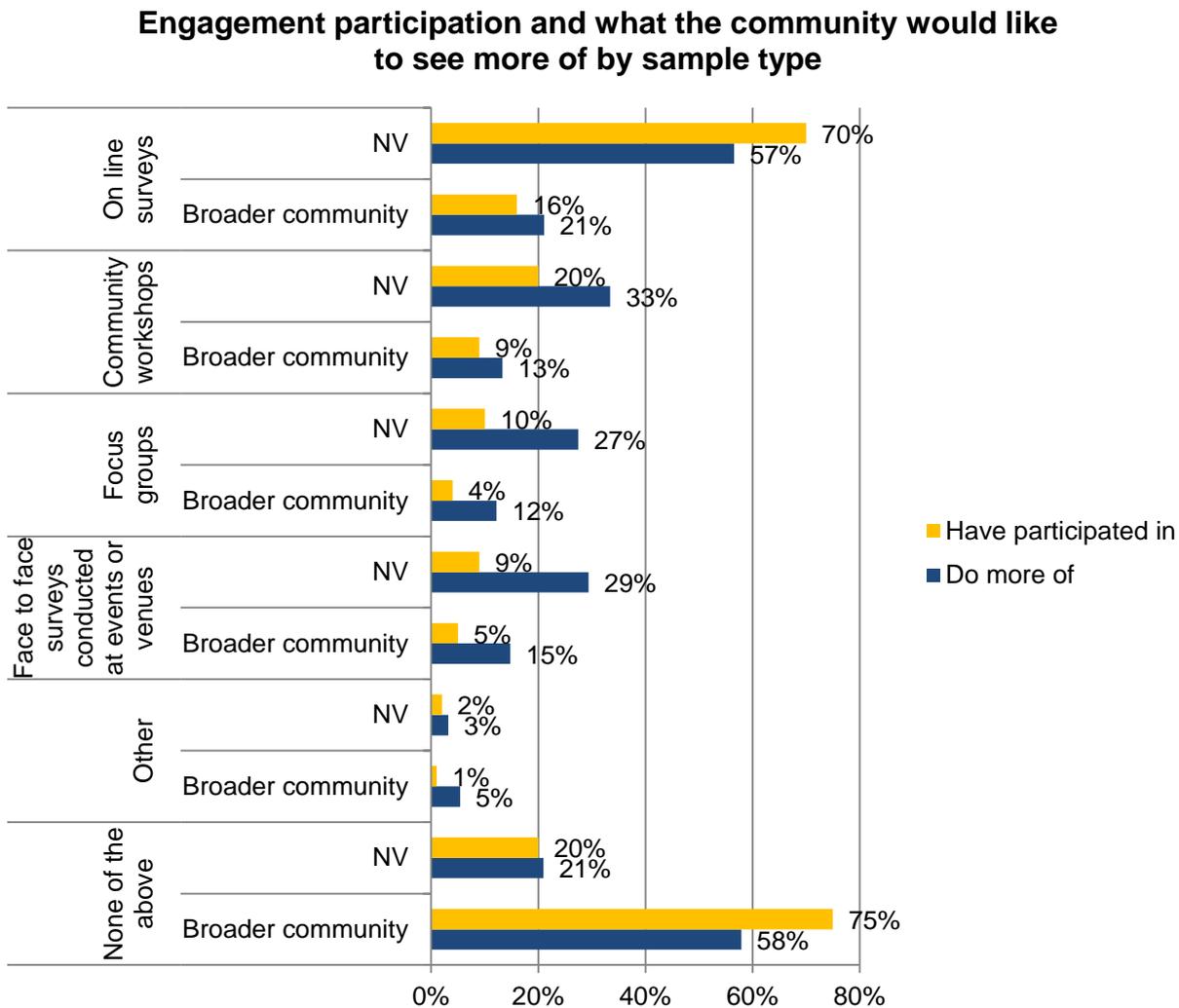


Figure 39 shows the results broken down by sample type (Newcastle Voice and broader community). With the exception of the online survey, the results for Newcastle Voice participants would like to see more of all the remaining engagement activities. As above the figure below shows that there are higher levels of support for increasing use of all method. Again the level of interest is higher than for actual participation.

Results also indicate that Newcastle Voice (NV) members would like to see more engagement opportunities than those in the broader community. However, it appears somewhat that they may want more variety (ie. activities other than an online survey).

Figure 39 Engagement participation and what the community would like to see more of by sample type



## 4 Demographics

As shown in Figure 40 the majority of respondents were Newcastle LGA residents. There were only 57 (7%) participants that were from out of area. See appendix IV for the results for those that live outside Newcastle LGA.

A summary of the demographic information shows that:

- 93 per cent of participants were residents of the Newcastle Local Government Area (LGA)
- just over onethird of participants lived in Ward 1 (34%)
- the Ward with the lowest representation in the survey was Ward 4 (13%)
- 60 per cent of participants were over 55 years of age
- slightly more males (50%) completed the survey than females (46%)

These results would suggest that the survey response sample was not representative of the population of the Newcastle LGA. The survey sample under represents people from the western Wards and over represents older adults. Caution should therefore be taken in applying the results of this survey to the wider LGA community.

Figure 40 LGA were you reside

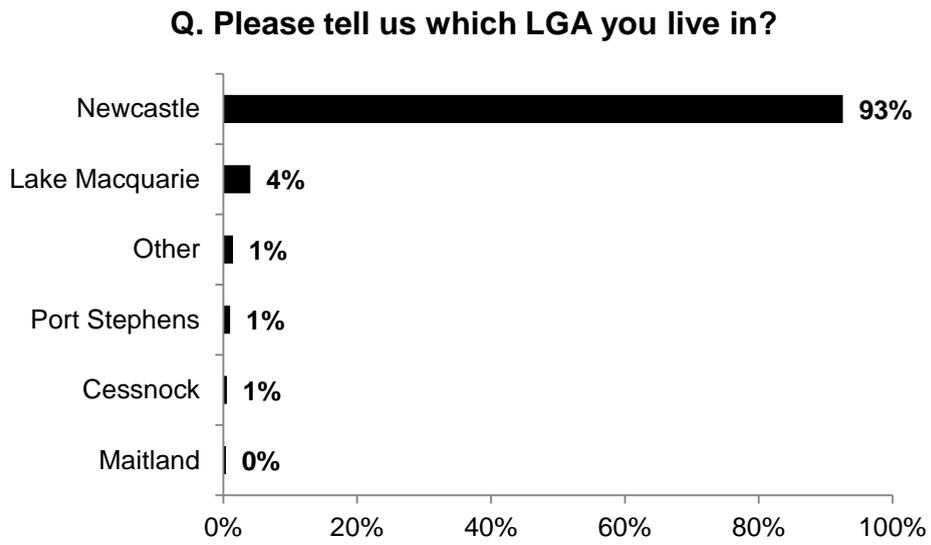


Table 3 Top 10 suburbs were respondents live

Top 10	Suburb	%
1	Merewether	8%
2	New Lambton	7%
3	Mayfield	6%
4	Cooks Hill	5%
5	Fletcher	4%
6	Newcastle (CBD)	4%
7	Wallsend	4%
8	Hamilton	4%
9	Hamilton South	4%
10	Lambton	4%

Figure 41 Respondents by Council Ward

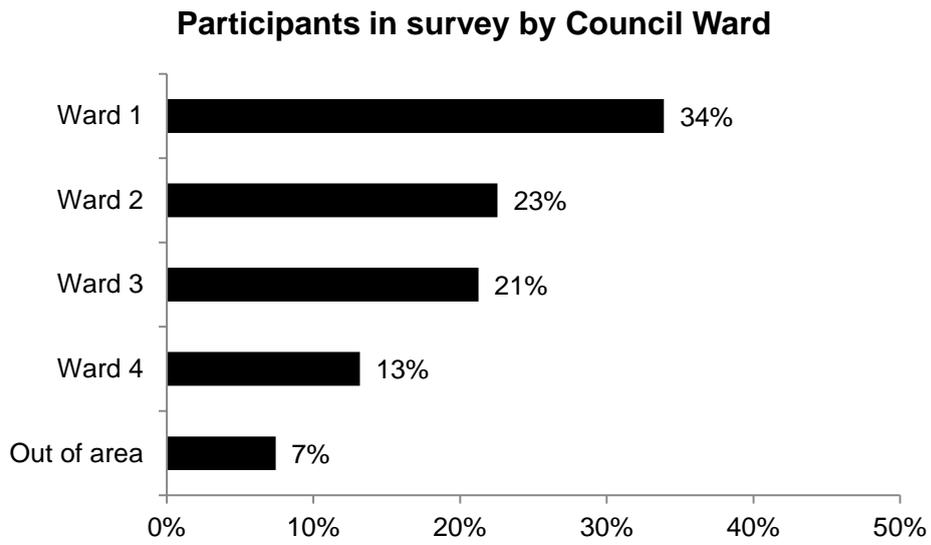


Figure 42 Age of respondents

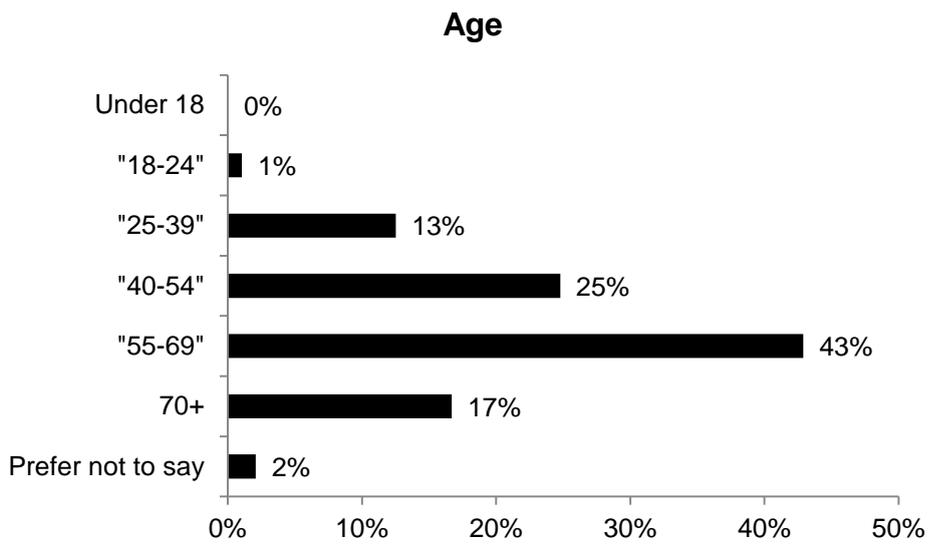
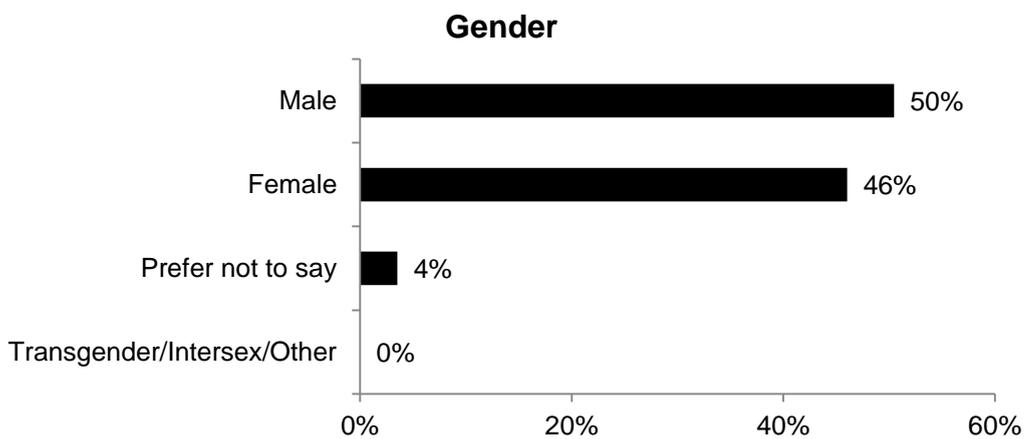


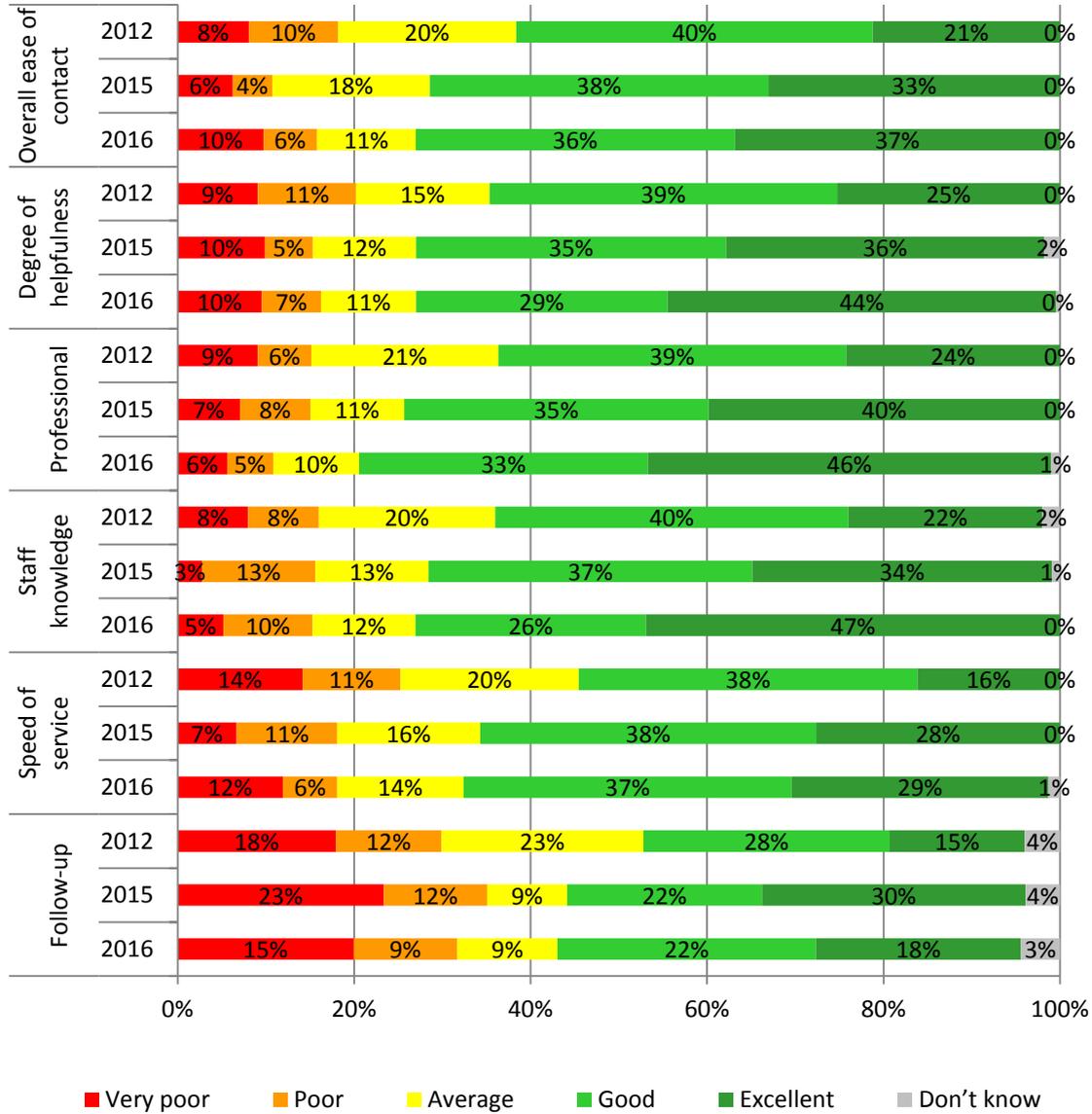
Figure 43 Gender of respondents



## **5 Appendix I - Survey questionnaire**

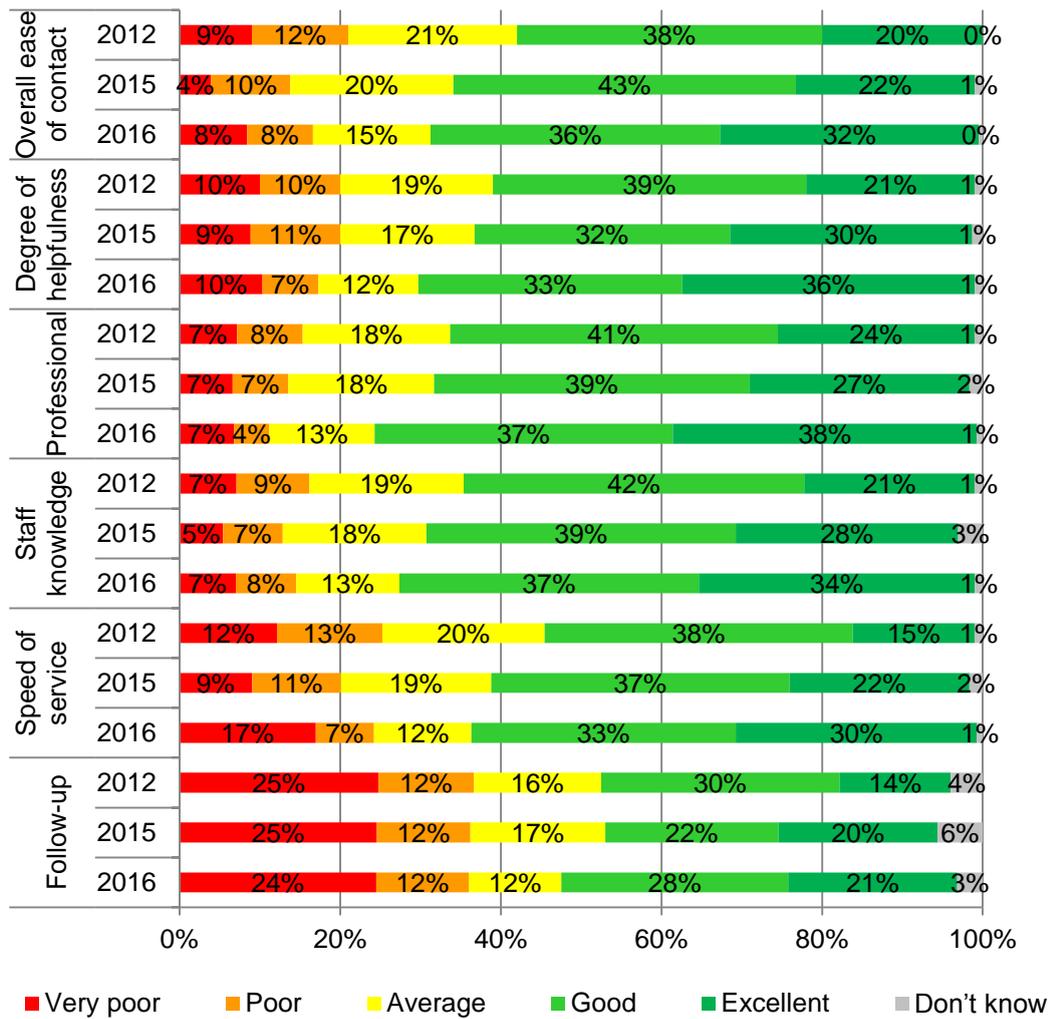
# 6 Appendix II - Detailed diagnostics

## In person- Customer service diagnostics

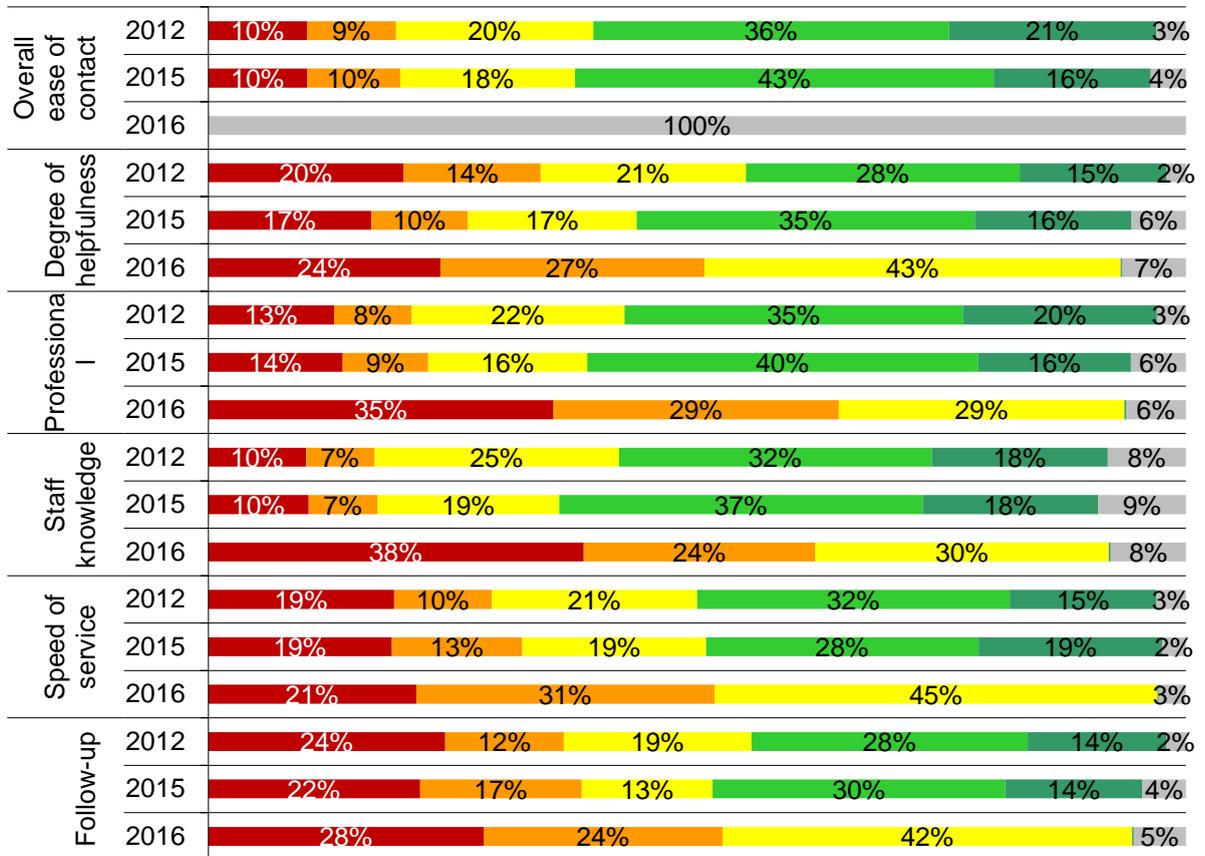


Note: Those indicating 'not applicable' have been removed from results.

