



City of  
Newcastle

# Quarterly Community Survey

## Winter 2020 Report

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# Executive summary

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

**The Winter 2020 survey focused on the City's response to the COVID-19 pandemic.** The online survey was open from 1 June to 21 June 2020. A total of 401 people took part in the survey.

## Overall satisfaction with CN's response to COVID-19

CN's response to the pandemic was viewed favourably with **74% indicating CN's response met or exceeded their expectations**. Where expectations were not met, the key reason given was lack of policing of social distancing requirements, particularly on coastal pathways.

Community opinion on CN's performance relating to key objectives of the response was also positive with:

- 64% satisfied with CN providing timely information
- 67% satisfied with CN applying State and Federal Government advice at the local level
- 67% satisfied with CN adjusting operations to protect the health of the public and staff.

## Communication

**Most people (65%) were satisfied with how CN communicated information** about changes to facilities and services, and social distancing measures.

The information put out by CN was rated as being:

- Consistent with information from other sources (75% agreed)
- Easy to understand (72%)
- Timely (71%)
- Relevant (64%)

**Social media, TV news stories, CN emails and newsletters, and onsite signage were the main ways people received information about the City's response to the pandemic.** These channels were also preferred for receiving information in the future as restrictions ease.

## Changes to operation of CN facilities and services

There were **high levels of support for CN's decisions to:**

- Bring forward some road and footpath work (93% support)
- Leave Summerhill Waste Management Facility open (90%)
- Reopen beaches and ocean baths when restrictions were lifted on 15 May (82%)
- Temporarily close playgrounds and skateparks until restrictions lifted on 15 May (75%)

Decisions that received less support, in comparison, included:

- Temporarily closing beaches and ocean baths (57% support)
- Temporarily closing Blackbutt Reserve (53%)

**As restrictions ease, there is greater comfort for the community in returning to outdoor facilities** like beaches and parks, over indoor facilities such as libraries.

## CN's role in economic recovery

The majority of people surveyed (88%) supported CN having a role in the City's economic recovery.

Most (58%) were also supportive of CN creating stimulus work, in response to the economic impact of the pandemic.

## CN support initiatives

Without being prompted, **about one-in-three people (35%) were aware that CN had developed support initiatives** to help locals through the effects of COVID-19.

When prompted with a list of support initiatives, awareness was highest for:

- Allowing a hold on rate payments, and not charging interest (53% aware of this)
- Expanded online library services (50%)
- Reduced rents for businesses in City-owned buildings (50%)
- Grants for community sector groups (37%)
- Relaxing certain restrictions on small businesses (33%)

When provided with a description of CN's Community and Economic Resilience Package (CERP), **70% of people agreed the CERP would help our City get through this period.**

**Online support initiatives such as What's On(line), expanded online library services and online exhibitions and experiences hold appeal**, with more than one-in-three people saying they would use or have used these.

Only 11% of people said they would access or have accessed an interest-free hold on rate payments.

## Impact of the pandemic on the community

**The COVID-19 pandemic has had a mixed effect on the Newcastle community** with just under half of people (44%) indicating the pandemic has had a large or very large impact on their day-to-day lives, and 55% saying it had little or a moderate impact.

The main impacts on people include:

- Having children at home and/or home-schooling
- Being unable to socialise and/or visit family and friends
- Being unable to leave the house
- Transitioning to working from home
- Reduced incomes and/or working hours
- Impacts on mental and physical health

**The top three things people would like to carry into the future from their pandemic experience are:**

- Flexibility to work from home
- Improved hygiene practices
- Social distancing

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# 1 Introduction

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

The Winter 2020 quarterly community survey focused on understanding community opinion on CN's response to the COVID-19 pandemic.

## 2 Methodology

### 2.1 Data collection

The online survey was available from Monday 1 June to Sunday 21 June 2020, inclusive. In total, 401 people completed the survey.