### Telephone - Customer service diagnostics

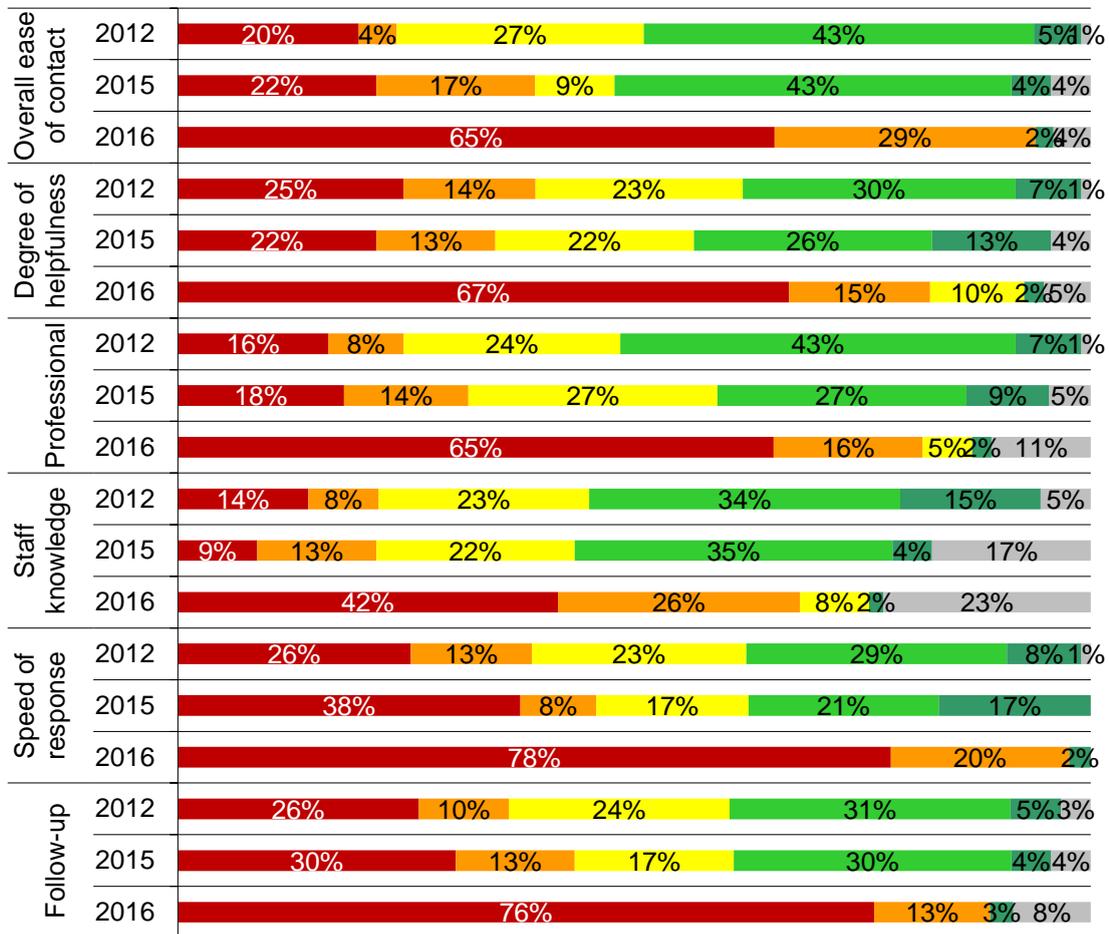


## Email - Customer service diagnostics



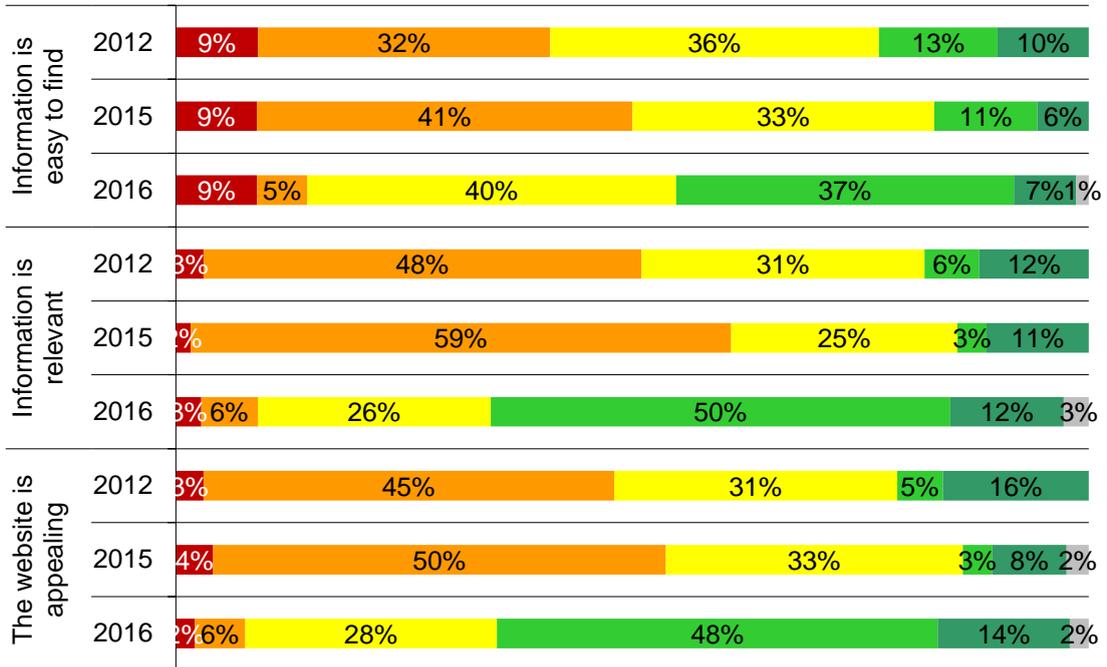
■ Very poor    
 ■ Poor    
 ■ Average    
 ■ Good    
 ■ Excellent    
 ■ Don't know

## Mail - Customer service diagnostics



■ Very poor    
 ■ Poor    
 ■ Average    
 ■ Good    
 ■ Excellent    
 ■ Don't know

## Internet - Customer service diagnostics



■ Very poor    
 ■ Good    
 ■ Average    
 ■ Poor    
 ■ Excellent    
 ■ Don't know

## 7 Appendix III - Verbatims

Note: Responses that identify persons, include personal information or inappropriate comments have been redacted and marked with XXXX.

<b>Why are you dissatisfied with the level of customer service you have received from Council in the last 12 months?</b>
I was part of group that met with the Interim CEO and the Lord Mayor and they agreed to follow a do certain things and then didn't.
<p>1) A friend contacted NCC about dangerous rubbish piling up on a walkway. Notified NCC by using online form AND multiple times using Twitter AND by contacting local member. He said it took 7 separate attempts before finally getting a response and action.</p> <p>2) My own experience (about 2 years ago) was two online form requests where I received the auto-response "We will respond to you", but never received an actual answer to my question. In both cases, I ended up walking into the NCC offices and got immediate responses.</p>
Ignored over the confusion of the bike pictures on roads. Biggest confusion on the roads is putting people off cycling. No answers or feedback given by council. The customer service is putting people's lives at risk on the roads
No response until many phone calls were made
I read the council guidelines on approving DA's and trusted that they would be followed. However, none of the criteria outlined on the website were met by the DA in question, however, it was approved! I have requested a kerbside pick up last week via email and have not been given a date as yet. Our rates have almost doubled this year, however, the local roads are in a dreadful state and councillors are going on overseas junkets!!! Not impressed.
The service and outcome in regards to the complaint in my opinion was unacceptable and well slow any professional standard.
<p>The only reason for contacting Council was to obtain a tip voucher for the house I own 8 houses from me (where my daughter lives). The tip voucher was issued to me, in my name. I accompanied my partner to take the trailer load of branches from that property to the tip because I remembered that we would need to show my ID with the voucher. The man at the weigh station was EXCEPTIONALLY rude &amp; told us we needed the rates notice for the property or my daughter with her ID. My partner commented politely that this was the first time in two years that he had been asked to show ID with a voucher. I asked why Council would have issued the voucher to me if their records did not show I was the owner. He said he didn't care &amp; that Council doesn't put fine print on their vouchers for the fun of it &amp; that I should go home &amp; read it. I wished him a happy Father's Day (as it was F/Day) &amp; we drove 20m back to the house, collected my daughter &amp; her 2 babies &amp; returned to the tip. A different man served us &amp; he was very polite.</p> <p>As I said, Council wouldn't issue the voucher in my name if I wasn't the owner or occupier of the property. So I don't see why my daughter had to accompany us (the rates notice was with our accountant to do our tax). Because neither my daughter or I can reverse a trailer; &amp; because I didn't trust this man to let my partner &amp; daughter in without me &amp; my ID because the voucher was in my name; we had to put 2 baby seats in my partner's car &amp; all 5 of us had to race back out to the tip before it closed. It certainly spoilt our Father's Day afternoon. We had a voucher, it was issued in my name &amp; I was present with my ID, the contents of our trailer was green waste only - &amp; the staff member was so rude that his associate staff member looked at us almost forgivingly &amp; turned away.</p>
Have always been given help or information needed.

As one of 23 complainants re DA from XXXX, I was totally disgusted, dissatisfied and disillusioned with council staff dealing with the matterXXXX.

The application was approved after modifications to the original plans, even though the amended DA breached NCC rules on numerous levels.

Why bother having NCC DA dept when it doesn't uphold the rules???

Save a fortune and abolish the DA dept.

I made a request and there was no follow up as to whether my request was to be done or if it could be done. I was told someone would ring me. The request was done in a fashion but I did not speak to who was responsible for it to be done. When I initially rang up I was told someone would contact me as the person I spoke with was unsure whether my request was with the right organisation.

I need a similiar request forfilled and would like to have contact by email as I do not have the time to make phone calls or waiting on a line etc.

Also when I made the initial contact I was told to ring the works depot and see if they could help. Better customer service would have been for the original person I spoke to put through to the depot and talk directly with a person while I was on phone and if that was not possible for them to take responsibility and follow through and get back to me.

I find the process ridiculous as to inform or to seek council in regard to council matters. There was a time when one could have a phone discussion concerning council matters with the PA of the Lord Mayor so a matter of relative urgent concern could be dealt with over the phone but now one must send in a letter and if a reply is sent it is irrelevant or intentional to deceive. In regard to some work done at Burke Place Birmingham Gardens the deceptive way it was handled is disgusting to say the least. I have zero confidence in a council that places itself beyond the reach of its citizens.

council couldn't answer any of my questions regarding this V8 supercar race to be held in 2017.

Rang to seek information. Person said relevant staff member would call back. He didn't. Had to ring a cole more times. When he finally called back he seemed unhappy that he had to because everything in the DA was complying so i was obviously wasting his time seeking further information.

Person who took my call couldn't connect me to relevant person in NCC, and then couldn't tell me when they would be back in the office (e.g. that afternoon, tomorrow, later in the week). Best they could do was send them a message - but didn't know when they'd get back to me.

no feedback or contact forthcoming

Service OKManagement of tip vouchers stupid in the extreme  
As owner and therefore responsible for maintenance of my rental property I cannot access this service  
Shows a complete lack of understanding

A number of calls to council were needed before the problem was fixed.

The second problem regarded actually making contact with the council.

I received no response at all

'Quality' of service is inconsistent. One person may be good, while another may be hopeless. This may only be due to (lack of) training and/or motivation within Council - plus deficiencies in Council management.

We are paying customers requiring a service from Council Officers, but we are not treated like we are customers we are treated like we are a problem to be dealt with in the shortest amount of time possible. The result is Council Officers:

- do not listen to our needs and requests.
- They do not communicate well with customers
- They never return phone calls
- They think that they are Architects and modify DA applications without customer's consent.

The service is absolutely appalling it needs a total makeover and Council Officers need to be taught how to be government servants not self-centred overlords making personal decisions that are not reflected in any LEP DCP or SEPP's.

It took several months for a response

The complaint was about a parking meter that did not supply a ticket. My complaint was initially ignored.

I got the impression it was lip service only and that only reinforces their inaction over the issue which has been dragging on for 13 years

No follow up

spoken too by police about parking on an area were council areas were it says no parking on large areas of green space. I have reported the removal of bollards near the Lions park that fisher persons have used for recreational fishing ,that have still not been resolved. I have know given up reporting anything to council

Council hasn't informed me regarding an ongoing long term enquire that is XXXX . Council have disregarded the L.E.P Allowing the owner to decommission this employment land and rent the site as a residence .

The person who took my call sounded disinterested and bored

Inconsistency of information..contradictory  
Moving of goalposts  
Lack of procedural fairness

wrote a letter concerning lighting on R6 cycle way did not even get an acknowledgement.

There is a lack of knowledge ..It took 40 minutes to find someone who could explain a letter sent by Council and then I found they got it wrong

There is a lack of action on complaints e.g trucks wrecking a reserve, drug lab dumped on reserve, footpaths used for dumping, unregistered vehicles on roads.

One should avoid Council to preserve ones sanity

They said they couldn't help with my issue. However when I brought it up with a Councillor they said it was not a problem.

I requested that the foot path in front of my house here on Turton road be looked at with the view of repair. It is raining heavily as I do write and the water is pooling on the path in front of my house and the house next door. The house two doors down the path is cracked and broken and is a danger. When the Knights or the Jets are playing at home people walk on the grass to avoid these issues this then makes a hell of a mess. I explained all these issues and was pasted to at leased 3 different people and eventually I was told that the issues were not dangerous and didn't fall outside of guide lines. More than likely waite for an accident then something will be done.

The registration of my dog, with all the papers in order and money on the table, took a very long time. I wondered if the persons serving me were new as they seemed uncertain about procedure and had to do a lot of questioning.

Privacy 'hamstrings' the amount of information Council can give out, I know. However, it's extremely difficult when one needs to contact an absentee landlord for business purposes and there's no assistance from anyone!

Waste voucher request handling very onerous and unsatisfactory

I filled in an online application for one of my 2 annual allowed kerbside collections and didn't get a response.

My inquiries concerned the V8 supercars - Prior to calling Council, we had contacted V8supercars via email and phone and had no reply. I called Council to find out what the process for consultation would be absent V8 supercars not responding. I went to the Council's call centre, was put on hold twice while the girl consulted her manager. I was told Council did not have a process to help residents at this point. All was being handled by v8 supercars and all I could do was register a complaint and have it duly noted.

My disappointment stems from: dealing with a call centre who could not answer my questions and not being able to speak with any council officer; being told Council has no position yet on how to handle the interaction with v8 supercars and residents despite Council going to press to say that construction starts April next year and there has been and will continue to be community consultation. I am not seeing any consultation.

Lodge an enquiry and received no response.

Raised the issue for a second time and received no response.

Raised the issue for a third time and received no response.

Lodged a complaint and received an almost immediate response. I was then strung along with promises of action. I had to follow up numerous times for a result. Finally I was sent a letter which dismissed the issue as not the council's problem. This only occurred after indicating I was going to escalate the issue and make a formal complaint.

I didn't get a response.

my bin wheel was broken by garbage collection staff. i lodged an online application for a replacement. there was no email acknowledgement of receipt of my application. no one ever contacted me. approximately 6 months later a new bin suddenly appeared. i don't know if it was due to my efforts or the garbage collection staff.

While happy with the front line staff, the response from the development officers, where my queries were referred, was either very slow (6 weeks) or required follow up before a response was eventually received.

I have found the process of registering my cat very unclear and difficult. I have tried to do this over the website but it seems that I have to go into the council in person. As such this is still something I have yet to do. I have also tried to obtain information regarding the updated home pool regulations. I have found that the information supplied to be extremely confusing and not at all helpful to answering my particular concerns.

I was requesting a kerb-side pick up. Told I had used my quota, must wait until 2017. I had not made use of a voucher for Summerhill and actually still had the voucher. I asked to use that for a kerbside collection, but was told it had expired. Tough luck, lady.

Not a good policy if council is trying to discourage dumping.

I feel that for many people, two bites at the rubbish "cherry" is just not enough.

We attempted to use a bulk waste voucher at the tip that had no expiry date on it. We were advised it had actually expired, and were required to pay the full price.

Upon calling council, we were advised by the officer that "we were told over the phone what the expiry date was", to which I advised I hadn't spoken to anyone, I had ordered the voucher online. The woman replied that we should have known what the expiry date was, and that nothing could be done. She was rude and abrupt, and was agitated that it was 4:30pm in the afternoon, and most of her colleagues had already left for the day.

I find it completely unfair behaviour that the voucher contained no expiry date, yet we were expected to know when it had expired. The process for ordering new vouchers is so easy, had I known it was expired, I would have done so, instead of incurring a large fee at the tip. The initial council officer we spoke to was completely sympathetic to this, whereas the woman in the waste services area failed to see this logic, and just kept speaking over the top of me as she wanted to leave the office.

No other business would get away with not providing an expiry date and then not honouring the voucher - if the expiry date is not shown, are you really expecting someone to just rely on their memory? Also, the website has since been updated, so I cannot be certain any information was previously stated about the expiry period. Even if it had, why was it not included on the voucher itself? The woman was even confused herself as she rattled off a huge spiel about how the date was even extended by a month by council... how on earth was I supposed to know that?

Above all, had the expiry date been shown on the voucher, I would have either used it within the valid period, or ordered another. Instead I have now had to pay a large fee, and my otherwise exemplary opinion of council staff has now been ruined by one staff member who couldn't have cared less about logic or empathy.

i was given the wrong information on two occasions , staff gave me misleading information that further delayed application for DA. Newcastle council already takes longer than most councils, so the delay has cost me time and money

The service I requested was for a bulk waste collection and 2 days notice was given to the occupants which caused me to receive a lot of complaints.

Other Managers in my office have had the same problem. Council after this have decided that Strata Managers are to give notice to occupants. This will be extra work for Managers and in turn cost the Owners Corp. I fail to see why council staff can't continue to notify occupants, giving them at least 2 weeks notice, so that people have a weekend to put rubbish on the kerbside.

Failed to respond to repeated emails/web notice and phone calls regarding missed rubbish collection service

To be fdur I think that the lady in charge if this section was off suck if in some kind if leave. However it was weeks and weeks if no getting in contact or non answer if emails/ messages that led us to not using councils services this time around. N

I feel like Council are putting up barriers to further improve their service by putting inefficient 'procedures' in place. I work with lots of Councils and simple tasks such as requesting a fee for DA fees are usually dealt with in a matter of minutes and in a single conversation. NCC has managed to extrapolate this process into several conversations. A single 5 minute phone call in which the quotation is generated is all that is required, this can be provided verbally or via email following the call as all other Councils do. At Newcastle the information is collected, I'm then given a time period of 24-48hrs to await a response, following which I'll usually receive a phone call from the person preparing the quote as the original staff member did not accurately record all the information. This is then followed by the emailed quotation. A 5 minute task very quickly becomes at least 15-20minutes of your staff and my time. This is just a single example.

Submission of DA's is another issue. The current procedure is to provide all the info on a cd/usb stick (a massive improvement on the previous paper system which was wasteful so I congratulate you for that) however, why do we and your staff need the inefficiency of then hand delivering or posting in this digital information? Provide a simple email address for lodging email applications (Lake Macquarie allow this) or online forms (Lake Macquarie, Port Stephens, Wyong and MidCoast allow this). These are digital files that can be delivered in a matter of seconds to you, so why waste time with physical delivery? Furthermore, if I book a lodgement appointment, my application is processed whilst I'm sitting there, usually 20-40minutes but at least its done. Why can't we email or provide the digital files online, and Council can book in a 20minute slot in which to lodge the application without the need for me to sit and wait? I know I can post the application however this process takes up to two weeks to lodge.

There are very clear issues at NCC and whats so frustrating is that they're so simple and easy to remedy, spend less time developing 'processes' which is just a euphemism for procrastination, and just let your staff get things done. The staff are always capable and helpful and I'm sure they too are frustrated by the system with which they have to work within.

I don't usually respond to surveys, and whilst this has provided me with some opportunity to rant, the criticism is intended to be constructive for both your staff and for those who rely on Council's services. There are huge delays with applications through NCC, particularly apparent in comparison with the other Councils we conduct business with and I feel that a large part of this problem is that decision makers are not working collaboratively with staff who have to carry out these day to day tasks.

Keep it simple and lets get on with life!

Two employees attended in a small truck, did not get out of the truck as it was raining at the time. Road storm water sump is full of sand and rubbish and when we get heavy rain it overflows into my yard when vehicles drive through and into my neighbours yard who is on the other side of the lane. Nothing has happened since to rectify the problem.

Poor follow through on requests, have to continually chase for an outcome.

they cut removed a tree from the front of my yard to pave way for my driveway, then charged me for the new tree and took a long time to plant it and then they planted poor quality tree.

The service provided by the staff answering the call was efficient however the service or more the lack of service from the compliance inspector responsible for carrying out the development inspect has still not contacted us regarding this (despite a request for contact, the manager of this person did eventually contact and indicated whist he did not believe there could be much done to resolve the issue a further inspection would be carried out and we would be informed of the outcome.

To date again we have had no further contact

I called about an issue regarding the problems the cantilever on the road at the front of my house was causing. I was given an Issue number and advised I would be called back. This was about 6 months ago now and I haven't heard anything back.

I was ignored, not had phone calls returned, staff didn't action items as requested, constantly told to talk to someone else in a different area, and just given the run around as the staff didn't care.

"In the last 7 days I have contacted the council in regards to a D.A. i have asked to speak with XXX XXXX XXXX. At this point in time after 9 phone calls , no one has rang me back.

I made a complaint on the 9th September 2016, it is now the 18th October 2016 and I have not yet received a response. Extremely Poor Customer Service considering it was relating to property damage.

We have a broken driveway between our front gate and the road. It would seem that the damage was caused by the roots of a Council owned tree. This damage presents a severe trip hazard to pedestrians difficulty in accessing the drive way by vehicle. We inquired about repairs to the drive way. We were told that someone would investigate the problem. Subsequently, a tree person came to our address and took some notes (presumably about the tree) he said he would lodge his report. This occurred some months ago and nothing more has happened. In the mean time, Council has sent a crew out to replace a slab of footpath that was about 20mm higher than the surrounding path. The broken drive way slab is almost 100mm proud of the surrounding path and nothing done to rectify it.

1. Had to ring twice to speak to Council officer no return phone call.

2. After ringing to find out information, was told to look on the council website for this information. Also was told my enquiry about building information was now classed as a complaint and he continually questioned me about the development as council had no information.

3. After continued questioning about something that was irrelevant to my enquiry the council officer didn't want to be questioned and hung up.

I lodged 2 submissions against a DA on the basis of the proposed building interfering with loss of privacy, sun and breezes. I also objected that government guidelines and regulations are not being kept to. The development is being allowed to go ahead despite these submissions

Don't follow

Things up when they do it's like it is made up and unbelievable. Tied down with process. Person you need to speak to went home at 3 . Things changed without and engagement with community costs go up and nothing improves and still waiting on compliant lodged 4 weeks ago to be assessed just got auto response

I called to report unsafe asbestos removal, found another body was responsible but a Council compliance officer had visited the site during the demolition and did not report to the relevant authority. There's a pre-school and a primary schooling the same street and afternoon winds were blowing towards them from the demolition site. There were no signs, workers wore t-shirts with short sleeves etc., and loose asbestos was thrown about. The building company didn't want to know.

A request for replacement of a bus stop which had been there 30 years was arbitrarily dismissed despite numerous bus drivers from two companies stating that one further on was difficult for drivers to see people waiting & stop at.

A request for a disabled parking space was dismissed even though the streets are crowded when Stockton RSL has functions.

Garbage collection is often so rushed that bins are dropped while the vans move off and the bins fall on the road.

Street sweeper vans don't cover some main streets.

You get no help at all, I pay my rates and still have to pay for every little thing.

because no one has replied after 2 emails

I have been ringing week after week for over 5 months and I have sent emails and I have never received a return email or call to follow up on my enquiry regarding a knock down rebuild on the adjoining wall of my semi detached house. Every time I call I am either told nothing was lodged or they will get back to me although I am still waiting. The damage caused to my property is upsetting and I feel like the council and officer in charge of the follow up has not been thorough. It is also evident that the parties involved have close connections to the council which makes me question was anyone every going to follow this up.

Our bins in the whole street keep getting missed. We call to complain and they say within 48 hours bins will be collected but they are not. Our bins have been missed 4 times in the last 7 weeks. Once is excusable, fix what the problem is, twice is poor but still understandable, now it is totally unacceptable - our bins are still on the street waiting and are overflowing. I asked to be called by a waste manager last week and still no call. Why should we pay for this lack of service. It is making me extremely stressed. The lady across the road is home alone dying with stage 4 cancer while her husband is in hospital and is very stressed that the bins are still all out the front of her house stinking and overflowing. This needs to be fixed, Reid close Maryland

was incorrectly advised on the process of a change in development application and the council officer wouldn't offer any further assistance

I have requested a tree relocation due to the requirement of Newcastle City Council to the minimum distance between a tree and a concrete driveway. This is a double standard since there is a footpath right next to the tree. The \$800 fee is also excessive when I can relocate the tree myself. There appears to be a deal occurring between Landcom and Newcastle City council, since over 80% of residents in the estate have had to change locations of these street trees.

I reluctantly paid the fee to have the tree relocated. However it appears the council has simply pocketed the funds as nothing has the tree has not been relocated and it has been over 9 months.

I have also had lots of trouble with garbage bins. Commonly I will find the red common household waste garbage bin only half emptied. The bins are already so small that I am reliant on these bins being emptied properly.

<p>We first contacted council about two months ago and reported a water leak which they admitted was their responsibility and I received a phone call shortly after saying they would look at the problem. Despite another phone call from us the water leakage problem is still happening to date and water has backed up to the fences of houses near it. It is also a big mosquito area breeding ground the way it is and a great waste water</p>
<p>Nothing was done in regards to the matter.</p>
<p>You have a turn around time of 14 days before "responding". Council staff never respond to emails or service requests. On average four or five interactions are required before action is taken. Most contacts have been about Council core competency about which day to day contact should not be required.</p>
<p>on the two occasions I have sent complaints by email I have not received any reply</p>
<p>The lady said that the health people would contact me over the fall I had at the Baths. No one has yet.</p>
<p>Because u had us pay \$800 for a tree to be replanted out the front of my house. When the tree had been ran over by a truck. A council worker told my husband that they lose money by replanting the tree (what a load of BS that isn't). If you were to lose money on replanting the tree then why do it. They also said that they will maintain it for 3 years. Not once I have I seen and council worker water, weed, trim or fix the out structure of the tree.</p>
<p>I payed my land rates for 2 years before we had even build for what service. The council weren't coming and collecting our bins.</p>
<p>Rung and sent pictures of the state of Henry park in Hamilton south. The hill is left all overgrown and looks terrible. Been told that it only gets mowed 2 times a year. There are over 20 houses surrounding that park who all pay \$2000 in rates and i feel 2 times is not enough. Thanks</p>
<p>we called to arrange for a rubbish pickup, we were given a date.we loaded the footpath the night before then watched as the Rubbish (ones mans rubbish and all that) slowly disappeared over the next 3 weeks until there was only enough left to put in the bin.....why bother</p>
<p>DA application was submitted for a section 96 to an existing DA which took 7 month. Absalutly unacceptable</p>
<p>I enquired if there is a rebate for paying rates in full as other councils seem to have. Well, you won't be getting my full payment anymore.</p>
<p>Because it's like Loto as to wether you speak to anyone who can help.. and if they will be rude to you or not I find the staff very arrogant. Especially in the watse diposssl Department..</p>
<p>All we have had in return to our claim is an automated message - no personal contact at all . We have spent a lot of money getting a new sewer because of the roots. also we were promised that someone would inspect said fig tree as the branches are almost touching our roof but nobody has got back to us about that yet either</p>
<p>Enquired about a parking permit. I had to ring back a week later after receiving a council number. I then was told I was ineligible for a parking permit even though I cannot park in my garage during approved DA constructions on my garage eg CANNOT PARK IN IT WHILD BUILDING</p>
<p>Numerous reasons. Mainly the incomplete and not always true information. Have not received calls back in regards to other issues as I was told would happen</p>

I have for a number of. Months been contacting anyone i can to have a garbage bin installed at the childrens playground at the end of Awabakal Drive Fletcher( sanctuary section). Despite countless requests and countless promises from various council officers nothing has been looked into. I recieved aletter from the parks maintenance manager XXXX saying they have approved this garbage and it will be installed BEFORE 26th august 2016. STILL NO GARBAGE. i have rang XXXX on numerous acassions and each time he sais he will follow it up- STILL NO GARBAGE- i have sent Cr XXXXemails and rang him and he sais basically its not council problems and was of no help- i have sent Cr XXXX emails but he just ignores them- it is very dishartning to try and do something for the community through Newcastle Council- no one will talk or assist you in any way. It has got to the stage now that we are sick and tired if ringing/writing/emailing you so as we are retired in this estate my wife and myself drive to the playground each day and clean up rubbish ect that is left because no garbage bin is in place. We bring the rubbish to our home and put it in our house bin, we have arrangements with our neighbours to use their garbage bins when ours is full. It is that the Newcastle Council goes out if their way to not assist or help us in ANY WAY.

Told that I wasn't entitled to a residents parking permit then received a parking fine of 108\$ then rang to discuss what could be done about the fine as paying upto 100\$ a week to pay to park at a place I live then to find out that I could possible be entitled for a parking permit

I still need to find all the council tax receipts of my father unit that he paid from January 2001,

My father died last year. I am the executor of his estate his unit has been sold. Now, we have to pay Capital Gain Taxes and I need all these receipts to decrease the amount of taxes that my sister and myself have to pay.

When I have asked the lady at the council she said that the council rates are all there as in an excel format. I told her that it is ok like that it is enough to have the council letter head on top of these list.

Anyway, I have to write a letter to request this and I have to list what I need. Plus we have to pay a certain amount for the research which is not clear. At the moment I am going through my father's paperwork to try to find some of the bills that he paid.

After, I will contact again in person the council to complete my list.

Council was unable to protect employment land in maryville , although zoned as employment land council has allowed individuals to decommission these sites for their sole beneficiary .

This activity is contrary to the standard L.E.P and is corrupt behaviour !!

Council staff and/or systems are not working optimally, to put it politely.

Earlier this year I applied for a refund for a cancelled building development application I had no response and had to follow it up with phone calls and emails before I (eventually) got the refund. When I sought an explanation I was told, without an apology and with what I regarded as a degree of arrogance, that there was a changeover in the system and the workload hadn't been delegated to anyone.

More recently I applied for an upgrade size recycling bin (as invited to by Council via their newsletter). I received the paperwork, completed it and paid the upgrade fee by cheque, by post. This was shortly after the 10th September...I'm still waiting. Looks like I'll have to follow this one up too.

I rang and told them about a pothole that was near beresfield library that wrecked my tyre and rim. They said they would contact me. Its been months and no call or email

Very poor communication regarding how long it would take to process my request. I requested a council pick up - it took about a week to hear back with a date, which is almost 2 months away. My second request was to upsize our recycling bin. I emailed through the completed request form, eventually received an email with an invoice for the new bin, immediately paid the invoice, but have received no confirmation of payment or advice of when new bin may be delivered. Very poor communication....

Procrastination, no accountability, etc etc pathetic.

Generally, my previous enquiries or contacts with Council have been very favourable. However, on the most recent interactions with council staff, which involved 6 phone calls chasing up the same information. I made enquiries about the progress of a Strata Subdivision application. Unfortunately the process was very poorly handled by officers not making contact and my repeated calls.

1. I've phoned the council seeking advice on what would make my plans for extension be complying, I waited 45 mins to leave a message. When I was called back, I was told by the council worker they did not know what would make my building a complying development. They had no idea on what set backs were required for my shed, carport or extension.

2. After sourcing the information for myself and lodging my DA, I waited 10 weeks to get a DA approval for an already complying building, to then find out from the certifier I needed a driveway form, which takes another 4 weeks and which cannot be lodged with the DA and a Construction Certificate cannot be given without the driveway approval.

Did anyone give any thought to this process. To wait 10 weeks for a DA on a complying development, to then have to lodge a driveway form and wait a further 4 weeks.

3. I phoned Council one day to advise that a rear neighbour was using a grinder on asbestos & removing it themselves in the middle of the day, without proper precautions, I had to leave a message and was finally called back a few days later. After the event was all over.

4. I had to request 4 times to have a larger yellow recycling bin be delivered after I had paid for it. I emailed twice, phoned twice.

I moved to Newcastle less than 12 months ago and have never had to deal with such an incompetent, ill informed, bunch of rate payer money wasters in my entire life. Someone, should be ashamed for taking home a salary from your management team, as I certainly would be.

Usually excellent service, but I was invited to leave my details for a return call (the person I needed to consult was absent), but I've had no call back.

The problem still occurs and has not been resolved.

I did not feel that my concerns were taken seriously and calls were not returned leaving me in the position of having to chase council staff for information and feedback.

Had to apply for a parking permit to park outside my house, it involved three trips to the council and took a month to get the permit, apparently the first permit, got lost, in the mail. Receptionist was rude no less than helpful, overall a unpleasant frustrating business.

Tried to get rubbish bins in the Car park Ordnance Street, to cut down on the rubbish and was told, that would be too draining on the system, I was not satisfied with the reply and excuse, the walk from Ordnance Street to Newcastle beach is littered with rubbish, no rubbish bins around, how hard would it be to put a couple in, as the rubbish bins in Fraser Park have to be emptied, would not over tax resources, but as I said department was not interested, I think they should get out from behind their desks and car steering wheels and walk around Newcastle and see just how littered Newcastle is, if I was a tourist I would holiday at a cleaner sea side resort.

<p>You have no noise officers available so I have spent 2 years to have an offensive noise issue rectified. This could have happened in weeks if the council had any interest in the community. You would not even pay the courtesy of a visit.</p>
<p>You can check my complaint with compliance my ref number is PAXXXX</p>
<p>Female council officer at ground floor inquiry area was very helpful, prompt and courteous</p>
<p>My calls never receive any feedback or follow up until I ring again to make an enquiry regarding the action that NCC will take following on from my initial request. Doesn't your system provide for the provision of feedback??</p>
<p>I was lured to park in a spot as a council worker had placed witches hats near westpac chop entire. Fined</p>
<p>I was satisfied with the service I received over the phone but they told me that I would get a phone call between 24 - 48 hours after the call to confirm when the bulk collection would take place and that was two weeks ago. Am planning to call back to find out what is going on.</p>
<p>No not at all. A business operating out of a house without the correct DA</p> <p>completely chokes up our street. Not only was nothing done about it the council gave them a grant to expand. Even the house itself is split into 3 different units which are not on the DA.They built a shed on the fence line and turned that into a unit. Council have been notified numerous times and choose to ignore the problem because it seems to be their pet project or perhaps it's plain and simple corruption.</p>
<p>Damaged green waste bin was replaced but old bin is still on street waiting for removal.</p> <p>Contacted by council last week and bin was to be removed on 18/10/2016</p> <p>XXXX</p>
<p>I made a complaint about a blocked stormwater drain outside my house at XXXX Carrington and was assured that someone would look into and contact me about it in the next 2 weeks. That was a couple of months ago and I've heard nothing and it is still blocked and now poses a health risk due to mosquitos breeding in the water that is trapped there!</p>
<p>Lack of organisation</p> <p>Too many layers within NCC</p> <p>Lack of commitment</p> <p>Too hard to get an answer</p>
<p>Maryland drive whole road needs ripping up and re.done.contractors do small section .rough .i could do better myself.needs to be done by whoever did section at maryland lights at minmi roads.best road .very smooth in whole newcastle.well done to these people. They should train contrators</p>
<p>one officer was barely civil when i met him - zero people skills.</p> <p>one officer was extremely helpful and understanding.</p> <p>one officer was so overworked that he was barely keeping his head above water and could only deal with my matter after phone calls urging him to do so.</p> <p>lessons - 1. old tradies don't necessarily make satisfactory council officers.</p> <p>2. it's alright to be lean and mean, but sections with complex jobs need proper staffing.</p>
<p>I wrote a month ago seeking information on the proposed development in Victory Parade Wallsend via letter to XXXX. I have heard nothing since</p>

The maintenance is yet to be completed and it's nearly been 3 months
No update on my request or notification it was complete
Nothing has happened after over 3 years trying to get a path fixed. Thought had got somewhere when the Voice people put me in contact with XXXX, and was told by him head of the Department involved it was complicated but he would get back to me after he visited the site with the councils head arborist. I received an indecipherable list of a few tree numbers in my mailbox hand delivered.???? The problem is an increasingly dangerous and lifted path. Still waiting and waiting and waiting for at least a phone call.
I have had no response to a request to clean roadside gutters in bull st cold hill
Its 2016 and they cant email out the Rates Notices.  Also was rejected for a parking permit as the space in front of my home is restricted to one hour, I have a double garage and am keeping two cars off the street and if we park the third car in the driveway we block access to the two cars in the garage.
Person at office (Ranger) speaking over me and not prepared to listen to the full details and no follow-up as to action taken
Seems to be a break down between departments.
Council staff are generally quite obstructive, unwilling to help and anti cooperation
I had an issue with council pick ups and requested to speak to the responsible manager and was directed to his PA who said they would pass on my request. I received an email some two week later stating the Councils policy, which had been previously discussed. I then rang back to discuss this with the author and was again directed to his PA. After some time she finally stated that the issue was one voted by the council and that I would have to direct my enquiries to them. I asked and was given the three councillors email addresses and sent off a detailed message. To date, some months later, I am yet to receive an acknowledgement.
Lodged an objection to a DA and no consultation was made by council officer. When contacting officer he answered the phone 'yeah' dismissed my questions and kept calling me mate. He also lied about inspecting the property. Most recently I contacted council 3 times about the same DA and no one returned my calls. Eventually after threatening to take things further someone did respond and came to address our concerns. They agreed to discuss things with the owner and said they would get back to me - which they are yet to do. It has been unprofessional, untimely, unjust and you deserve to be amalgamated and be held accountable to someone because it is run poorly and is a waste of our money.
10-15minutes on hold just to get thru to internal section to make enquiries regarding problems with my pay.
Council officers were obstructive in trying to resolve the issue.
Given false information
I have lodged e-forms on several occasions which have included an option for follow up contact to be made - never once has the requested action happened or contact been made
Counter staff didn't know what to do

Attempted to dump waste at Summer Hill from a property owned, but not occupied, by my husband who was not with me at the time, very early this year, using voucher. I was unable to leave the waste as the rules had changed. When speaking with the woman in the office, I was told that she didn't believe that I was not aware of the changes to the rules.

Regarding neighbour's property - I have been communicating with up to 3 council employees over a period of more than 4 years. I have found each to make commitments to pursuing the matter and communicating progress to me. These commitments have been continually and continuously ignored. Despite an order from the Land & Environment Court, the onus has always been on me to ensure any progress is made. The matter is almost finally at an end, largely due to the death of the owner. Council's attention to this matter has been nothing short of appalling and the council officers promises have been disingenuous to say the least.

They have been evasive and have not disseminated information to other external departments when they should have. They have been dismissive of my issue and complaint. Useless

Did not believe I received the right answers and little or no flexibility was evidenced

We were brushed aside for our request for a double carport as there was no presidency in our area . Our street is so narrow two cars can't pass and we just wanted our cars off the street

The Planning section eg XXXX was great.

The City works area was deplorable

The situation in Tyrrell St which was allowed to go on for over 2 years with fencing and parking spaces intruding into residents legitimate parking spaces.

The response did not show any interest in making a change

Drainage pipes running past my & my neighbours properties, Monash Rd New Lambton. Over 20 emails from me on the matter, over the last ten months, with many changes of position holders, only automated replies to my last FOUR enquiries, not good enough.

I emailed the council about a dangerous parking/driving situation in our street. No one responded or acknowledged they received the email. A few months later I emailed them again about the same issue. Again no response. However a few months later we received a letter warning of the parking issues and requesting people not to park on this blind corner. If this was not successful they would draw the yellow line on the curb.

It would have been good to have my email acknowledged so I knew they were working on it.

Complained about tree roots entering my property, told that the matter would be attended to, however nothing has been done.

Council officers were not willing to provide information

Two phone calls were placed to council and messages left as per the notification of development to request more detail about the proposed development by our neighbour. Neither phone call was returned and we were forced to submit our objection without seeing the detailed plans. If we had seen the plans or been able to speak with someone we may have been able to avoid objecting. I am pretty disgusted that council cannot even return phone calls.

<p>After repeated requests council has failed in ensuring persons parking on The Hill comply with RMS regulations.</p> <p>More specifically we have none residents using visitor permits to park in restricted zones for extended periods,</p> <p>permanent residents using visitor permits, city workers paying for all day parking and parking all day in a 2 hr zone.</p> <p>Coupled with this is council parking inspectors do not mark tires on vehicles in 2hr zones when they do visit infrequently and fail to return later in the day to check illegally parked vehicle.</p> <p>Local residents and trades people have been parking in all zones failing to purchase a parking ticket.</p>
<p>Member of staff seemed to have limited knowledge of the planning legislation which is why we booked an appointment with the council</p>
<p>The issues has not been rectified. I followed up three months later and was told the appropriate person would contact me. This still has not occurred</p>
<p>Bad response from waste collection dept over replacement of large bin ( apartment size large 400ltr?) Bin broken by garbage collectors. No response to phone messages or emails to waste collection co ordinator. Finally got a reply about one week after calling. The remaining three bins that we had were overfull during this time.</p> <p>Frustrating to get no response for such a long time even if it was to give us an excuse for the delay in replacement.</p>
<p>In this country with massive wind storms including Newcastle we cannot get any satisfaction from council to remove or seriously prune the tree in front of our house at XXXX.</p> <p>Last year a tree on next doors footpath fell onto our house .It and another identical tree alongside were removed weeks later.</p> <p>All our neighbours say they fear for our safety every time there's a storm</p>
<p>i spoke with XXXX to try to make appointment with the lord mayor,she was going to phone me back but didnt and i phoned her,she was rude and only emailed a document she said she wouldemail and post to me she tried to tell me how busy the lord mayor was,the stormwater problem has not been addressed properly</p>
<p>A pass the buck type thing</p>
<p>i phoned council to get the dog fro, my front yard and the very nice lady told me because it had collar i had to look at the tag and phone the owners to come get it.i am scared of dogs so it was no help .i had to wait for the dog to go so i could go outside</p>
<p>Our street storm water drain was blocked, after some rain flooding the street, it was an emergency. We where given a reference number and told it could take up to 10 days to fix, 10 days passed..nobody came. It rained again and flooded, We again rang and they told us that department was not working on that day (A monday) So i rang a private contractor drain cleaner, he said it was a council issue and he had a number, he rangthe council for us...this number the public don't have..told them damage might occur after that the council turned up in 20 minutes... what the hell??</p>
<p>Information provided didn't appear to be correct weren't open to discussion / negotiation.</p>