### 2.2 Survey promotion

The survey was promoted through social, digital and traditional media channels and was available to all community members via CN's website. Members of the City's community panel (Newcastle Voice) were also sent email invitations to take part in the survey.

### 2.3 Data handling

Data handling and analysis was carried out using the City's online survey software. All responses are de-identified to ensure the anonymity of respondents. If more than 100 open-ended responses are submitted, they are coded by theme.

### 2.1 Data weighting

The sampling process is a self-selecting sample, where members of the Newcastle community chose to participate in the survey. This is a non-probability sampling technique, and 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. As such, a self-selection sampling technique may limit the representativeness of the sample. The survey attracted a strong response from Ward 1 residents and people aged over 55 years. To help overcome this, the data has been weighted post-collection to broadly represent the LGA in terms of population distribution by location and age. Respondent profile is included in Appendix II.

## 3 Survey findings

### 3.1 CN's response to the pandemic

#### Performance against expectations

Survey respondents were asked to indicate to what extent the City's response to the COVID-19 pandemic had met their expectations. **Overall, the majority of respondents (74%) indicated CN's response met or exceeded their expectations (figure 1).** For context, the same question was also asked about the NSW Government's response to the pandemic, where a similar level of meeting or exceeding expectations (79%) was found.

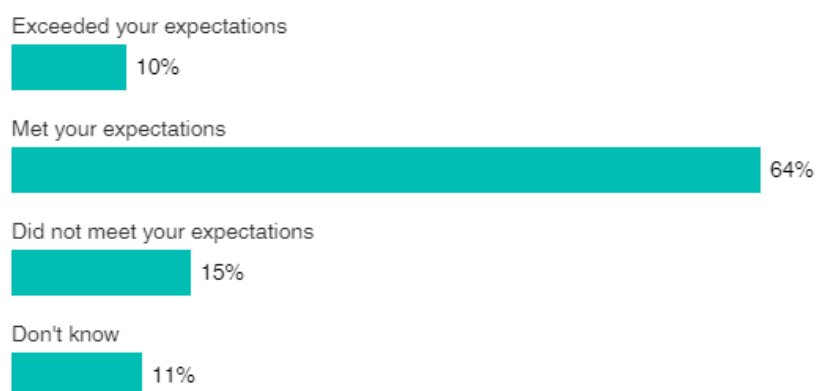


Figure 1: CN overall performance against expectations

Of those respondents whose expectations were not met, the key reasons given included social distancing not being policed (11%, particularly along the coast), a response from CN not being evident (9%), and lack of communication or information (8%).

#### Performance against key objectives

In response to the pandemic, CN worked in collaboration with government partners including NSW Health to ensure our city was prepared in the event of further spread of COVID-19 to the region. The key objectives guiding CN's response to the pandemic were to:

- provide timely information about any changes to services or the operation of our facilities
- support the State and Federal governments to manage the impact of the pandemic
- adjust our operations to further protect public health and the health of our staff.

The survey asked respondents to rate their level of satisfaction on each of these key objectives.

**Most respondents were satisfied, with about two-thirds indicating they were satisfied or very satisfied with CN's performance on each objective (figure 2).**

● Very satisfied   
 ● Satisfied   
 ● Neither satisfied or dissatisfied   
 ● Dissatisfied   
 ● Very dissatisfied  
● Don't know

Providing timely information about changes to services or the operation of facilities



Applying State and Federal Government advice at the local level



Adjusting our operations to protect the health of the public and staff



Figure 2: CN performance on key objectives

## 3.2 Communication

### Satisfaction with communications

Respondents were asked to indicate how satisfied they were overall with how CN communicated information about changes to facilities and services (e.g. temporary closures) and social distancing measures. **Overall, most respondents (65%) indicated they were satisfied or very satisfied with CN's communications in response to the pandemic** (figure 3).