<p>Council says one thing then does nothing.</p> <p>Councillors are totally dysfunctional especially liberal members. Some independents are a waste of rate payers time.</p>
<p>Twice I have requested the drains on both sides of the street to be unblocked as the street floods after any half decent shower. They replaced the perfectly functional grates &amp; lintels at considerable cost but that wasn't the problem. The underground pipes leading to two very close by storm water drains need to be cleaned out.</p> <p>Last week the council painted lines on our street for the first time ever. I suspect they're to guide traffic when the road is under water which is not the ideal solution to the problem.</p>
<p>When I was taking waste to Summer Hill early this year, I was not able to with the voucher I had, because I am an owner not a resident. This rule appears to have changed and I was not informed of it when I spoke to Council employee on the phone. The woman in the office at Summer Hill said she did not believe me.</p> <p>I have had communications with three council officers over more than four years regarding the state of my neighbour's yard. The Land and Environment Court made an order which was not followed. I have found throughout this whole period of time, in spite of assurances by these council officers that they would keep me updated, as well as continue to monitor the yard, neither of these things has happened. The onus has always been on me to contact and both get updates AND ensure that the action did not lapse. It has been an extremely exhausting process over a very long period of time.</p>
<p>Tree was scheduled to be pruned and nothing has been done</p>
<p>Delay in responding - lack of understanding of my questions.</p>
<p>We have a complaint with a huge gum tree on the street outside our home. We have complained about this tree for nearly 15 -20 years. I have a complaint that the council is removing trees from the area without replanting.</p>
<p>A builder who lives in the flats down the road is able to park on a loading zone continuously (for several days) with impunity. Never gets booked, even though he parks half meter off the kerb, and opposite the light pole, making it difficult for vehicles to pass. Complaints go nowhere.</p>
<p>There has been no action taken by council on one issue I raised with them and no response as to why no action has been taken</p>
<p>I did not receive a response from the council and I followed it up with a phone call and email. It took 44 days for a response from the council. I contacted the CEO who responded with an email stating that the council does not have a policy about the response time for emails. I cannot believe that a major organisation justifies itself by not responding to ratepayer concerns.</p> <p>I spoke to the deputy principal of Newcastle Grammar about problems with Corlette Street next to the school. This has major issues with parents dropping off and picking up students in the morning and afternoon. The deputy principal informed me that they had contacted the council and that the council had not responded. There appears to be a systemic problem within the council.</p> <p>I also contacted the mayor in February but have not had a response as of the 31.10.16</p>
<p>There was no resolution to my problem from council</p>
<p>Dragged out insurance process that had a decision based on information even other council employees disputed. How about model litigant policy? And having to pay for a copy of rated Notice being emailed is ridiculous</p>
<p>Compliant basically ignored. Feedback ignored.</p>
<p>Desk officer and duty officer would not help based on their own opinions</p>
<p>rude officer. Unhelpful. Poor resolution.</p>

Because I was not given any advice
Did not receive correct information, no effort was made to collect correct info, complained to manager of legal officer and was given excuses as to why it wasn't done.
In respect to a DA. A reply gave a contact name and contact number 4 calls made no answer message left calls not returned.
NCC requested feed back regarding parking restrictions in Fern Street, Islington. By implementing parking restrictions in Fern Street and some surrounding streets the parking problems have been transferred to neighbouring streets. NCC appears to have ignored or rejected local residents knowledge and experience.
When I rang & spoke to council I ended up being belittled & ignored .
I have also rung over a month ago about inadequate pool fencing around pool being built no response also our road in front of our house not resurfaced properly & stones coming loose no response

Which is your preferred method of contacting Council? OTHER
In person for library, art gallery and website for information
Depends on the issue
Depends on the situation
Anything that gets a response
Email or in person depending on the topic.
Not too
No Preference
Any way at all so as to get an acknowledgement
Any method in which one would receive a response, semi intelligent answer, or not have to wait 45 mins to leave a message that never gets returned with a useful response.
SnapSendSolve App
No longer resident of NCC
whatever i feel the neccessity to go in or ring
None. Nothing has worked
old way when we could dial payroll office direct, much more efficient
depends on circumstances
My efforts to date have been a waste of time
it depends on why I am contacting them!
depends on issue - like different methods
Social media
Depends on the problem
they could come out and see the problem
I haven't had a good dealing with council. I prefer no contact
In-person and telephone
in-person, telephone, snap send solve

You indicated you have had in-person contact with Council in the last 12 months. Which location(s) did you visit?
Library
Lord Mayors office
compliance office
Museum
newcastle now
Library
Printing services
in situ
Print shop
on site
Library
Libraries
pound
on site parkland
had a visit from a NCC officer
Sporting grounds
on site
Blackbutt Reserve
At my property
Library services
Home
on site inspection and discussions
King St carpark, Depot, Beaumont St Clocktower
libraries
RSPCA
my home
In person on street

*\*highlighted cells above indicate that locations are not Council.*

How could Council improve its in-person customer service?
Face to face contact is usually excellent. New Lambton Library occasionally has a staff member XXXX who is the rudest thing on two legs I have ever had the misfortune to deal with.
You phone service is long winded and inefficient. Direct contact numbers listed on website would be helpful.
When an agreement is made then follow-up, keep the customers informed and do what was agreed upon.
The lack of follow-up and keeping the customer informed is a point of annoyance to all.
Don't agree to do something you have no intention of doing.

Give names and phone numbers. I have to give mine and say if I'm a ratepayer.
Say /tell caller who exactly is in control of the particular section I am after ... after all I pay their salary and should have access to MY employee.
When checking details of an approved DA as per notification in paper for more information , the files are not READLY AVAILABLE THEY HAVE TO GET THEM
I am not prepared to write it on this survey. I would be more then happy to discuss the matter with a Director or the GM.
More staff to reduce wiring time
Council could provide a lot more information via its website, to save customers having to come in to the King St Admin centre. The new website is very poor - in some respects, it's worse than the one it replaced, which is saying a lot, because that one was terrible.
Officers should do what they say they will do
Have another person assisting at the front counter
Knowledge
Customer service desks to lay out plans and review documents, had to sit and share a small table with another client and balance same on my knees - very poor facilities. A certain member of staff never bothered responding to an email and on one occasion never bothered returning a phone call - a previous phone call though was responded to.
more informed staff
It is a culture from the top
The attitude is the public is a nuisance
The attitude is if your not a big developer, your development can wait in the corner and don't ask questions...we are not here to answer your stupid questions.
Just saying, 'Sorry, we don't know/can't help you', or shunting me on to a NSW Government website (that's absolutely huuuuge)is not customer service in my view.
Having to ask for information numerous times from other staff did not inspire confidence and tested my patience.
improve education of the officers giving the information
Cut out the processes that force staff to provide only limited advice.
More staff employed who can answer direct questions - Less waiting time to speak to someone who has knowledge of events with relation to DAs
For staff to just consider that they were the customer and act accordingly.
Deal with this issue and fix the problem
Training: Train staff in duties better. Train them not to treat rate payers with contempt or indifference.

Too many DA's per staff. There needs to be a better timeframe to process DA applications - particularly for single residences or alts and adds

hire more staff in Development

I had informed Council that the street scape tree, a jacaranda, in front of my recently purchased home at XXXX, Jesmond, had possibly been poisoned by the previous owner. A Council horticulturalist inspected the tree and agreed and said he would have it replaced, however the person who does the replacement is on leave for a few weeks. This was over 3 months ago and the replacement hasn't taken place, so obviously there has been a communication breakdown. This survey has provided a good opportunity for me to follow up. I must say that generally my dealings with Council staff has been excellent, especially at the head office.

Give customer service priority over general office conversations particularly when you have several customers waiting.

Listen to the customer, Staff better trained. Not take all day to give information while serving others

The staff available was quite limiting. Only 2 people dealing with enquiries when I approached the king street office administration office and only one was able to serve. The person directly waiting in front of me had to wait for an alternate person to come and assist, and the other staff member was dealing with paperwork and didn't attempt to serve anyone. When it was my turn I also then had to wait to be served by someone else. All in all my time waiting was almost an hour. At the time, I was also unable to sit on the few available chairs as they were too low as I had had a hip replacement recently and had to sit on higher chairs that were available. Maybe different seating could be looked at if customers need to wait.

They should know more about the council system.

All officers should be on the same page and know what the rules, regulations, requirements are for various processes and procedures

We had made an appointment but when we arrived the officer was not available (not at work that day). After waiting for sometime, another officer was able to meet with us and address our issues. Whilst the information we received was of a high standard, the overall service would have been much better if our appointment time had been honoured.

we hate being treated like animals and left to wait, just so a number can be called when they are not busy, no we could have been seen as soon as one walked in,

Regarding follow up , an officer assigned to come to look at retaining wall next to our house .

Address XXXX.

This officer contacted me for appoint , one day before that appointment , she cancelled .

Organized another appointment,again , on the morning of same appointment day , she phoned me and cancelled again . This time because she was sick .

Again she organized another appointment . This time she did not turn to the appointment.

I contacted her office and was told that she is away in conference and is not attending her appointment. That day I travelled from Sydney just for this appointment.

Few days after , she contacted me and told me that she will go and look at the property without me being there . I wanted to be there to discuss my concern and assure me of the outcome.

She said that she will email me photos and informations but she never did .

Streamline layers

The many depts within NCC appear to have no connection

1. improve staffing levels.

what is the point of a good person doing an impossible job.2. clear out the jaded old tradies.

Officers need to take on board concerns raised rather than having a beaucroatic approach that council is always right.

To follow up on comments and complaints.

Better knowledge

They need to take individual requests as they need to be all cases are different

I hadn't visited council building for some time prior to my last visit and everything was rearranged. I was confused when I approached the well marked reception desk but no one was behind the desk so I waited for some time nobody approached me I just stood there until i noticed to my left a self serve area to obtain a number for attention. I found this area to be not immediately visible andthe lack of signage to direct me to this area is needed. I was not the only person to have this problem, a man following a short time after was looking confused until I pointed out what was required.

Do what they promise to do.

Change attitude

Follow up request with action. Why is it that council can't implement it own regulations?

Work more closely with the department of planning and ensure council staff understand broader planning laws. Council should be advocating on behalf of residents in a broad sense if planning legislation is contrary to Councils own plans and policies eg complying development. For example, when presented with plans for a complying development that had large impact on neighbours council stated "the plans would be unlikely to get a DA". This seems contrary to the rationale for complying development i.e. development that would almost certainly get a DA is processed through this route. Therefore, council should not only be able to inform residents of planning legislation, but

also use examples presented to them to influence department of planning.
Council personnel should wear a name badge
When issuing a parking permit, make sure you provide information that the permit only applies to one precinct, and describe the exact precinct that the permit relates to. The information coming with the permit is obscure and understated, and forces the customer to do a Google search to identify what streets are currently in or out of the precinct covered by the permit.
Have more staff available
Listening to the customer is always a good start. Prior to the visit I had a phone call with a council officer with who I had been dealing for more than 4 years. It was an idiotic conversation regarding a time for him to come to my property. I also was not comfortable having him here. It was necessary to have council agree to terms of the purpose of the visit, due to results of previous visits by this person. I was relieved when another officer came with him.
Put themselves in the person who is complaining position. Stop using the budget restraint as the deciding factor. We are the rate payers the council should work to make us happy.
The specific enquiry was regarding recycle bins that hadn't been picked up. The officer I spoke to explained that the service was provided by a contractor and not council staff, so I would have to ring them direct. I explained that the contractor worked for the council so surely she could make the call. It was only a small issue but one that frustrated me.
Establish an email policy with response times and following this up with key performance indicators. If you send an email just an automated response giving you information about the timeframe would be a quality service. Most of the emails which I have sent to the council do not have any automated response not to mention that I waited 44 days for a response.
Get rid of parking police
Ask the people that know the law before they pass their own opinions on to customers
I think overall the customer service is good, XXXX at the front counter is fantastic with a clear, friendly communicative style. For our DA it was okay with probably the system being more of a hassle than the council staff. By that I mean, it was really confusing and verbose. A couple of times I could have saved lots of Council and my time if I had had clearer information (either on line or in person). A flow chart for different processes would have been great, e.g. Secondary Dwelling DA, have you done this, then go to step 2 or whatever. Again the staff were great but they were dealing with someone (me) who didn't have a clue and even though they pointed me to the correct path, I found the path pretty confusing.
Amalgamate so you are accountable to someone!
Your offices could listen when you ask a question (like I asked a question about the work they want to do at the business part of Young St. 1. Taking away 2 parking spaces at the post office (to be replaced by trees) Shifting the bus stop at XXXX and young st. I asked where the bus stop would go. I wasn't given an answer. It goes further the next block you will take away 3 car spaces. the bus stop has been there even when the trams run. In Beaumont St Hamilton you have people dining near a bus stop. Think of the elderly and much further they would have to walk.
Two areas-
1: We are not the enemy, wimpy concerned ratepayers taking time to alert council of important matters.
2: Poor follow up and when a contact is made, generally the result is half done or incorrectly done eg. install missing road-signs at both ends (north and south) of lott st carrington as per request. Only nothe end done - south end message didnt eventuate as per my contact message.

<b>How could Council improve its telephone customer service?</b>
As stated, the telephone service needs work. It's long winded and slow. Perhaps listing some direct numbers on the website would help.
Don't promise what you have no intention of delivering. Keep the customer informed of progress or lack of it. Don't leave it up to the customer to do all the chasing.
See answer above to your similar request
provide direct numbers for specific services
Same response as previous question
I rang to advise that the branches overhanging the bus stop in Howe St, Lambton (near the pool) were being hit by passing trucks, buses, etc. I asked if the trees could be pruned back, as I retrieved branches from the road every week (& Council staff watched me). The lady was lovely & said she'd put the report through. However it was months before the trees were cut back ... despite Council staff working in that exact location for months installing traffic lights. I would have thought that large branches on that busy road would have been a high risk, & the bus drivers certainly didn't like scraping the buses along the low hanging branches. In hindsight I guess the Council officer probably should have told me that it might take months to be followed up - then I would have contacted Council again to alert them to the fact that they had a dozen or more staff at that location daily & perhaps they could attend to it sooner.
Maybe direct line to specific services
Do not ask me to contact a second or third party. That the person at the initial point of call take responsibility for call.
By having more staff who can carry out council work. The telephone customer service people just take the calls and can give you information but solve the backlog of work.
have something to indicate length of expected wait before being attended
When I call to get information about a Development Application that is on exhibition I expect someone will be available to help. When an officer is available I expect they actually have knowledge of the proposal not "I haven't actually looked at it yet".
Go back to a process that was in place before when it was considered that customers (the local citizens) were more important than a process that seems to prevent the efficient service delivery to the citizens as is the purpose of the council.
shorter wait times on the phone tree and BETTER MUSIC while on hold - how about some light classical?
respect for customers
Have KPIs for relevant person to respond in a certain time eg. 48hrs. Some basic customer service training just on being polite and professional.
Make sure the people answering the call can help - not just pass on messages or give stock answers.
By ensuring that services on the ground are maintained, thus reducing the need to contact council customer service.
The officer concerned when I called back claimed to have been on holidays and the in progress work was left unattended for at least 4 weeks. Ensure there is a plan in place to ensure the in progress work of an on leave employee is taken up by a replacement.
Maybe consider having each section having its own number and receptionist. For example Traffic issues, Compliance issues

Provide feedback on resolution
Do away with the computerized telephone system and use more humans
<p>Firstly, better 'customer service' and 'knowledge' training of all phone-service staff. This alone could address many of the problems. Secondly, phone-service staff need to know Council's own organisation. Why should a ratepayer not expect such a staff member to know who (and especially what section) does what?</p>
<p>Every council officer should be told that they have to return phone call messages from customers as soon as is possible but within a 24-hour period of time.</p>
<p>they need to know more about the workings of council and council's contractors.</p>
<p>they need to ensure follow up.</p>
<p>Knowledge</p>
<p>Fewer transfers by having direct numbers easy to locate.</p>
<p>Performance measures for service quality standard</p>
<p>Staff quality conversation training</p>
<p>Ensure that information given is accurate. After the information had been relied on, it all changed!</p>
<p>The phone could be answered more quickly (possibly not enough staff) and perhaps Staff involved at a junior level could have note background knowledge?</p>
<p>Don't really know what the problem is, perhaps too much work load, couldn't be bothered, laziness, forgot etc., etc.?????</p>
<p>Provide an opportunity to be called back when a matter has been given a number and has been addressed/resolved and to inform person who contacted Council of outcome of their call.</p>
<p>Rather than put queries through to staff who do not have adequate knowledge and relevant information select identified customer service staff from each department. This might reduce frustration levels to council, councillors and the ratepayers</p>
<p>more informed staff</p>
<p>On the two occasions I contacted Council, the responses I received on my first 2 calls were from reception who did not have the knowledge to fully answer my queries. On one I was subsequently called back by a council officer. The second, after my second call, the receptionist followed up and was able to give me the information I required.</p>
<p>I have also received different information from different receptionists on the same matter.</p>
<p>Perhaps, rather than attempting to answer all queries, details could be taken. Then, if a council officer is unable to, a receptionist can pass on the correct information.</p>
<p>Give out direct numbers so one is not lost on the merry go round. Direct people to staff who know the answer and want to be helpful. Sack the rest</p>

Same day response from the duty officer when the call is lodged by early afternoon.
Please ensure there are no wait times
get to the right person first time.
Trading and review of staff competency
Have the call centre put resident rate payers through to people who have some knowledge about the matter.
Council should have more than 1 person in a department with good knowledge of issues instead of not being able to assist if a specific person is absent on that day.
Track calls via a ticket/issue number to ensure that the issue is resolved
All of your staff other than this one member have always been great. This woman made me feel as though I was greatly inconveniencing her (I returned her phone call 10mins after she left a message), because her other colleagues had already finished. She tried to state things that hadn't happened as fact, spoke over the top of me and couldn't have cared less what the situation actually was.
The people screening the calls do not have enough knowledge.Go back to being put through to the department that deals with the issue
Give expected timeframes of repairs
Telephone service contact was good and I was told my job would be put on a list. No further contact has been made with me.
Have more than 1 person responsible for a department
Allowing people access to the right person to answer their question will save back and forth phone calls. The duty planner, for example is inaccessible - we currently provide information to a person who does not necessarily have the expertise to correctly take notes about the information needed. Phone call 1. A follow up phone call 24-48 hrs later usually resolves the issue. Phone call 2. However, similarly to many people I'm sure, we're not always in the office in which case we have a message to call the duty planner (the message does not provide the address of the property we're enquiring about and since we run hundreds of projects per year, this is difficult to identify) Phone call 3 is a second phone call to an operator who takes a message. Phone call 4 is the duty planner again attempting to contact us in return. Usually the second attempt finalises the issue however this takes 4 phone calls, and more often than not this is in order to ask a very simple question regarding the DCP or LEP etc. And so a 5 minute phone call for both Council and us can very quickly turn into 20 minutes of back and forth, multiply this by the number of phone calls Council undoubtedly receives and it is obvious why Council cannot provide the service expected of it.
When leaving messages for specific people it would be good to have a specified timeframe in which they will get back to you. Often have to ring and only get message several times without a response.
Employ people who will react to people's complaints
They could ensure messages are passed onto the appropriate department/people and the case remains open until it is resolved.

Hire staff who can actually do their job, or who understand what their role is, -'d how to actually provide a service and not expect the end user to come to the table with everything in a neat little package for them when I don't even understand that processes for these concerns and so rang to find out what they were.
It's embarrassing for Newcastle to have such low standards, and lacklustre staff.
Try returning calls for a start
My problem was not with the lady that answered the phone, she was quite lovely and helpful it is the fact that the complaint was passed on to the appropriate department and it has not been followed up - It should not be a consumers responsibility to follow up on a complaint they should be contacted and the issue resolved appropriately. Implement a complaint follow up schedule and resolution response time frame.
Employ a receptionist and get rid of the automated service
Ring back on the same day customer rings .
Get rid of it and it would improve
Have more lines so that customers do not have excessive waits.
follow up procedures required
On previous occasions I have phoned and been redirected automatically, repeatedly, from the relevant department, obviously because no one was there. Sometimes the switchboard itself puts me on hold automatically, repeatedly. E.g. I rang on a Wednesday afternoon in July at 4pm and gave up after half an hour.
It is no use your first point of contact being courteous and helpful when no one is at work in the department. The call does not return to the switchboard when not answered by the extension requested. You should know when your employees have gone home early or else police them going home when they should still be at work. This doesn't just happen on Friday afternoons.
Follow up with the jobs and get back to the customer it's unacceptable to leave it and not get back to someone
Rang with issue of tree branch problem ,Even though the rules are governed by council ,no one could give me a simple answer to my problem.
keep people on the phone that can talk and understand English
The telephone service was fine but the follow up was non existent so the follow up should act more quickly so that our resources are not wasted
Actually train staff to pass service requests on to the sections required.
If contacted try to see what you are being contacted about and then follow up
I rang about the trees outside the fence pushing the fence over is this council property or not, try to get back to me thanks XXXX
Call me back and let me know what is going on.

<p>Telephone staff are not the problem it's the ppl in charge of sections not doing a good job.</p> <p>Had tree removed outside fence line (damaged-growth)</p> <p>Removed and left a mess which I am still trying to clean up.</p> <p>And fact that palm trees are a weed and yet not aloud to cut/remove it.</p> <p>Issues for disabled daughter Nd the pool next door is not legal.</p> <p>No one in council gives a crap...</p>
<p>Call centre people are great - the waste management people leave a lot to be desired</p>
<p>Change staff</p>
<p>More training</p>
<p>If the person isn't available, then someone else should be deputised to take the call rather than the call go to voice mail as the voice mail message isn't always responded to thus necessitating follow up calls.</p>
<p>Have somebody check the query and reply</p>
<p>Return calls</p>
<p>Be more helpful, Better trained staff, Give correct info and follow up</p>
<p>You need staff that will talk and assist ratepayers and follow up on complaints and requests</p>
<p>Have a person answering the phone who know where to direct inquiries. Many times with automated answering services you have to guess which is the right area for your particular inquiry.</p>
<p>Do not put a phone number as the contact point when, in fact, an email is what is required.</p>
<p>Followup after the call to ensure the service has been provided. We gave up due to difficulty in getting a third party to complete the service provided.</p>
<p>Knowledge is a friend</p>
<p>Give job number for the call to improve accountability.</p>
<p>Take action at the time of the phone conversation, don't refer /pass on to email, e-forms etc. perhaps council's staff need to be given more power to complete tasks?</p>
<p>Fix complaints the first time, so the public dont have to call 50 times.</p>
<p>Make return phone calls within time lines as advised by officers</p>
<p>Here's a suggestion, why not put people in the departments who actually know what they are talking about. Perhaps they could even give useful information and responses.</p>
<p>Give a rate payer what they pay for, ie curbside collection</p>

When Council request numbers, e.g., XXXX, a description of the request, e.g., Missing Road Signs at both ends of Lott Street, CARRINGTON, be included in the return email confirmation, as several calls later for other requests for services, maintenance, etc, one has trouble recalling service requested to number only provided.

Lastly, don't treat us as The Enemy when we call to report a damage, non functioning assets, etc. instead, value us as concerned, genuine callers, interested only in informing The Council of very urgent/dangerous situations that require repairs. Get to all calls for service/repairs in a proper and timely fashion.

I was offered a call back re regarding re zoning of residential parking, but that's not happened

By implementing a policy that all staff have to adhere to. A policy that includes returning phone calls within a set time frame and providing feedback about the issue within a set time frame.

Civility

Assessing Officers need to more accessible to applicants

My issue was in regards to the voucher to use at the Summerhill Waste Centre to dispose of general waste. I requested the voucher over the phone and the representative on the phone was very professional and knew exactly what I required.

Three days later I received the letter in the mail with the voucher inside, and the voucher had expired by one day by the time I received it (where it should have lasted a month). This was obviously a typo or bug in the system. Also, the letter was addressed to Jeess where my name is Jesse but again, just an honest typo.

Unfortunately, due to the expiry date on the letter, it would have been null and void the day that it arrived. Instead I had to dispose of the rubbish at my own expense as it could not stay where it was for any longer.

Overall, customer service was perfect but a silly error made the whole process a waste of time. Room for improvement hopefully.

Allow the person answering the phone ( at the council ) to put you through to the person you wish to speak to rather than fob you off.

I would like a reply instead of me telephoning a second time I may still have to follow up on my complaint yet as the chooks still have not been moved yet and I was not informed on the amount of time for the complaint to be rectified

Provide feedback to the caller regarding the action & timeframe in which action will be taken to resolve the issue.

At the first phone contact point I was asked my business and then had to repeat the reason why I was calling again at the second point, total waste of time, if the first contact doesn't understand what your talking about your lost.

In the last 12 months I have contacted the rates department, the service was exceptional, great staff. Accolades to their amazing service.

The traffic division needs to listen to customer concerns re changes to road traffic changes to the Nobbys area without the "oh well" attitude. The person dealing with council tree complaints got the job done and within a reasonable time but a friendlier attitude would be a distinct advantage.

The receptionists need more funded training in the Council Regulations for garbage pick-ups (kerbside pick-ups) especially in Newcastle CBD as this is going to be an important issue in the future development and reinvention of Newcastle.
Need to be more prompt
Additional training to the staff who take the initial enquiry and maybe offering a receipt number for their call if they leave a message for someone to call back so that all info is logged
same as for in-person contact.
Do the job you are payed to do or leave - stop wasting my rates
offer the option for ratepayers to receive rates notices electronically.
Polite people without being officious and be prepared to LISTEN!
The phone call I made was to request a bulk waste collection. There is an answering machine and had to wait a day or two to get a return call. A quicker response could have been better.
Listen to what the rate payer is saying.
Improved cooperation and professionalism of staff
If the council employee can't resolve the problem, pass it onto the representative who can. ensure this person responds within 24 hours by phone.
Pass on the messages! Follow up, receipt numbers
for ncc employees bring back direct access to payroll so we are not stuck on hold for an endless amount of time trying to get our pays corrected. Somethings just cannot be explained in an email.
Listen to what we are saying take on board the concerns and follow through.
I have regularly had to contact council in regards to non collection of bins. Perhaps a follow up call to see if the issue is resolved could avert yet another phone call.
Similarly we have phoned in relation to dumping of domestic goods which always seems to take multiple phone calls to get actioned.
Answer calls
Honesty would be a good start. Doing what is committed to would be a good follow up.
Try a little empathy
Make sure that your staff have appropriate knowledge
Provide an enquiry number in the original email reply
more education or referal to others who can answer the question
Return phone calls in response to messages left by ratepayers. That would be a really good start.
Senior management in an area need to be contactable and if not available to follow up by calling rate payers back within 48hrs.
Messages get nowhere and call ref. numbers mean nothing.
i had no problem or complaints ,sometimes its how you ask for assistance/information & how suscinct you are.
Follow up when messages are left. Provide a time frame for a follow up. Text or email reference numbers for enquiry to caller.
Not sure as had no trouble
Very helpful on this issue

<p>Please respond with an answer if the caller leaves a message, even if your answer does not solve the problem at least the caller knows that his message has been received. It is very irritating to have to make multiple calls and wait days to get any response.</p>
<p>i have only had the one experience of the staff member being rude (XXXX) the other are present / professional so if all staff no matter who they are pay for could be as nice and professional as all the other staff that would be great</p>
<p>respect goes a long way</p>
<p>Listen to what the rate payer is saying. Maybe listen to what the issue is</p>
<p>Call centre can be difficult to get through - phone has rung out on several occasions and many people have told me the same thing.</p> <p>Once I am connected, I know who I need to talk to and about what, JUST PLEASE PUT ME THROUGH. I do not need third party interpretations and three way conversations ... then be told "I will check if X will accept your call".</p> <p>Council is not just a customer service org, it is full of professionals who are experts in their fields and are knowledge banks for several other public and community sector areas. Lets recognize this please</p>
<p>respond to the rate payers needs. the dog should have been picked up by council. as a result of the council not doing anything the same large brown spotted male dog regularly roams our street. Cheryl Close Elemorevale</p>
<p>Have people who actually know what they are doing answering the phone and being interested in the customer's issues.</p>
<p>Send a confirmation of the call, and who to contact if further follow up is required</p>
<p>don't take so long to answer the phone.</p>
<p>It isn't the call centres fault, its just the council workers are not doing their job and following up requests..so..the call centre really need to file warnings to non complying departments for bad response times and people need to get warned or even reprimanded for bad performance.</p>
<p>Have more people to answer</p>
<p>Maybe a follow up call to explain why a problem that poses risk to property isn't any sort of priority &amp; to advise where sand bags may be purchased.</p>
<p>All necessary information, particularly any changes to regulations needs to be given over the phone. This would have avoided me being stuck at Summer Hill with a trailer load of waste that I was not able to unload. It would also have avoided being told I was lying by the woman in the office at Summer Hill, which I found most distressing. It then involved a whole new set of paperwork, me returning to the gate, only to find that the paperwork given me by the office was not adequate.</p>
<p>By always having someone available to answer phones at waste services. I usually have to leave a voice mail, and then play phone tag, which I find frustrating. The matter can then go into the next day. Something a simple phone call can fix ends up taking 48 hours.</p>
<p>Follow up on jobs</p>
<p>Be able to speak to the person, or someone in the department. (Flexi days days off holidays etc)</p>
<p>Put them on a performance based contract, reviewed monthly.</p>

<p>The person who takes to calls does not seem to have an immediate indication of who is in the office and who isn't. A means of tracking people via computer activity of similar might make the process simpler for the telephone receptionist.</p>
<p>Answer your emails so I don't need to call you.</p>
<p>Longer telephone hours (main office is fine but many questions get transferred to smaller departments that have restricted opening hours eg garbage works)</p>
<p>Return phone calls to start. One of the council staff told us at the beginning of an insurance claim to just put it through ournoersonsl insurance as it would be quicker than going through council process. GreT customer service that was.</p>
<p>Council has customers and should treat their interactions like its a business. If council was a business it would be in receivership.</p>
<p>I think after all the years the council has been in place you should now know yourself how to improve</p>
<p>Better staff training. I rang because I paid my rates late and then got a late notice showing interest. I wanted to know how much interest was due and how to pay it. The lady who answered my enquirer was very professional and helpful. As there was only a few dollars owing and I wanted to pay it online I was told I could pay it the same way I had paid my rates.</p>
<p>Unfortunately Council has in place a \$5 minimum for these sorts of payments so I ended up having to pay too much - obviously the staff member was unaware of this minimum.</p>
<p>Telephone training, recruit staff with some manners and some empathy!</p>
<p>Be more informed and up to date with the information</p>
<p>No recommendation - very satisfied with service</p>
<p>No major suggestions. Happy with level of service.</p>
<p>I fstaff cen't answer the question; find out the informaion and call you.</p>
<p>whilst the operator was very nice i feel my question was not answered fully</p>
<p>The last 2 calls were in respect to garbage bins in our street being not emptied on 2 occasions adter each call the bins were emptied the next day. The phone contact ws good but the garbage collection was chaos. With several trucks crossing my intersection but missing one side of the street.</p>
<p>More care could be taken to connect customer to correct department</p>
<p>Keep the caller in the loop- progress ect and have the entire request carried out (see 2E for example). Realise we are vexacious complainants simply ratepayers contacting council with important information and requests.</p>
<p>I strongly favour the telephone enquiry model used by organisations such as AAMI, where a real person answers the phone on initial contact. I do not enjoy the recorded message and cascading menu model</p>
<p>Listen to complaint &amp; act upon it.</p>
<p>We had illegal camper near our home &amp; council lied to me &amp; I asked a question if you can fine cars for parking in area why cant you move a truck &amp; caravan. That question was too hard &amp; I was bullied &amp; berated by council as I would not give in &amp; toe the line.</p>
<p>I told them we were having things stolen from our yard which stopped after he moved on</p>
<p>I was disgusted at my treatment.</p>

<b>How could Council improve its email based customer service?</b>
Don't ignore the emails - answer them. Keep the customer informed.
They could put the health and safety of people first and work through the issues of getting a safe pushbike network. The first thing to solve a problem is to admit you have a problem with the fact that over 95% of people are confused (dangerously) about what the bike pictures mean on the roads
More prompt reply. Follow up in the case of the DA.
Same as previous
* More expeditious response time (my experience is that it is always longer than the commitment in the council's customer service charter)
* Should provide a specific council contact for questions/follow up if necessary (as per council's customer service charter, though this isn't followed).
Actual answer the issues raised for a change and to be honest.
I emailed council's general email address about the light rail proposal; no reply was required from council.
Provide an answer or standard reply, to say email received & forwarded to appropriate department
A follow up email would be appreciated. I sent an email and picture regarding a missing paver in the Mall, and while the paver was replaced, I was not aware of it being replaced. I understand this may create extra workload, so in this instance it was not a big deal. However, for more significant issues, follow up may be more appropriate. Thanks.
All emails should go to the addressee and they should answer
Send confirmation that the email has been received by the correct person back to the sender. Email correspondence should be entered into along the way to a decision, not council officers keeping customers guessing how their Development Application is progressing, then to be sent an approval for a Development with changes done by the Council Officer, that is not Architecturally workable destroying the design. So now we have Development Approval for a design that does not function properly. Town planners are not Architects and should not be allowed to make changes to Development Applications then issuing modified Development Approvals without customer consent being obtained first.
Consider the approach from the ratepayer through the eyes of the ratepayer, not from a purely business approach. Council is expected to serve the ratepayer.
Don't be afraid of the truth and find a job your best suited too
Sometimes I find council ignores requests or does not get back to you in a timely manner with a response.
Ensure that if they say they will respond with info when it is available, that they do so and do so in a timely fashion.
That when formal steps need to be taken by a customer they give that advice not omit it.
( this does not apply to the last email sent that was info to Councillors)
There's an old saying, "a fish smells from the head first" have a "covert" look there to commence with.

I found it very difficult to know who or what section of the Council to contact. The answer I got was not easy to understand. The language used was impersonal, full of jargon and felt like a process. There was clearly no interest in my issue. I got a response because that's the process...
Reply to emails
I did not receive a return email on one matter I contacted the council about, the pool. An acknowledgement email would have sufficed.
The second matter, to waste disposal, was answered very satisfactorily.
If you are swamped with e mails which you can not handle it is obviously not a workable system.
Respond to resident rate payer emails. You set up a system to request email inquiries and you don't play by your own system requirements and respond accordingly. We are still waiting for a response.
a response is a good start.
Have more than 1 person responding
Follow up. Responses were generic only.
Respond to people in good time - some members of staff are efficient and do so however many are almost impossible to get in contact with.
Train your staff to be accountable to its customers.
At least acknowledge the emails within a reasonable time (one or two days)
Allow officers to have their own email address so that all mail does not have to be addressed via one address
Do your job and respond to people in a timely manner. Still sitting in the rain with the smashed bus shelter down the road
Have some automatic response for a start would help
follow up procedures required, send email of acknowledgement of email
pick up the phone
just respond would be good
A reply to emails would be a good start
Council officers should be trained to actually respond to emails rather than ignoring them
Have a email based customer service
An acknowledgement of receipt of an email enquiry would be more professional and appreciated , and some sort of written response from Council would also be expected - in our case , the email was not ever responded to either by acknowledgement of receipt or a follow up response to address the issues raised.
No one follows up or returns email.
Pool is unsafe so much for the new law.
put more info on your website and make it easy to find things. ATM it's hopeless.
Analyse the situation. And personally get back to the sender

Get staff that will listen and follow up on recommendations and requests then get back to the ratepayer
Use less template-style responses and actually converse as a human
Staff responding by email could have a little humility and offer an apology when service has not been provided in a timely or efficient manner, and customers have had to follow up on issues.
Complete tasks!
Same as phone
I had no response, other than a generic one stating that my email had been received. Twice. No Answer.
Answer email
I submitted an application for bulk kerbside waste removal three weeks ago and have not received a response other than the acknowledgement of receipt. Provision of an expected timeframe for a response would be an improvement.
Acknowledgement of inquiry or information given via email
Implement a policy for all staff to follow!
return email...Simple
Send confirmation email that your email has been received and is in the process of being auctioned.
A response email stating that an email had been received and would be processed shortly would be appreciated so that I know the email has been received. I believe that this can be set up to generate automatically. Also ensuring responses to emails occur in a timely and appropriate manner eg your request for a green waste bin has been granted and it will be delivered on (approximate date).
Provide updates or email when request is complete. Don't just send automatic blanket acknowledgement email.
Firstly a staff directory should be available in order to direct the email to the correct staff member.  Secondly responses should include a copy of the email sent to council  Thirdly the response should show the show came from council and not a staff members name. Finding a response from council in a large inbox email list is difficult
Work -check your jobdescription
Respond to all email with a service number and an appropriate action plan to be actioned within a set period
Yes listen to what the ratepayer is saying and not just do the normal thing that is applying to everyone CONSIDERATION
Quicker response time.
Improved cooperation and professionalism
The very least, send an acknowledgement at the very least. Report back on what they did and the out come. Outline what and how can give clarity to the issue if not resolve it.
At least respond within the time frame outline on your website. Having to make follow up calls and then not a single dept can address your issues. There is no communication between different council depts.

To respond to email complaints with other than an automated response - and to actually follow up and take action on said problems.
I've had two sub optimal experiences. One an email I got no response to so I don't know if it was ever received. The other from the Lord Mayor following a meeting which was inaccurate in fact and belligerent in tone.
Honest answers would be a good start. I have repeatedly asked that I NOT be sent emails that require a response, late on Friday afternoons. This has been the pattern of replies, and my request has been ignored.
Do their job properly in the first instance and when something had been brought to their attention a swift and professional response is required not sweeping it under the rug and putting their heads in the sand
Make sure that emails are answered
Provide an enquiry number with the original reply
Reply!
Council mail should always be by a Council Letterhead under the name of the General Manager with officers name secondary. The Email should be addressed to the person or incorporated body.
If it is not addressed to a person or company officer it will often go straight to spam.
Please reply to an email. Even if your reply does not solve the problem at least your customer knows that his message has been received.
reply within a week,if the problem cannot be solved quickly tell us when it can be resolved or looked at.dont leave it open.it feels like rate payers are being ignored
Start by answering emails...minimum of replying
Listen to what the person is saying . Be more understanding and do follow ups. I am still waiting
Make your form for missed garbage collection available on your customer request page
If someone makes a complaint..... do something about it
Speedier response. We waited 6 weeks for reply
I have repeatedly asked that when a commitment is made to provide me with monthly updates, that this occur. I have also requested that I not be sent emails that require questions to be asked, be sent late on Friday afternoon or prior to the council officer going on leave. Neither of these requests has been met.
Make sure it is monitored more carefully. Problems arose because my incoming email had been overlooked.
Yes,
have an auto generated email, of the email was receipted.
At least i know the email was accepted.
Guarantee a response - maybe not the final response - within 7 working days.

Reply to them if passing them to another department then we know that something is happening.
Have an email policy with response times and regular audits based on key performance indicators. I still have not had a response from the mayor to an email sent in February. While councillors may not be directly under the control of the council itself, I waited 3 months before I received a response from Michael Osborne
my inquiry related to a fish cleaning station being badly needed at horseshoe beach carpark - over the 3 years of emails re this subject i have corresponded with 3 or 4 different council officers and each of these officers knew less than the previous officer about the subject and delays/progress. there is still no cleaning table.  i would have preferred to correspond with the original officer each time.
Same as previous.
As I could only put one answer for contacting by email - when I contacted direct to person everything excellent, but when I sent email to central email address did not receive response.
If after my email I had an initial response to say that it had been received and an approximate time frame for response with options should that time frame not be achieved. E.g. Have received email, this date, will respond within 7 working days, should 7 days be looming a second email informing of a brief reason why it hasn't been achieved and another time frame given.
Respond within a decent timeframe (at least in line with your policy) and quit using excuses
less time on response of email complaints or enquires I have waited more then a week

<b>How could Council improve its posted mail based customer service?</b>
initial response to confirm receipt was good, but next thing i knew about the matter raised was a the project i still object too is going ahead with undisclosed (to me) response to my concerns.
A response was warranted but not received
all correspondence to at least receive an acknowledgement, if an immediate answer is not possible.  even a simple email or sms
Allocate timeframes of 15 minute intervals in order to schedule in posted in items. A posted in DA should be allocated one of the available lodgement meeting slots in a normal working day. I feel like its a takeaway restaurant dealing with the customers who've come into the building but ignoring those who've gone through the drive through lane - it doesn't make sense.
Have the courtesy to respond and communicate with people.
offer email response as to progress
Train Councillors and staff to actually respond to mail
Have staff follow up in requests and recommendations then go back to the ratepayer
Keep to time lines as advised by council officers

Answer my mail
Actually send the mail! I was told a letter was posted to me approx 8 moths ago - I still haven't recieved it!
reply in a week with what is happening or going to happen.acknowledge you have recived the posted letter
hunter water do this well(the flooded stormwatergot down the sewer and over flowed and hunter water kept us informed that they recived the complaint ,when they would come out and let us know each step along the way to the compietion of the cover over the sewer and so farno more stormwater in the sewer
Follow up with the person on the status of an issue. Provide the facts they are asking for. Explain why the issue went ahead even though apparently not agreed to by the community it surveyed. Explanation of the reasons and the process would be appreciated. Perhaps there is opportunity to reassess issues? That would be a professional courteous approach.
General follow up courtesy is all that's needed.
Respond to mail
Send the correct info first time around and stop making excuses!
I received notification of DA for nine units behind 3 properties opposite my house I replied forthwith stating my objections. Within day before I got a reply I heard a nail gun being used and walked up the laneway to find it blocked off with two slabs already poured and the frame being erected on one slab. I then also find out the lane way that had been public use since about 1940 has be sold to the developer whats the use of objecting when the DA is already approved. And the contact person you are given does not reply to 4 calls and messages.
Maybe just listen to the local residence who actual experience the fallout, inconvenience or outcomes from NCC directives.

<b>What information or services would you like to see on Council's website?</b>
No direct numbers for contact, dated information and needs more diversity in its images. Pretty, blonde white little girls are not a reflection of the demographics of the LGA. Search engine is poor when looking for specific policies, plan or guidelines.
Sometimes I find it a little all over the place, stuff everywhere and sometimes not a logical flow of information.
1) I would like to see the landing page have a section "The TOP TEN reasons people visit this site are to ..."  I am sure there are a thousand reasons why people look up stuff, but perhaps there are 10 most frequent reasons.
2) Perhaps there should be a prominent button labelled "I am a tourist" and I'll bet there are Top Ten things that they ask for. But since they are not residents, then they need to see a non-admin version of NCC.
The council minutes archive is hopeless. The search function doesn't work, and it's almost impossible to locate an item that a user is searching for. This clearly wasn't properly user-tested before letting it loose.

Up to date detailed cycling routes and related info.
Better access to info about development applications
There is too much on the front page.
You have a search engine - it is not prominent enough for the user, and the clutter of mixed information tends to detract from the experience.
A user on any form factor is on your site to get something done quickly.
On small form factors, the front page requires 7 scroll movements to access all content. This should be condensed into topical categories which the user can tap into. On larger form factors, the front page is still cluttered.
Whats on should be on its own page(s).
News should be relevant and more prominent.
The other quick links make better sense.
Regards
XXXX
Improved search engine, better keyword finding
Library login could be more prominent - currently a bit hard to find
more details on thr histoty of Newcastle suburban names
Finding something via the 'search' facility is absolutely hopeless in many cases. In many cases, all that appears in the results screen is an obscure reference to a particular Council meeting, minute, etc. There's nothing shown on the subject actually searched for. I've never seen anything so poorly designed. If I look for 'light rail', I expect to see a sentence or so which includes this search criterion - not a meeting reference. It just takes too long to search through these things, which may not even be relevant.
Need to simplify. make more intuitive.
Make searching easier and group information according to use age rather than regulation
Website design is. I'm redone and takes time and experience to find things that should be obvious such as council minutes and decisions.
List DA's on one page, rather than in separate PDF files that need to be opened to be searched
Maybe make ward specific
Use YouTube as a method of conveying info. or outlining a policy or demonstrating a regulation.
Perhaps a more accurate search engine
The customer form should be more obvious. There is, for example to "waste" section in the form pull down list: perhaps test useability.
Improved search function. Categorising topics under menus assumes the user knows the topic/menu to look under, and/or uses the same classification. The fact menus expand only to 1 level means a "click through" is needed to drill down any deeper, which slows the process down. The quick links are good, but didn't contain the link I needed. A text list hung off "I want to..." (e.g. "Other common questions") would provide quick navigation without having to navigate forward and back as options are tried.

for parks and venue bookings mirror the already existing information online for Blackbutt services with prices for booking at other parks. It does seem strange however that such a difference in value is apparent for the overall price. A shelter and hire at Blackbutt in total for booking was \$185, whereas the overall total for equivalent at Jesmond park was \$282.00. It made the decision very easy for choice of venue.
The information headings on the website is not intuitive in terms of where to find things. e.g., ocean baths cleaning timetable is well hidden
Have a better designed architecture of the website, have a more functional search engine
It needs a better home page that leads easily to information pages
how to find the relevant controls that refer to specific problems.i tried to find the ones related to the woodwork business nextdoor and i spent hours reading lots ofstuff that was not what i needed
Regular and more accessible updates on things to do around Newcastle and council services - especially for visitors, but many residents also don't know what's going on
clearer option selection, less clutter
You website needs to be fully tested. Try and find how to order upgraded I. E. Larger yellow bins.
I can't really say how, but sometimes information is not in the place one would expect (no examples readily come to mind). I think all the information I needed was there, just sometimes not in my most intuitive spot. I'm sure someone will fix this in time, because overall the site is really very good.
Get a bunch of school-kids to design it, give them basic parameters.
Make it easier to communicate!
Flow chart for different enquirers, e.g. DA Secondary Dwelling step 2, if completed proceed step 4 etc
Timely notification of upcoming events eg. exhibitions at the Museum and Art Gallery.
Services available in the western suburbs of the Council area

**Do you have any suggestions for how Council could improve its overall customer service delivery?**

Elements of Customer Service are fantastic. Library and Art Gallery prime examples. Facebook is under utilised as are other forms of social media eg Instagram. Library, Art Gallery, Museum, Blackbutt etc need a strong Fb presence to engage with customers in new ways. I have used the Library App and , while a good start, leaves a lot to be desired. Slow, incomplete and often unable to be accessed. Hopefully this is a trial and the revised iteration will respond to needs in a more engaging and meaningful way. Providing information is good customer service, being pro active rather than reactive. Given the major issues facing the city there is little information or discussion forums, generated by Council, to understand the needs and wishes of the community.