Very satisfied



Satisfied



Neither satisfied or dissatisfied



Dissatisfied



Very dissatisfied



Don't know



Figure 3: Overall satisfaction with CN communications



## Information sources used

Respondents were asked how they had been getting most of their information about CN's response to the pandemic, including changes to facilities and services and support initiatives available. Respondents were able to select more than one information source, and on average, respondents selected 2.9 response options as their main information sources. The results are summarised in figure 4.

**Overall, social media channels were an effective source of information, with 40% of respondents indicating they received most of their information from Facebook, Twitter and Instagram.** TV news stories, emails/newsletters and onsite signage were secondary sources, with just over one-quarter of respondents citing these as their main information sources. **Less than one-in-ten (9%) survey respondents said they hadn't seen or heard anything about CN's response to the pandemic.**

In a separate question, respondents were asked to nominate their preferred sources for how they would most like to receive information about changes to CN's facilities and services. A similar pattern of results was observed with social media and CN emails/newsletters receiving the highest level of endorsement (53%), followed by TV (36%) and onsite signage (34%).

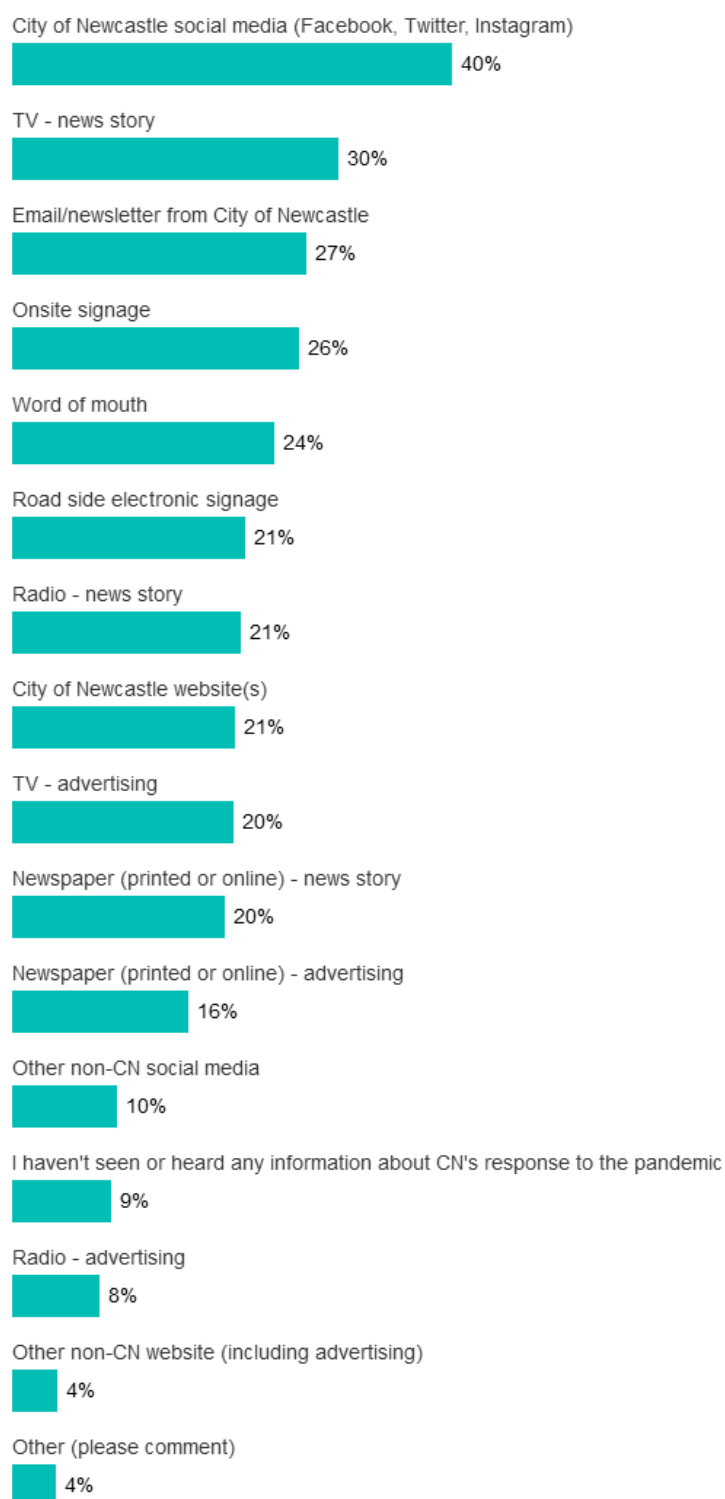


Figure 4: Information sources