Put the customer first.

Don't ignore them.

Keep them informed - even if you can't do what they request let them know what is going on.

Never take your eye off the ball ... 'customer relationship'!

Don't say ... 'not my Department, you will have to ring ....!'

Not SPEAKING in overall terms as the question not applicable It should refer to specific, ie have the files down ready for customers to see, there is even not a display set up as in the past, very secretive private goings on preventing public, residents seeing whats happening around them.

bring back regular roadside excess waste pickups

customers will be much happier if the fat is trimmed and disgraceful waste of ratepayers money is stooped and rates reduced to a reasonable level.

Yes, please assign each request a Number, track when that request is finally put to bed and identify the person who resolved it.

They could put the health and safety of people first and work through the issues of getting a safe pushbike network. The first thing to solve a problem is to admit you have a problem with the fact that over 95% of people are confused (dangerously) about what the bike pictures mean on the roads

Not sure. Some council staff take pride and interest in their jobs, some seemingly not at all. Some councils give the impression of wanting to deliver good service to the people in the community, but I no longer get that impression from Newcastle Council.

All the contact except for complaint issues have been satisfactory. Dealing with simple planning complaints appear too difficult.

Include with rates notice a contact phone list for services .

Provide easy access landing page online for addresses and hours of operation for council services such as waste disposal etc.

Provide ratepayer information on things Council provides but without political/personal promotion.

Re-designing the website with users in mind, and properly testing important functions before releasing them.
Putting more information on the website, to save people having to come in to the Administration Centre.
Being serious about the commitments made in the Customer Service Charter.
See previous answer.
Actually consider that customer service is why you exist in the first place.
Not sure if this is the correct place for this but council could improve its customer service delivery by holding events to restoring the grounds they use to an equal to or better standard, e.g. Foreshore Park.
Please listen and act on information supplied. Not just excuse / explain and justify
respect for customers
Provide a response to emailed requests, so we don't keep sending the same complaint & feel ignored.
Emails on a quarterly basis to rate payers.
Provide any time parking permits for city parking payable on a yearly basis say \$1,000.00 per year.
Knowledgeable staff and people who can assist without having to make a number of calls.
Customer Service at Council is great, and should be maintained - thank you.
Council officers should attend a customer forum at least once a year to experience face to face interviews
Ensure that individuals take responsibility for their work.
Making a decision as soon as possible.
Ensure the customer is of highest priority, and all in progress issues are processed in a timely manner.
respond to people who ask for assistance
When a customer rings to ask advice on the minimum building changes to combine two houses, have some suggestions rather than telling the person to put the plans in. This would inform the client whether it would be worth consulting an engineer and spending that money.
Notify residents about long term traffic management and cycle way plans and seek input
more time working locally, less time on overseas junket tours
this a city that needs a future without the rusted on political dinosaurs that keep our city in the 1940s.
Follow up on the request
Better training, better coordination, better systems and better and more accountable management (at all levels).
Yes, Council needs to teach its council officers how to be government servants not self-centred overlords making personal decisions that are not reflected in any LEP, DCP, or SEPP's. They need to be taught how to communicate with paying customers, and to treat their customers with business like curtesy and respect, like what we receive from any other private organisation.
Have up to date information about what is current at the pools on the web.
Do not take several months to respond to a request for basic information

Consider situations from the viewpoint of the ratepayer. Council is expected to SERVE the ratepayer.
a quicker response with official mail response
Have dedicated team empowered to get action from other sections.
Just friendlier
More consultation with the constituents of the city
Ensure information is correct. Check from documentary evidence, not hearsay.
Follow code of conduct
Admit errors and support clients do not try to cover up
Staff need to be trained in "customer focus" and realise that without customers, they perhaps wouldn't have a job?
I think it would be good for Council to list all jobs it has completed due to a person calling in. The job number can be lodged, the date of the call, the nature and location of the matter and how Council responded/action taken.
Bring back curbside collections.
The initial telephone service registration was good. However, the follow-up was useless. My first call has been ignored since May. The second call was followed up but the respondent told me what I already know and had itemised in my first call. I have spoken to this person before and I'm not sure if it is a language barrier or if the person is just unhelpful or does not understand. I have not called back as I don't expect speaking to this person will achieve anything.
Have respect for the people who pay the rates which employ you.
Get it right rather than trying to wear down the person making inquiry or request. It worse the higher you go in the organization.
Cross-train inquiry staff so that they know to whom or to what department questions should be referred in the first instance
same day response from the duty officer
Offer options for how to get the service performed instead of a straight no
try to make face to face contact. Lets see if you make contact with me after this and I will know that you guys are really trying.
Outsourcing services may be economically viable, but just giving a web address for a Government department is not customer service. Most times I've contacted Council, this is my experience
Sack council and appoint an administrator
Ensure that Council has a position on how to handle matters raised by residents before you go public on issues that will invite ratepayer queries
Give an undertaking to resolve the issue rather than just saying - lodge a complaint
Follow up on issues that have been lodged, rather than waiting for the threat of a complaint to be made.
Ensure consistent answers are provided between different council departments
get back to me when a request is made
Employ an Art Gallery Director to provide the level of service expected by Art Gallery customers.
Bring back non green waste scheduled council pick ups
Do time and motion studies on most of the work crews I have witnessed

A direct line to the area that you need information on would be a good start. After locating the area on the website, and if the information there does not answer your question, you should be able to write a quick email to that particular department for them to get back to you regarding your enquiry.

Speaking purely on the subject of rubbish, I would suggest a return to regular kerb-side collections. Much more efficient than ad hoc collections and more encouraging to householders to deal with rubbish responsibly.

It appears that staffing has been cut. Maybe this has not worked

More contact whether its via email or phone on the progress of the matter. I have still not received the invoices I owe to council and I have followed it up with council again myself so we dont get our yellow bin confiscated again.

council needs to practice closed loop communication, when you contact council if your enquiry becomes too difficult there is deafening silence to you email enquiry

actually do the job as reported, it has been one month and the gutter is not fixed

Let the customer know when their request could reasonably be expected to happen

Stand by, follow through and police its own regulations.

React to rate payers complaints within 12 months

Ensure that staff follow up and make the required contact with clients when requested and keep people informed.

The initial telephone staff were limited with the information they could provide regarding our request and advised they would forward an email to the appropriate staff member - this is an acceptable practice.

When the staff making the decision can not be bothered or are not required to inform the client of any inspection, result or outcome that is not by any means an acceptable practice - This situation is easily addressed by ensuring that staff are coached/trained in being accountable for their actions and a requirement to respond to requests for contact.

Respond to customer enquiries

These surveys actually do nothing. Because they aren't reviewed genuinely or with any semblance of impartiality.

Get a proper set of standards which staff should be expected to adhere to, and have a set of protocols what punishment if they cannot do their job, because based on my experience and the experiences that the people that I know have had, I'm yet to meet a single person who Council has actually helped, or completed what they should. We pay taxes and rates for a service, if you cannot fulfil that service remove yourself and get people who can.

COMMUNICATION

Speed up parking officers response to complaints-- by the time they arrive vehicle may have departed

I would very much like to see recycling bins provided to businesses, to encourage more recycling. We are a small mechanical business, and we wish reduce our environmental impact.

Therefore, we chose to use a recycling bin, and this comes at an annual fee.

Many business dispose of goods that can be recycled. If recycling bins were provided free of

charge, I believe that business would be encouraged to recycle more.
I suggest making all DA lodgements via email instead of electronic. Customer Service needs to be in groups ie, Building, Rates etc other than that they are wonderful to do business with.
When Council say that actions would be taken, then those actions should be carried out or at least communicate to say why the actions can't be carried out. It's all about communication.
Provide a service for electronic payments of 149 certificates and construction certificate rego fee (payment by private certifiers) of \$36. Remove cheque payments. See similar service provided by other Councils.
I pay my rates by credit card. Why are there charges?
Big shake up and change in management and become modern. Do some work like the rest of us
Garbage collection carried out more reliably and efficiently. Garbage bins not be dumped in roadway blocking trafficable section and forcing drivers to move bins from roadway so as to access parking spaces. The bins are placed on the footpath by residents in accordance with council instructions. They should be returned to the footpath after emptying as a matter of courtesy and not dumped in the street where they become traffic hazards.
Also removal of unwanted items should be booked for removal on a specific date and not remain littering footpaths for long periods of time, making suburbs look like a tip.
Consider the customer first.
1. Better supervision of staff leaving early, leaving phones unattended. 2. More staff available to answer enquiries. N.B. Most callers have read the website but need an immediate response to their problem. The website is to provide information, your staff are to provide action.
Return calls, fix a problem with a process straight away so the problem doesn't keep reoccurring causing you more calls and admin time
Respond quickly to complaints
XXXX the council contact I spoke to could not be faulted in any way - she was exceptional. Prior to her I was told our garbage (which was five days late being picked up and the third time this year) would be picked up within 24 hours of our call, only that never happened
Please concentrate on core competencies and get management out of the Administration building to check what they are meant to be managing. Church Walk Park is an absolute disgrace. Putting red warning tape around problem areas does not count as "Action".
All my contacts have been about failure to pick up garbage bin, the telephone service was good but the collection of bin was really very poor.
reply to peoples emails
Follow through with queries.
Follow up report numbers and advise what outcomes were achieved.
Stick your stupid trees up your XXXX and stop ripping people off.
In terms of applying to stage an event , it would be helpful to have a contact person details provided to liaise with prior to application to discuss your specific issues . The current form is very structured towards major events and for smallll community affairs such as the one my community group was hoping to put together , most of the current form did not reflect our situation .

I believe that NCC could re introduce a tri (or bi)-annual clean up program where each suburb is advised as to the date of a council pick up of those larger unwanted household chattels etc. from their streets.

Currently, we understand that ratepayers may telephone council to arrange pick up of unwanted or cast out chattels, however, transient populations can leave goods and chattels on streetscapes for weeks at a time before someone (usually us or another irate resident) contacts Council to advise the problem, so that the mounting rubbish may be cleared away.

Ensure the Manager in charge of the section (with regard to a complaint) is informed so if the matter isn't handled they are at least aware of the problem.

Overall I have found the Council Customer Service Officers to be professional and friendly.

do what you say your going to do

When I placed an order for a larger recycling bin, it would have been useful if the officer receiving the order had contacted me and kept me in the loop as to when the bin was going to be delivered.

On the other hand I lodged complaint about a hole in the road at the intersection of Minmi Road and Creek Road, Wallsend and the hole was repaired the next day.

Try to understand what the rate payers actually need from the council

Actually do something constructive not just promise

Major Overhaul

Attention to customers. Probably at least acknowledge people if unable to directly assist with enquiry. It would also help if the customer was told that help would be available shortly and keep them informed.

Just have someone follow up on requests- then get back to the ratepayer

Offer apologies for poor service

Don't respond in an arrogant manner

Take potholes seriously. I've spent over 6,000 all up on tyres and rims due to potholes that u know about. And u won't fix the car. And tell me to drive to the condition of the road. So I drive in both lanes to avoid the potholes and nearly crash with cars

Complete tasks, keep people informed about where your job is up to.

People care about results. This is why you have a bad name.

In particular, it would have saved a large amount of time for me and for several of councils customer service officers, if council had a policy of notifying applicants by phone, (or asking if applicants would like to be notified by phone) when applications (DA, CC, Strata etc) have been processed and approved or refused. This would give applicants the opportunity of collecting documents in person, or otherwise. In my particular circumstance, it would have saved much time, effort, phone time by council staff and the cost of postage of a tube parcel.

How do I get a job there, cause I'm certainly working a lot harder for my pay from the Health Service.

provide answers to question and put through to someone else, instead of send an email, that doesn't get a response

Much more interaction with ratepayers and keep the caller / informant in the loop with updates on progress of repairs/installations and estimated times to completion. Don't be frightened to use the telephone rather than an email for a more personal and human communication....
I have twice had reason to contact Newcastle Council (I am only a visitor from time to time). I have felt each time that I have been given a bit of a brush-off. Obviously, Council's priorities and mine are not in sync. The in-person customer service has been fine. I mean the response that has subsequently come. No complaints about the staff I dealt with, just the reaction I got from the next one in the chain.
By maintaining a positive focus on customer service. Providing appropriate training, support and supervision for all staff.
I would suggest the actual departments actually communicate between themselves, and the specific people handed requests/improvements check out the situation as much as possible and not just dismiss suggestions from behind a desk. Hopefully this survey will actually be looked at but I doubt it. I as stated was told extra rubbish bins along the walk to Newcastle beach, too much of a extra cost, yet I have observed a large number of officials, clipboards in hands, and council staff, planting grasses and weeding scrub in the off the dog leash park in Fraser Park, what a total waste of time and money, OK there will be a argument about beach side vegetation or some such rubbish, but it's a dog park, dogs, pee and poop all over the place, but the most disturbing sight was a discarded pizza box and cans, all these council employees, inspecting this area, walked around and stepped over this rubbish without picking it up, I did, how messed up is this,
Talk to people.
Provide support for council staff to maintain customer service.
Train your staff to be more informed & allow them to put you through to the person you wish to speak with or the next best person rather than trying to fob you off to get rid of you & hope the problem goes away. I do not have any time for Newcastle Council at all.
Improve follow up .
Yes see my previous comments
Follow there own Guidelines
As the CBD Newcastle is about to bulk out with increased numbers of apartments, businesses etc, the modes of garbage collection need to be considered carefully to address this additional burden on Council's present facilities.
Just be available to answer calls. I rang and rang and rang before I got on to someone.
Restructure the depts within NCC so they are not islands
Building applications NEED to be done more promptly. 14 weeks to wait for someone to even pick up the application for the first look is pretty poor service to a ratepayer.
Dont waste money on patch jobs.do it properly. Once
Answer my mail
When you say you are going to complete maintenance do it
Use an app or text updates
do it with a smile
road intersection management
Hurn st new Lambton Hts

and Charlestown road
yes.do your job the one you are paid to do. You are supposed to be a servant of the people who pay rates
Appoint a full time general manager who will be proactive and not just there to warm a seat!
Staff training on customer SERVICE
Learn to understand peoples needs
Encourage and advertise the use of the Snap Send Solve iphone app. Easiest way to contact the council regarding many issues.
Improved professionalism and cooperation with stakeholders
Be accountable and discuss the issues with the public. I think you will do more for public relations. Hiding only makes the public council bash.
Train staff, ensure follow up and remind all staff that their wages are paid by the people of Newcastle so at least have some respect
employ actual council staff, the ones who actually knew there jobs but didnt pass the crappy new application process for centrecall staff.
how in hell can outside staff with no knowledge of internal workings of council, be able to provide better customer service. sometimes council truly underestimates and devalues the skills of its employees. Council brags its complaints rates are down. They are down because the general public dont have time to stay on hold for 15 to 30 minutes and hang up purely frustrated with being transferred from incorrect dept to department.
Make frontline services more accessible and council responses to rate payers concerns more acceptable as real rather than confrontation.
I have sent council emails through the website about several issues and never received a response. An individual response assuring people their complaint has been received and WILL be acted upon is an important part of ensuring people their concerns are being treated as legitimate. It's over two years since I requested a new green bin for example. I ended up paying for trees less than a metre from our house to be removed as council did not respond to my email request.
More experienced staff
Just give accurate and honest information and answers.
When advising that they will get back to customer they follow through
Respond to the community in regard to more dog leash free areas, more bike lanes and less about the interest of developers.
Resolve my complaint about the hopeless service of city works
Have council compliance officers regularly drive around the streets and offer acknowledgement to council officers who when coming to work notice and report on issues of cleanliness,compliance,OHS etc
a comprehensive list with rate notice would help
Be prepared to consider suggestions which have merit
pay more attention to the basic services the council provides and stop wasting money on items that are "thought" to be good or politicly correct.
See previous, and timely replies from roll over staff
Reply
Do what they promised to do.

Be more open & transparent about development and more considerate of existing dwellers when examining inappropriate density development. Setting conditions then bypassing them is not representing resident's interests. Council officers do not serve the community when they dictate.
Concentrate on welcoming members of the public and visitors to the city.
Respond to messages.
Action and not just words
Continue follow-up summaries of work that Newcastle Voice has been consulted on - sometimes we give feedback, see a report or outcomes of the feedback and don't understand how this translated to work on the ground.
we have lived in Moruya Parade, Kotara South for more than 52 years. Lugar Park is across the road from our home and there is always mowing and drainage works going on as it is always kept in a beautiful condition for cricket and soccer. We love living here as we are so close to everything and are happy with council services in our area.
I'm content with council services
council public garbage emptied more often throughout the day, EG parks, beach, main streets  cardboard coffee cups are becoming an eyesore in the Newcastle area  thank you
Communicate with your customers. Don't ignore them. Answer phone and email messages.
Call was placed on wait list. When visiting, some did not appear engaged on phone contacts
Have some guts like when the trees were removed in front of library.
I'd like to meet whoever approved the removal of trees on Industrial Drive in the storage co. yards
Introduce more self-service capability and digital services
Getting keys to council toilets is a problem. There seems to be errors in the council records of what keys work at different grounds.
1-all ways be respectful (99% of staff are great)  acknowledge receiving complaints by phone email or letter  2-please act as a local council by addressing the small concerns that matter to the individual rate payer  residential noise, health and safety should be addressed by council. My next door neighbour has a front yard full of wood, wood plies under his house, wood stacked to the ceiling height in the whole left side of his carport. This double garage has industrial machinery, laves, jigsaws, heaps of wood and houses all the equipment 4mts from my house. His backyard is full of wood and it gets flooded from the stormwater drain then he woodturns it into bowls etc and sells it gives it away. If this isn't a safety issue in a residential area I don't know what is
Council appear understaff.
Council staff need some better training or support as some more senior members seem to have more knowledge that is not necessarily handed down promptly.
LISTEN

this is really difficult. The community are your customers - the broad community (children, youth, families, seniors). Some great programs in the libraries but where are the community services we used to have - no youth spaces, run down community facilities; lots of trees are being taken out to "improve" footways - where is the amenity with a loss of shade lined streets? And what is with Bathers Ways - increasing areas of concrete and shelters that do not provide shelter from either the wind or the rain. This looks like engineering solutions, not people focused solutions. Do you not have any urban designers? Don't get too slick with customer service, get real! Look at what Lake Mac are doing - they seem to be a bit more genuinely responsive to their communities

the council workers are nice but if the council did more about the problems it would make newcastle even better than already is great.

Please have more compliance officers patrols of all streets and fine owners that let there dogs run off leads.this is very scary when you are confronted by unleashed dogs in your yard or on the streets.this is every week in my stret.2 start a system of dog DNA register,when dogs are registered at council and regularly test the dog poos in the streets and fine the owners for not cleaning it up.i have cleaned up 3 dog poos on the nature strip next to the footpath at the fornt of my house in the last week, there is a dog poo in every street in E/Vale and some bags of dog poo next to council footpaths.i think those dog owner do this as they will not get caught

1 Council should have a notice board at the temporary train station at hamilton advertising and informing the general public of the activities in the newcastle area. opening and closing times of activite,.fort scratchley ,musium activities and phone numbers....

2 tourism to increase tourism they need to be advised of the activities pior to arriving,this could be tv,radio,internet,ect;

More social media presence

Actually listen to the people of the city who voted for it and whose rates pay their wages. Council is a vehicle of the citizenry, for the people and NOT the other way around.

All council services should reflect and be underpinned by this fundamental principle. This would eventually stop arrogant, over-blown & strong arm attitudes operating within the council and it's direct employees.

If closing a public area for a significant period of time place a notice near the area stating that it is closed, also removing outdated or irrelevant notices on public areas to avoid confusion.

Follow up on all correspondence and provide a written confirmation that the inquiry was received

i wish that newcaslte city council would not dictated to by theXXXX goverment. i feel that honeysuckle and business are going to suffer when the large car park is closed and built upon.a broken promise!!we were promised that the rail corridor would not be built upon. it is sad that little and big families will find it impossible to join in on xxx,its a matter of the car before the housea xxxx for those of us who enjoy a trip to honeysukle,the musium,restaunt etc...

get staff that know what they are doing. as you get passed from one person to another as they can not help with the problem. make sure they are well informed of all areas and not just one.

we never received our fridge magnet with the list of council services and bin collection days. as a result we were unaware that hard rubbish pick ups have changed to 2 every rolling year rather than per calendar year (bit cheeky by council too)> that kind of information needs to be better communicated.
In person by doorknocking ,especialy for people with disabilities and the elderly
Recognise and provide solutions for future transport planning, not just supply lip service of why it can't be done now, because of bad planning decisions 15 years ago. (Kotara's Park ave- Lexington pde, road width traffic jams) The same questions we will ask in 10 years on why people wont venture into the city, Plan for allowing large amounts of people to get in and out without hassle.
The website needs to be fixed so its more clearer who and where to call..major issues that come up like all the time..like garbage, tree removal, drain clearance, burst watermains..need a hotline and it needs to be super clear on the website.
Provide secure leash free dog parks for both small and large dogs. Allow access to sporting fields when those fields are not being used by sporting bodies. Recognise the health benefits of pets to people
Not at present
Less of the trimmings, more of the basics.
Listen to the customer. Give accurate information. Follow through on commitments made to the customer.
Change the Lord Mayor
Act on complaints. Show the community the council is beautifying the city particularly with tree planting and not just endless chopping down trees.
Focus on areas other than CBD
Sack all of them, restructure with good middle management, put the whole lot on performance based contracts.
Either take action on issues raised or advise the ratepayer why no action is being taken
Respond to issues and increase transparency of communication. Include what follow up has occurred. When I contacted a third party about the council response I was told that the council had not contacted them after being told by the council that they follow up on the issues
i understand that council staff can move from department to department but i would prefer to talk to the same person once i have found someone who knows the detail of subject
Return calls. Be honest. Not try to make a dollar out of every interaction when many of us are already rate payers
Listen to your rate payers, dont be sneaky, and fix mistakes that you have made
See my last statement
I have contacted the council on several occasions in relation to waste bins not being emptied in Isabella Close, Barwon and Jenny Closes, Elmore Vale. At first by phone and when it continually happened, then by email. The residents in these streets are perplexed as to why our bins are continually missed by our council service. This problem is mostly resolved with a phone call or email as a followup. On one occasion our bins were emptied on the following Thursday when our normal collection is Friday, six days late! Hence six days of maggot blown bins. I have recently had a followup phone call from one of the council office staff. I do appreciate this but have become somewhat annoyed. Thank you for your time, XXXX.

Yes. Employ management that will rid the council of lazy inefficient staff who hold their jobs when they shouldn't. If they were in private enterprise they wouldn't keep their jobs. Recently had a relative who worked for the council and said this was the case. They don't need to help the public when they get too keep their jobs without being helpful or efficient.

Simplify some of the information, I needed information regarding DA conditions and found some of the areas the website to be hugely verbose and confusing in their details.

Maintain staffing levels

Amalgamation

My enquiry was over trees being cut back and some taken out. Surely there can be better people employed with better knowledge on trees to do the work. Also the decisions with the transport in the inner city and the parking needs to be looked at. People with more knowledge on how it is going to work best with the new uni and existing businesses should be sourced at present it is a real disaster.

Perhaps a little more knowledge on certain aspects would be helpful, I believe council keeps records of when buildings were erected so those of us who are interested in such things would be able to find out

The service is quite satisfactory

My only suggestion, I do wish the Council pick up bin XXXX could help put the bins back on the footpaths, not as they do on the road.

No suggestions I think you've got it covered.

I worked as a health and building inspector later called surveyor then development officer for 26.5 years. Plus on the duty counter for 4 hours per week to answer enquiries. If we did not return calls etc we had to face management. Calls must be returned, when given contact does not respond someone in that section should return the call.

I have recently walked around my block to find approx 25 former single dwellings with dwellings at rear or demolished with several units built on them. I have a storm water pipe down my side of the yard and a larger one across the backyard the drainage pipes were not big enough years ago and all this new development is causing overflowing and flooding more frequently. Properties 1, 3 & 5 XXXXX St are having 10 units built behind the almost on top of the catchment area which will make my problems worse. You waste your breath with the staff. Today in that DA section with university degrees and no practical knowledge.

Firstly, my genuine compliments to your very professional, polite, mature, intelligent call centre staff. I believe this is one of council's greatest initiatives. I firmly believe the council's greatest letdown is the department managers who truly treat ratepayers' requests as vexatious complainers - you on the ground staff are excellent when they eventually arrive to deal with one's request.

As a retired police officer, I've had over 28 years contact with your workers at scene, it's your middle management that needs a very close examination, adjustment of their outdated attitudes towards council service. Trying to preserve precious council monies, time and services.

remember not everyone has access or is able to use computers, smart phone

Consider and take seriously local residents/persons experience and knowledge. Particularly, in relation to the safety and welfare of local families in our suburb.

I made a complaint regarding condition of roads and footpaths in the Islington Suburb and the response leaves a lot to desired and relation to repairs and condition to other suburbs.

Get out their offices & go & look outside their box & investigate complaints.

better technology, would make the user experience better. also the ability to pay things on line i.e. parking permit - very difficult to get to council to pay when the office hours are so short, most people finish work after 5, an online payment service would be the solution.

**What types of communication about Council services, activities and events do you recall over the past 12 months? OTHER**

Info at Libraries

justification for the shockingly high level of rate charges

All but totally disillusioned in the council

Other E-Newsletters

Word of mouth

Councillors

word of mouth

Community Facebook Page

asked for consideration that the signage in King Edward Park notifying the public of the offleash area be moved when the new signs were installed so the public were better informed.

I know I have seen stuff but just cant think what

BURIALS AT nEWCASTLE cEMETERIES

Only moved to current address two months ago

No communication regarding Supercars 2017 event from Council at all. Line of complaint to Coates is non-existent website and follow up telephone call to nu,beer stipulated on hard copy. Notice from Coates re event not received.

Tree problem

Newcastle permanent ads for Ranger Day

Leaflets

Word of mouth

rubbish removal

On foot path signs

word of mouth

**Have you been involved in any of Council's community engagement activities listed below in the past? OTHER**

Submissions, meetings

Land care

Voluntary cleanjng up of council playground

communisty bushcare volunteering?

council meetings

Leaflet drops
newcastle voice
clean up days around beach area

<b>What types of community engagement activities would you most like to take part in/think Council should do more of? OTHER</b>
I would like senior officers to make themselves available when issues require such attention
Deliberative Democracy Forums
Lobbying State and Federal governments
Council Expo
Online forum
Land care
With all the building going on, and especially the UrbanGrowth plans, engagement nights are necessary.
More upfront information about events rather than reading about them after the event
not sure more of, just saying I am happy with what is occurring
What's the point in feedback when you do nothing that me, and others in my demographic actually enjoy? Wouldn't it be decent to do market research on what the younger generations want instead of relegating us to getting nothing?
Deliver The Star to businesses
Over 65 activities
new to this council
Community events for children
Hopeless- no one cares
Spend money educating your staff so they are able to handle rate payers queries
Council meetings
Actually talk to the people stop wasting money on focus groups and workshops
More parking
Parking Accesability
Discussion directly about matters that change how the council works and it's impact on the residents.
Submissions
one on one talks with key decision makers
more residents input into planning - residents are ignored to the detriment of our town if the aim is to turn the top of town into a worthless inaccessible slum ,we are on the right track!
Waste of time as National Park meeting was totally ignored.
more things for children with disabilities

## 8 Appendix IV - Out of area results

### Report #3 Out of area(Survey: 2016\_Customer\_Service)

Exported: 2:53PM Dec 06, 2016

#### Q1\_contactlast12mths (Single Choice)

Have you made contact with Council in the last 12 months either in person, over the phone, by mail, email, or Council's website?

		Total
Total		57
1	Yes	82%
2	No	18%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	1.2
Median	1.0

#### Q2\_reasonsforcontact (Multiple Choice)

What have been your main reasons for contacting Council over the last 12 months?

	Total
Total	47
Give comment during the period of public exhibition	2%
Give complimentary feedback	0%
Providing information requested by a Council officer	9%
I was contacted by a Council officer	6%
Lodge an application (i.e. development, parking, aged concessions)	19%
To get information about or respond to a development application	15%
Make a complaint	13%
Obtain information	36%
Pay an account	6%
Register a cat or dog	0%
Request a service or maintenance	32%
Seek assistance or advice	23%
To receive information regarding a Council service eg. Newcastle Museum, Art Gallery, Library.	9%
Don't know / Not sure	0%
Other, please specify	19%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

**Q3\_overallsatisfaction (Single Choice)**

Overall how satisfied are you with the standard of customer service you have received from Council over the last 12 months?

		Total
Total		47
1	Very dissatisfied	9%
2	Dissatisfied	15%
3	Neither	9%
4	Satisfied	21%
5	Very satisfied	45%
6	Don't know / Can't say	2%

*Data: Including participants who completed primary survey only (Live data)*

*Display: Showing % of column*

*Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer*

Statistics	Total
Mean	3.9
Median	4.0

**Q4\_reasonsdissatisfied (Open End)**

Why are you dissatisfied with the level of customer service you have received from Council in the last 12 months?

		Total
Total		11
Answered		91%
Did not answer		9%

*Data: Including participants who completed primary survey only (Live data)*

*Display: Showing % of column*

*Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer*

**Q5\_methodslast12mths (Multiple Choice)**

Which methods have you used to contact Council in the last 12 months?

		Total
Total		47
In-person at Council offices or other locations		26%
Telephone		83%
Internet/website		19%
Mail		11%
Email		51%
Don't know / not sure		0%
Other (please specify)		0%

*Data: Including participants who completed primary survey only (Live data)*

*Display: Showing % of column*

*Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer*

**Q6\_preferredmethod (Single Choice)**

Which is your preferred method of contacting Council?

		Total
	Total	47
8	Email	49%
9	In-person at Council offices or other locations	9%
10	Internet/website	0%
11	Mail	2%
12	Telephone	38%
14	Other (please specify)	2%

*Data: Including participants who completed primary survey only (Live data)*

*Display: Showing % of column*

*Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer*

Statistics	Total
Mean	9.8
Median	9.0

**Q7\_facetofacefrequency (Numeric)**

Approximately how many times have you contacted Council in-person in the last 12 months?

		Total
	Total	12
	Answered	100%

*Data: Including participants who completed primary survey only (Live data)*

*Display: Showing % of column*

*Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer*

Statistics	Total
Mean	6.4
Median	2.5

**Q8\_facetofacelocation (Multiple Choice)**

You indicated you have had in-person contact with Council in the last 12 months. Which location(s) did you visit?

		Total
	Total	12
	Council offices (King Street)	83%
	Other (please specify)	17%

*Data: Including participants who completed primary survey only (Live data)*

*Display: Showing % of column*

*Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer*

**Q9\_facetofaceperformance (Single Choice Grid)**

Thinking about the last in-person contact you had with Council, how would you rate the overall customer service you received?

	The customer service I received in-person was:
Very poor	0%
Poor	0%
Average	0%
Good	42%
Excellent	58%
Don't know / Can't say	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

#### Q9\_facetofaceperformance - The customer service I received in-person was: (Single Choice Grid)

	Total
Total	12
1 Very poor	0%
2 Poor	0%
3 Average	0%
4 Good	42%
5 Excellent	58%
6 Don't know / Can't say	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	4.6
Median	5.0

#### Q10\_facetofacediagnostics (Single Choice Grid)

How would you rate your last in-person contact with Council in the following areas?

	Degree of helpfulness
Very Poor	0%
Poor	0%
Average	0%
Good	50%
Excellent	50%
Don't know / Can't say	0%
Not applicable	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

#### Q10\_facetofacediagnostics - Degree of helpfulness (Single Choice Grid)

Total
-------

Total		12
1	Very Poor	0%
2	Poor	0%
3	Average	0%
4	Good	50%
5	Excellent	50%
6	Don't know / Can't say	0%
7	Not applicable	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total	
Mean		4.5
Median		4.5

#### Q10\_facetofacediagnostics - Professional (Single Choice Grid)

Total		Total	12
1	Very Poor		0%
2	Poor		0%
3	Average		0%
4	Good		33%
5	Excellent		67%
6	Don't know / Can't say		0%
7	Not applicable		0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total	
Mean		4.7
Median		5.0

#### Q10\_facetofacediagnostics - Speed of service (Single Choice Grid)

Total		Total	12
1	Very Poor		0%
2	Poor		8%
3	Average		8%
4	Good		33%
5	Excellent		50%
6	Don't know / Can't say		0%
7	Not applicable		0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	4.3
Median	4.5

**Q10\_facetofacediagnostics - Staff knowledge (Single Choice Grid)**

Total	Total
12	12
1 Very Poor	0%
2 Poor	0%
3 Average	0%
4 Good	17%
5 Excellent	67%
6 Don't know / Can't say	17%
7 Not applicable	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	5.0
Median	5.0

**Q10\_facetofacediagnostics - Follow-up (Single Choice Grid)**

Total	Total
12	12
1 Very Poor	0%
2 Poor	8%
3 Average	8%
4 Good	42%
5 Excellent	33%
6 Don't know / Can't say	8%
7 Not applicable	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	4.3
Median	4.0

**Q10\_facetofacediagnostics - Overall ease of contact (Single Choice Grid)**

		Total
Total		12
1	Very Poor	0%
2	Poor	8%
3	Average	8%
4	Good	33%
5	Excellent	50%
6	Don't know / Can't say	0%
7	Not applicable	0%

*Data: Including participants who completed primary survey only (Live data)*

*Display: Showing % of column*

*Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer*

Statistics	Total
Mean	4.3
Median	4.5

**In\_person\_recommendation (Single Choice)**

Do you have any suggestions for how Council could improve its in-person customer service?

		Total
Total		12
1	Yes	8%
2	No	92%

*Data: Including participants who completed primary survey only (Live data)*

*Display: Showing % of column*

*Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer*

Statistics	Total
Mean	1.9
Median	2.0

**Q11\_facetofaceexpectedwait (Single Choice)**

When contacting Council in-person, how long do you expect to wait before being served?

		Total
Total		0
1	Immediately	0%
2	Less than 3 minutes	0%
3	Less than 5 minutes	0%
4	5 to 10 minutes	0%
5	10 to 15 minutes	0%
6	15 to 20 minutes	0%
7	20 minutes or more	0%
8	Don't know / Not sure	0%

*Data: Including participants who completed primary survey only (Live data)*

*Display: Showing % of column*

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	0.0
Median	0.0

**Q12\_facetofaceactualwait (Single Choice)**

Thinking about your last in-person contact with Council, how long did you wait to be served?

Total	Total
Total	0
1 I was served immediately	0%
2 Less than 3 minutes	0%
3 Less than 5 minutes	0%
4 5 to 10 minutes	0%
5 10 to 15 minutes	0%
6 15 to 20 minutes	0%
7 20 minutes or more	0%
8 Don't know / Not sure	0%
9 Other (please specify)	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	0.0
Median	0.0

**Q13\_facetofaceOECopy1 (Open End)**

How could Council improve its in-person customer service?

Total	Total
Total	1
Answered	100%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

**Q14\_telephonefrequency (Numeric)**

Approximately how many times have you contacted Council by telephone in the last 12 months?

Total	Total
Total	39
Answered	97%
Did not answer	3%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	8.9
Median	3.5

**Q15\_telephoneperformance (Single Choice Grid)**

Thinking about the last telephone contact you had with Council, how would you rate the overall customer service you received?

	The telephone customer service I received was:
Very poor	3%
Poor	10%
Average	10%
Good	51%
Excellent	26%
Don't know / Can't say	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

**Q15\_telephoneperformance - The telephone customer service I received was: (Single Choice Grid)**

	Total
Total	39
1 Very poor	3%
2 Poor	10%
3 Average	10%
4 Good	51%
5 Excellent	26%
6 Don't know / Can't say	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.9
Median	4.0

**Q16\_telephonediagnostics (Single Choice Grid)**

How would you rate your last telephone contact with Council in the following areas?

	Degree of helpfulness
Very Poor	8%
Poor	10%
Average	10%
Good	38%
Excellent	33%

Don't know / Can't say	0%
Not applicable	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

#### Q16\_telephonediagnostics - Degree of helpfulness (Single Choice Grid)

		Total
	Total	39
1	Very Poor	8%
2	Poor	10%
3	Average	10%
4	Good	38%
5	Excellent	33%
6	Don't know / Can't say	0%
7	Not applicable	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.8
Median	4.0

#### Q16\_telephonediagnostics - Professional (Single Choice Grid)

		Total
	Total	39
1	Very Poor	3%
2	Poor	13%
3	Average	5%
4	Good	62%
5	Excellent	18%
6	Don't know / Can't say	0%
7	Not applicable	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.8
Median	4.0

#### Q16\_telephonediagnostics - Speed of service (Single Choice Grid)

		Total
Total		39
1	Very Poor	13%
2	Poor	21%
3	Average	13%
4	Good	38%
5	Excellent	15%
6	Don't know / Can't say	0%
7	Not applicable	0%

*Data: Including participants who completed primary survey only (Live data)*

*Display: Showing % of column*

*Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer*

Statistics	Total
Mean	3.2
Median	4.0

#### **Q16\_telephonediagnostics - Staff knowledge (Single Choice Grid)**

		Total
Total		39
1	Very Poor	0%
2	Poor	10%
3	Average	26%
4	Good	46%
5	Excellent	18%
6	Don't know / Can't say	0%
7	Not applicable	0%

*Data: Including participants who completed primary survey only (Live data)*

*Display: Showing % of column*

*Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer*

Statistics	Total
Mean	3.7
Median	4.0

#### **Q16\_telephonediagnostics - Follow-up (Single Choice Grid)**

		Total
Total		39
1	Very Poor	13%
2	Poor	10%
3	Average	18%
4	Good	28%
5	Excellent	15%
6	Don't know / Can't say	0%
7	Not applicable	15%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.8
Median	4.0

**Q16\_telephonediagnostics - Overall ease of contact (Single Choice Grid)**

	Total
Total	39
1 Very Poor	8%
2 Poor	13%
3 Average	18%
4 Good	44%
5 Excellent	18%
6 Don't know / Can't say	0%
7 Not applicable	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.5
Median	4.0

**Q17\_telephoneexpectedwait (Single Choice)**

When contacting Council over the phone, how long do you expect to wait before speaking with a staff member?

	Total
Total	0
1 Less than 60 seconds	0%
2 1-2 minutes	0%
3 3-4 minutes	0%
4 4-5minutes	0%
5 6-10 minutes	0%
6 15 to 20 minutes	0%
7 20 minutes or more	0%
8 Don't know / Not sure	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
------------	-------

		Total
Mean		0.0
Median		0.0

**Q18\_telephoneactualwait (Single Choice)**

Thinking about your last telephone contact with Council, how long did you wait to speak to someone?

		Total
Total		0
1	Less than 60 seconds	0%
2	1-2 minutes	0%
3	3-4 minutes	0%
4	4-5minutes	0%
5	6-10 minutes	0%
6	15 to 20 minutes	0%
7	20 minutes or more	0%
8	My call was not answered	0%
9	Don't know / Not sure	0%
10	Other (please specify)	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics		Total
Mean		0.0
Median		0.0

**Q19\_telephoneoneormulticalls (Single Choice)**

Thinking about the last time you contacted Council via the telephone, was your enquiry or issue resolved on your first call?

		Total
Total		39
1	Yes	51%
2	No	41%
3	Don't know / Not sure	8%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics		Total
Mean		1.6
Median		1.0

**Q20\_firstcall (Single Choice)**

Was your enquiry dealt with at the first point of contact or by a number of transfers within Council?

		Total
Total		20
1	First point of contact	70%
2	Number of transfers	20%

4	Don't know / Not sure	5%
3	Other (please specify)	5%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	1.5
Median	1.0

#### Q21\_returncalls (Single Choice)

How many return calls did you need to make to Council to have your query resolved?

	Total
Total	16
1 1 call	6%
2 2-3 calls	38%
3 4-5 calls	19%
4 6 calls or more	6%
5 Query is not yet resolved	19%
7 Don't know / Not sure	6%
6 Other, please specify	6%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.4
Median	3.0

#### Telephone\_recommendation (Single Choice)

Do you have any suggestions for how Council could improve its telephone customer service?

	Total
Total	39
1 Yes	36%
2 No	64%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	1.6
Median	2.0

**Q22\_telephoneOE (Open End)**

How could Council improve its telephone customer service?

	Total
Total	14
Answered	100%

*Data: Including participants who completed primary survey only (Live data)**Display: Showing % of column**Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer***Q23\_emailfrequency (Numeric)**

Approximately how many times have you had contacted Council by email in the last 12 months?

	Total
Total	24
Answered	100%

*Data: Including participants who completed primary survey only (Live data)**Display: Showing % of column**Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer*

Statistics	Total
Mean	15.3
Median	4.0

**Q28\_emailaddressusedCopy1 (Single Choice)**

Which Council email address did you send your last email to?

	Total
Total	24
1 mail@ncc.nsw.gov.au	42%
2 A specific Council staff members email address	33%
4 Don't know / Not sure	17%
3 Other (please specify)	8%

*Data: Including participants who completed primary survey only (Live data)**Display: Showing % of column**Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer*

Statistics	Total
Mean	2.0
Median	2.0

**Q24\_Emailperformance (Single Choice Grid)**

Thinking about the last email correspondence you had with Council, how would you rate the overall customer service you received?

The customer service I received via email was:
--

Very poor	0%
Poor	13%
Average	17%
Good	33%
Excellent	38%
Don't know / Can't say	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

#### Q24\_Emailperformance - The customer service I received via email was: (Single Choice Grid)

		Total
Total		24
1	Very poor	0%
2	Poor	13%
3	Average	17%
4	Good	33%
5	Excellent	38%
6	Don't know / Can't say	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	4.0
Median	4.0

#### Q25\_Emaildiagnostics (Single Choice Grid)

How would you rate your last email correspondence with Council in the following areas?

	Degree of helpfulness
Very Poor	0%
Poor	21%
Average	13%
Good	25%
Excellent	38%
Don't know / Can't say	4%
Not applicable	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

#### Q25\_Emaildiagnostics - Degree of helpfulness (Single Choice Grid)

		Total
Total		24
1	Very Poor	0%

2	Poor	21%
3	Average	13%
4	Good	25%
5	Excellent	38%
6	Don't know / Can't say	4%
7	Not applicable	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.9
Median	4.0

#### Q25\_Emaildiagnostics - Professional (Single Choice Grid)

Total	Total
Total	24
1 Very Poor	0%
2 Poor	13%
3 Average	13%
4 Good	33%
5 Excellent	38%
6 Don't know / Can't say	4%
7 Not applicable	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	4.1
Median	4.0

#### Q25\_Emaildiagnostics - Speed of response (Single Choice Grid)

Total	Total
Total	24
1 Very Poor	4%
2 Poor	25%
3 Average	8%
4 Good	33%
5 Excellent	29%
6 Don't know / Can't say	0%
7 Not applicable	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Other or Did not answer

Statistics	Total
Mean	3.6
Median	4.0

**Q25\_Emaildiagnostics - Staff knowledge (Single Choice Grid)**

Total	Total
Total	24
1 Very Poor	0%
2 Poor	8%
3 Average	17%
4 Good	33%
5 Excellent	38%
6 Don't know / Can't say	4%
7 Not applicable	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	4.1
Median	4.0

**Q25\_Emaildiagnostics - Follow-up (Single Choice Grid)**

Total	Total
Total	24
1 Very Poor	4%
2 Poor	21%
3 Average	21%
4 Good	25%
5 Excellent	25%
6 Don't know / Can't say	0%
7 Not applicable	4%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.6
Median	4.0

**Q25\_Emaildiagnostics - Overall ease of contact (Single Choice Grid)**

		Total
Total		24
1	Very Poor	0%
2	Poor	13%
3	Average	21%
4	Good	33%
5	Excellent	29%
6	Don't know / Can't say	4%
7	Not applicable	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.9
Median	4.0

#### Q26\_emailexpectedwait (Single Choice)

When contacting Council via email, how long do you expect to wait before receiving a response?

		Total
Total		0
1	Within a few hours	0%
2	Same day	0%
3	2-3days	0%
4	Within a week	0%
5	Within a fortnight	0%
6	A month or more	0%
7	Don't know / Not sure	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	0.0
Median	0.0

#### Q27\_emailactualwait (Single Choice)

Thinking about your last email correspondence with Council, how long did it take for you to receive a response addressing your enquiry (i.e. not an automated response)?

		Total
Total		0
1	Within a few hours	0%
2	Same day	0%
3	2-3days	0%
4	Within a week	0%
5	Within a fortnight	0%
6	A month or more	0%
8	Don't know / Not sure	0%

7	Other, please specify	0%
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Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	0.0
Median	0.0

#### Email\_recommendation (Single Choice)

Do you have any suggestions for how Council could improve its email customer service?

	Total
Total	24
1 Yes	21%
2 No	79%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	1.8
Median	2.0

#### Q29\_EmailOE (Open End)

How could Council improve its email based customer service?

	Total
Total	5
Answered	100%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

#### Q30\_Mailfrequency (Numeric)

Approximately how many times have you contacted Council by posted mail in the last 12 months?

	Total
Total	5
Answered	100%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	8.0
Median	2.0

**Q31\_Mailperformance (Single Choice Grid)**

Thinking about the last posted mail correspondence you had with Council, how would you rate the overall customer service you received?

	The customer service I received via mail was:
Very poor	0%
Poor	40%
Average	0%
Good	60%
Excellent	0%
Don't know / Can't say	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

**Q31\_Mailperformance - The customer service I received via mail was: (Single Choice Grid)**

	Total
Total	5
1 Very poor	0%
2 Poor	40%
3 Average	0%
4 Good	60%
5 Excellent	0%
6 Don't know / Can't say	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.2
Median	4.0

**Q32\_Maildiagnostics (Single Choice Grid)**

How would you rate your last posted mail correspondence with Council in the following areas?

	Degree of helpfulness
Very Poor	0%
Poor	20%
Average	20%
Good	60%
Excellent	0%
Don't know / Can't say	0%
Not applicable	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

**Q32\_Maildiagnostics - Degree of helpfulness (Single Choice Grid)**

		Total
Total		5
1	Very Poor	0%
2	Poor	20%
3	Average	20%
4	Good	60%
5	Excellent	0%
6	Don't know / Can't say	0%
7	Not applicable	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.4
Median	4.0

**Q32\_Maildiagnostics - Professional (Single Choice Grid)**

		Total
Total		5
1	Very Poor	0%
2	Poor	40%
3	Average	20%
4	Good	40%
5	Excellent	0%
6	Don't know / Can't say	0%
7	Not applicable	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.0
Median	3.0

**Q32\_Maildiagnostics - Speed of response (Single Choice Grid)**

Total
-------

Total		5
1	Very Poor	20%
2	Poor	20%
3	Average	0%
4	Good	60%
5	Excellent	0%
6	Don't know / Can't say	0%
7	Not applicable	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total	
Mean		3.0
Median		4.0

#### Q32\_Maildiagnostics - Staff knowledge (Single Choice Grid)

Total		Total	5
1	Very Poor		0%
2	Poor		20%
3	Average		40%
4	Good		40%
5	Excellent		0%
6	Don't know / Can't say		0%
7	Not applicable		0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total	
Mean		3.2
Median		3.0

#### Q32\_Maildiagnostics - Follow-up (Single Choice Grid)

Total		Total	5
1	Very Poor		0%
2	Poor		60%
3	Average		0%
4	Good		40%
5	Excellent		0%
6	Don't know / Can't say		0%
7	Not applicable		0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	2.8
Median	2.0

**Q32\_Maildiagnostics - Overall ease of contact (Single Choice Grid)**

Total	Total
1	5
2	0%
3	20%
4	20%
5	60%
6	0%
7	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.4
Median	4.0

**Q33\_Mailexpectedwait (Single Choice)**

When contacting Council via posted mail, how long do you expect to wait before receiving a response from Council?

Total	Total
1	0
2	0%
3	0%
4	0%
5	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	0.0
Median	0.0

**Q34\_Mailactualwait (Single Choice)**

Thinking about your last posted mail correspondence with Council, how long did it take for you to receive a response?

		Total
	Total	0
1	Within a few days	0%
2	Within a week	0%
3	Within a fortnight	0%
4	A month or more	0%
5	I didn't receive a response	0%
7	Don't know / Not sure	0%
6	Other, please specify	0%

*Data: Including participants who completed primary survey only (Live data)*

*Display: Showing % of column*

*Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer*

Statistics		Total
	Mean	0.0
	Median	0.0

#### **Mail\_recommendation (Single Choice)**

Do you have any suggestions for how Council could improve its posted mail customer service?

		Total
	Total	5
1	Yes	40%
2	No	60%

*Data: Including participants who completed primary survey only (Live data)*

*Display: Showing % of column*

*Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer*

Statistics		Total
	Mean	1.6
	Median	2.0

#### **Q35\_MailOE (Open End)**

How could Council improve its posted mail based customer service?

		Total
	Total	2
	Answered	100%

*Data: Including participants who completed primary survey only (Live data)*

*Display: Showing % of column*

*Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer*

#### **Q36\_Internetfrequency (Numeric)**

Approximately how many times have you accessed Council's website in the last 12 months?

	Total
Total	9
Answered	100%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	29.7
Median	5.0

### Q37\_Internetperformance (Single Choice Grid)

Based on your experience with Council's website, how do you rate the website overall?

	Council's website is:
Very poor	0%
Poor	11%
Average	11%
Good	78%
Excellent	0%
Don't know / Can't say	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

### Q37\_Internetperformance - Council's website is: (Single Choice Grid)

	Total
Total	9
1 Very poor	0%
2 Poor	11%
3 Average	11%
4 Good	78%
5 Excellent	0%
6 Don't know / Can't say	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.7
Median	4.0

### Q38\_Internetdiagnostics (Single Choice Grid)

How would you rate Council's website in the following areas?

	Information is easy to find
Very Poor	11%
Poor	11%
Average	22%
Good	56%
Excellent	0%
Don't know / Can't say	0%
Not applicable	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

### Q38\_Internetdiagnostics - Information is easy to find (Single Choice Grid)

	Total
Total	9
1 Very Poor	11%
2 Poor	11%
3 Average	22%
4 Good	56%
5 Excellent	0%
6 Don't know / Can't say	0%
7 Not applicable	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.2
Median	4.0

### Q38\_Internetdiagnostics - Information is relevant (Single Choice Grid)

	Total
Total	9
1 Very Poor	0%
2 Poor	0%
3 Average	33%
4 Good	67%
5 Excellent	0%
6 Don't know / Can't say	0%
7 Not applicable	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.7
Median	4.0

**Q38\_Internetdiagnostics - The website is visually appealing (Single Choice Grid)**

	Total
Total	9
1 Very Poor	11%
2 Poor	0%
3 Average	11%
4 Good	78%
5 Excellent	0%
6 Don't know / Can't say	0%
7 Not applicable	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.6
Median	4.0

**Internet\_recommendation (Single Choice)**

Do you have any suggestions for how Council could improve its website?

	Total
Total	9
1 Yes	11%
2 No	89%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	1.9
Median	2.0

**Q39\_InternetOECopy2 (Open End)**

What information or services would you like to see on Council's website?

	Total
Total	1
Answered	100%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

**Q40a (Single Choice)**

Once the results of the survey are analysed, Council is considering holding focus group sessions to further discuss customer service and how it can be improved. These sessions would run for approximately an hour and a half, during both the day and evening. Would you be interested in attending a session like this?

		Total
	Total	0
1	Yes during the daytime - contact me when details are available to see if I am available	0%
2	Yes during the evening - contact me when details are available to see if I am available	0%
3	No	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	0.0
Median	0.0

**Q41\_methodseverused (Multiple Choice)**

Which methods have you ever used to contact Council in the past?

		Total
	Total	0
	In-person at Council offices or other locations	0%
	Telephone	0%
	Internet/Website	0%
	Mail (post)	0%
	Email	0%
	None- I have never contacted Council	0%
	Don't know / Not sure	0%
	Other (please specify)	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you: Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

**Q42\_methodinfuture (Single Choice)**

If you had to contact Council in the future, what would be your preferred contact method?

		Total
	Total	0
1	In-person at Council offices or other locations	0%
2	Telephone	0%
3	Internet/Website	0%
4	Mail	0%
5	Email	0%

6	Other (please specify)	0%
7	Don't know/not sure	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	0.0
Median	0.0

#### Q43\_facetofaceexpectedwaitCopy1 (Single Choice)

Q43: If contacting Council in-person in the future, how long would you expect to wait before being served?

Total	Total	
Total	0	
1	Immediately	0%
2	Less than 3 minutes	0%
3	Less than 5 minutes	0%
4	5 to 10 minutes	0%
5	10 to 15 minutes	0%
6	15 to 20 minutes	0%
7	20 minutes or more	0%
8	Don't know / Not sure	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	0.0
Median	0.0

#### Q44\_telephoneexpectedwaitCopy1 (Single Choice)

Q44: If contacting Council over the phone in future, how long would you expect to wait before speaking with a staff member?

Total	Total	
Total	0	
1	Less than 60 seconds	0%
2	1-2 minutes	0%
3	3-4 minutes	0%
4	4-5minutes	0%
5	6-10 minutes	0%
6	15 to 20 minutes	0%
7	20 minutes or more	0%
8	Don't know / Not sure	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	0.0
Median	0.0

**Q45\_emailexpectedwaitCopy1 (Single Choice)**

Q45: If contacting Council via email in the future, how long would you expect to wait before receiving a response?

Total	Total
0	0
1 Within a few hours	0%
2 Same day	0%
3 2-3days	0%
4 Within a week	0%
5 Within a fortnight	0%
6 A month or more	0%
7 Don't know / Not sure	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	0.0
Median	0.0

**Q46\_MailexpectedwaitCopy1 (Single Choice)**

Q46: If contacting Council via posted mail in the future, how long would you expect to wait before receiving a response from Council?

Total	Total
0	0
1 Within a few days	0%
2 Within a week	0%
3 Within a fortnight	0%
4 Within a month	0%
5 Don't know / Not sure	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	0.0
Median	0.0

**OVERALL\_recommendation (Single Choice)**

Do you have any suggestions for how Council could improve its OVERALL customer service?

Total
-------

Total		57
1	Yes	25%
2	No	75%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	1.8
Median	2.0

#### Additional\_comments (Open End)

Please write in any other comments below.

	Total
Total	0
Answered	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

#### Q40\_suggestedimprovements (Open End)

Do you have any suggestions for how Council could improve its overall customer service delivery?

	Total
Total	14
Answered	100%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

#### sat\_types\_communication (Single Choice)

Overall, how satisfied are you with the types of communication you have seen about Council services, activities and events?

	Total	
Total	57	
1	Not at all satisfiedq	11%
2	Slightly satisfiedq	9%
3	Moderately satisfiedq	30%
4	Very satisfiedq	28%
5	Extremely satisfiedq	12%
6	Don't know/Not sure	11%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

<i>Statistics</i>	Total
Mean	3.5
Median	4.0

**Com\_types\_12\_months (Multiple Choice)**

What types of communication about Council services, activities and events do you recall over the past 12 months?

	Total
Total	57
Newcastle Council website	47%
Newcastle Museum	21%
Newcastle Art Gallery	14%
Newcastle Branch Libraries	21%
Civic Theatre Newcastle	16%
Council's Facebook page	11%
Newcastle Museum Facebook page	5%
Newcastle Art Gallery Facebook page	0%
Blackbutt Reserve Facebook page	5%
Civic Theatre Newcastle Facebook page	4%
Council's Twitter @citynewcastle	2%
Local newspaper (Newcastle Herald)	37%
Free community newspaper (eg. The Star)	23%
Radio	25%
TV news	16%
In Touch magazine	12%
Newcastle Weekly	26%
On-street signage at Council projects	25%
Display noticeboards at Council venues	11%
Council brochures or leaflets	14%
Council's E-newsletter	18%
Newcastle Voice and other communications	21%
Council News- quarterly newsletter delivered to households in hard copy	7%
Council videos	0%
Other (please specify)	4%
None of the above	16%

*Data: Including participants who completed primary survey only (Live data)*

*Display: Showing % of column*

*Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer*

**Coms\_effectiveness (Single Choice Grid)**

Please identify how effective you believe each of the communication methods were:

	Website
Not effective	0%
Neither effective nor ineffective	0%
Effective	0%
Don't Know/NA	0%

*Data: Including participants who completed primary survey only (Live data)*

*Display: Showing % of column*

*Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer*

**Coms\_effectiveness - Website (Single Choice Grid)**

		Total
Total		0
1	Not effective	0%
2	Neither effective nor ineffective	0%
3	Effective	0%
4	Don't Know/NA	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	0.0
Median	0.0

**Coms\_effectiveness - Council website (Single Choice Grid)**

		Total
Total		27
1	Not effective	4%
2	Neither effective nor ineffective	22%
3	Effective	74%
4	Don't Know/NA	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	2.7
Median	3.0

**Coms\_effectiveness - Newcastle Museum (Single Choice Grid)**

		Total
Total		12
1	Not effective	0%
2	Neither effective nor ineffective	33%
3	Effective	67%
4	Don't Know/NA	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	2.7
Median	3.0

**Coms\_effectiveness - Newcastle Art Gallery (Single Choice Grid)**

Total	Total
1	8
2	0%
3	13%
4	88%
5	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	2.9
Median	3.0

**Coms\_effectiveness - Library website (Single Choice Grid)**

Total	Total
1	12
2	8%
3	8%
4	75%
5	8%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	2.8
Median	3.0

**Coms\_effectiveness - Civic Theatre Newcastle (Single Choice Grid)**

Total	Total
1	9
2	0%
3	11%
4	78%
5	11%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.0
Median	3.0

**Coms\_effectiveness - Social media (Single Choice Grid)**

	Total
Total	0
1 Not effective	0%
2 Neither effective nor ineffective	0%
3 Effective	0%
4 Don't Know/NA	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	0.0
Median	0.0

**Coms\_effectiveness - Councils Facebook page (Single Choice Grid)**

	Total
Total	6
1 Not effective	17%
2 Neither effective nor ineffective	33%
3 Effective	50%
4 Don't Know/NA	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	2.3
Median	2.5

**Coms\_effectiveness - Newcastle Museum Facebook page (Single Choice Grid)**

Total
-------

	Total	
1	Not effective	0%
2	Neither effective nor ineffective	33%
3	Effective	67%
4	Don't Know/NA	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	2.7
Median	3.0

#### Coms\_effectiveness - Newcastle Art Gallery Facebook page (Single Choice Grid)

	Total	
1	Not effective	0%
2	Neither effective nor ineffective	0%
3	Effective	0%
4	Don't Know/NA	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	0.0
Median	0.0

#### Coms\_effectiveness - Blackbutt Reserve (Single Choice Grid)

	Total	
1	Not effective	33%
2	Neither effective nor ineffective	0%
3	Effective	67%
4	Don't Know/NA	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	2.3

Median	3.0
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**Coms\_effectiveness - Councils Twitter @citynewcastle (Single Choice Grid)**

		Total
Total		2
1	Not effective	0%
2	Neither effective nor ineffective	0%
3	Effective	100%
4	Don't Know/NA	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.0
Median	3.0

**Coms\_effectiveness - Civic Theatre Newcastle Facebook (Single Choice Grid)**

		Total
Total		1
1	Not effective	0%
2	Neither effective nor ineffective	0%
3	Effective	0%
4	Don't Know/NA	100%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	4.0
Median	4.0

**Coms\_effectiveness - Traditional media (Single Choice Grid)**

		Total
Total		0
1	Not effective	0%
2	Neither effective nor ineffective	0%
3	Effective	0%
4	Don't Know/NA	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	0.0
Median	0.0

**Coms\_effectiveness - Local newspaper (Newcastle Herald) (Single Choice Grid)**

	Total
Total	21
1 Not effective	0%
2 Neither effective nor ineffective	24%
3 Effective	76%
4 Don't Know/NA	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	2.8
Median	3.0

**Coms\_effectiveness - Free community newspaper (eg. The Star) (Single Choice Grid)**

	Total
Total	13
1 Not effective	0%
2 Neither effective nor ineffective	8%
3 Effective	92%
4 Don't Know/NA	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	2.9
Median	3.0

**Coms\_effectiveness - Radio (Single Choice Grid)**

	Total
Total	14
1 Not effective	0%
2 Neither effective nor ineffective	29%
3 Effective	71%

4	Don't Know/NA	0%
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Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	2.7
Median	3.0

#### Coms\_effectiveness - TV news (Single Choice Grid)

	Total
Total	9
1 Not effective	0%
2 Neither effective nor ineffective	22%
3 Effective	78%
4 Don't Know/NA	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	2.8
Median	3.0

#### Coms\_effectiveness - Local publications (Single Choice Grid)

	Total
Total	0
1 Not effective	0%
2 Neither effective nor ineffective	0%
3 Effective	0%
4 Don't Know/NA	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	0.0
Median	0.0

#### Coms\_effectiveness - In Touch magazine (Single Choice Grid)

		Total
Total		7
1	Not effective	0%
2	Neither effective nor ineffective	0%
3	Effective	86%
4	Don't Know/NA	14%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.1
Median	3.0

#### Coms\_effectiveness - Newcastle Weekly (Single Choice Grid)

		Total
Total		15
1	Not effective	0%
2	Neither effective nor ineffective	13%
3	Effective	80%
4	Don't Know/NA	7%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	2.9
Median	3.0

#### Coms\_effectiveness - Signage/brochures (Single Choice Grid)

		Total
Total		0
1	Not effective	0%
2	Neither effective nor ineffective	0%
3	Effective	0%
4	Don't Know/NA	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
------------	-------

Mean	0.0
Median	0.0

**Coms\_effectiveness - On-street signage at Council projects (Single Choice Grid)**

		Total
Total		14
1	Not effective	0%
2	Neither effective nor ineffective	21%
3	Effective	71%
4	Don't Know/NA	7%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	2.9
Median	3.0

**Coms\_effectiveness - Display noticeboards at Council venues (Single Choice Grid)**

		Total
Total		6
1	Not effective	0%
2	Neither effective nor ineffective	33%
3	Effective	50%
4	Don't Know/NA	17%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	2.8
Median	3.0

**Coms\_effectiveness - Council brochures or leaflets (Single Choice Grid)**

		Total
Total		8
1	Not effective	0%
2	Neither effective nor ineffective	13%
3	Effective	75%
4	Don't Know/NA	13%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.0
Median	3.0

**Coms\_effectiveness - Council (Single Choice Grid)**

Total	Total
Total	0
1 Not effective	0%
2 Neither effective nor ineffective	0%
3 Effective	0%
4 Don't Know/NA	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	0.0
Median	0.0

**Coms\_effectiveness - Councils E-newsletter (Single Choice Grid)**

Total	Total
Total	10
1 Not effective	0%
2 Neither effective nor ineffective	0%
3 Effective	100%
4 Don't Know/NA	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.0
Median	3.0

**Coms\_effectiveness - Newcastle Voice and other communications (Single Choice Grid)**

Total	Total
Total	12
1 Not effective	0%

2	Neither effective nor ineffective	8%
3	Effective	83%
4	Don't Know/NA	8%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.0
Median	3.0

**Coms\_effectiveness - Council News- quarterly newsletter delivered to households in hard copy (Single Choice Grid)**

Total	Total
Total	4
1 Not effective	0%
2 Neither effective nor ineffective	25%
3 Effective	75%
4 Don't Know/NA	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	2.8
Median	3.0

**Coms\_effectiveness - Council videos (Single Choice Grid)**

Total	Total
Total	0
1 Not effective	0%
2 Neither effective nor ineffective	0%
3 Effective	0%
4 Don't Know/NA	0%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

**CE\_Involvement (Multiple Choice)**

Council greatly values community feedback and input regarding issues that affect the community. We would like to understand what methods work best and what you would like Council to do more of to gain community feedback. Have you been involved in any of Council's community engagement activities listed below in the past?

Total	Total
Total	57

Community workshops	9%
On line surveys	33%
Face to face surveys conducted at events or venues	5%
Focus groups	7%
Other	2%
None of the above	61%

### CE\_more\_of (Multiple Choice)

What types of community engagement activities would you most like to take part in/think Council should do more of?

	Total
Total	57
Community workshops	21%
On line surveys	30%
Face to face surveys conducted at events or venues	18%
Focus groups	11%
Other	2%
No opinion	54%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

### LGA (Single Choice)

Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in?

	Total
Total	57
1 Newcastle	0%
2 Port Stephens	14%
3 Lake Macquarie	54%
4 Cessnock	7%
5 Maitland	5%
6 Other	19%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	3.6
Median	3.0

### Suburb\_NewC (Single Choice)

Which suburb do you live in?

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or

Other or Did not answer

Statistics	Total
Mean	0.0
Median	0.0

### Q3\_Age (Single Choice)

What is your age range?

Total	Total
Total	57
1 Under 18	0%
2 "18-24"	4%
3 "25-39"	12%
4 "40-54"	28%
5 "55-69"	39%
6 70+	14%
7 Prefer not to say	4%

### Q4\_Gender (Single Choice)

And what is your gender?

Total	Total
Total	57
1 Male	37%
2 Female	58%
3 Transgender/Intersex/Other	0%
4 Prefer not to say	5%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

Statistics	Total
Mean	1.7
Median	2.0

### Ward (Single Choice)

Total	Total
Total	57
1 Ward 1	0%
2 Ward 2	0%
3 Ward 3	0%
4 Ward 4	0%
5 Out of area	100%

Data: Including participants who completed primary survey only (Live data)

Display: Showing % of column

Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer

<i>Statistics</i>	Total
Mean	5.0
Median	5.0

**Sample (Single Choice)**

	Total
Total	57
Default Test Link	0%
OpenSample:2016_Customer_Service	0%
Survey_link (deleted) (deleted)	0%
Survey_link_non_NV	61%
Panel_sample	39%

*Data: Including participants who completed primary survey only (Live data)*

*Display: Showing % of column*

*Filter: Include those who match all of: all of these rules: Now for a few questions about you:Please tell us which Local Government Area (LGA) you live in? Port Stephens or Lake Macquarie or Cessnock or Maitland or Other or Did not answer*