## Communication diagnostics

To better understand the performance of CN's communication materials, respondents were asked to rate how the information they had seen or heard from CN in response to the pandemic performed on key diagnostic criteria. These included whether the information they had seen or heard was easy to understand, relevant, timely and consistent with information they had heard from other sources. Results are summarised in figure 5.

**The majority of respondents (75%) indicated the information they had seen or heard about CN's response to the pandemic was consistent with other sources**, suggesting good alignment of key messages with other State and Federal communications. Similarly, **most respondents rated CN's communications as easy to understand (72%) and timely (71%)**. CN's communications were also rated as relevant by most respondents (64%).

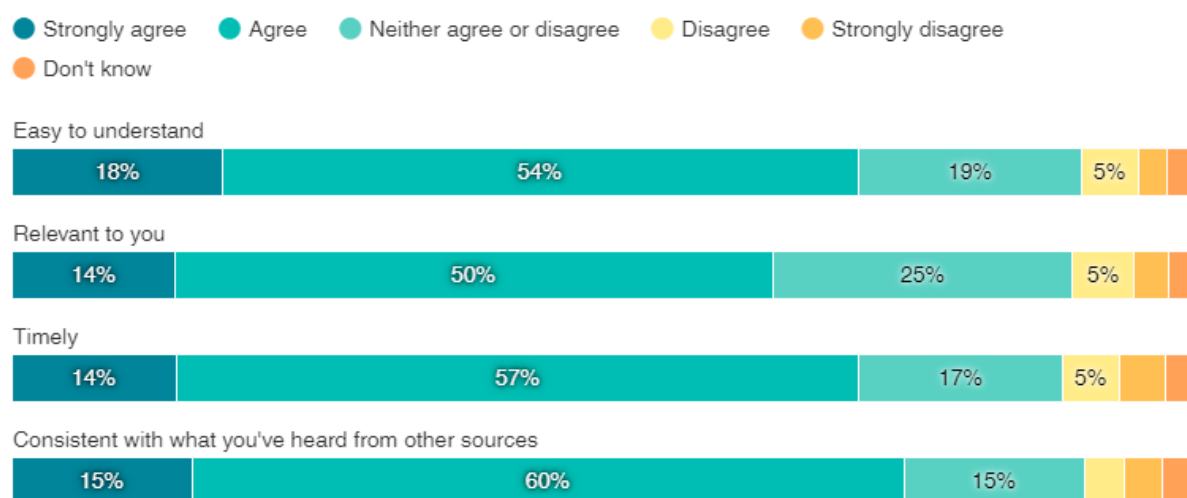


Figure 5: Communication diagnostics

## 3.2 Changes to CN facilities and services

### Support for changes to operation of CN facilities and services

In response to the pandemic, CN made a number of changes to its facilities and services to align with government public health orders. Survey respondents were asked to rate their level of support for several key decisions made by CN during the pandemic. Results are presented in figure 6.

**Overall, the majority of survey respondents supported the decisions made by CN about changes to the operation of various facilities and services.** There was strong support for fast-tracking road and footpath work (93%) and leaving Summerhill open with social distancing measures in place (90%). Support for decisions to temporarily close outdoor facilities such as beaches & oceans baths (57%) and Blackbutt Reserve (53%) was lower in comparison.

● I support this decision   
 ● Not sure if this was the right decision   
 ● I do not support this decision  
● Not relevant to me   
 ● Don't know

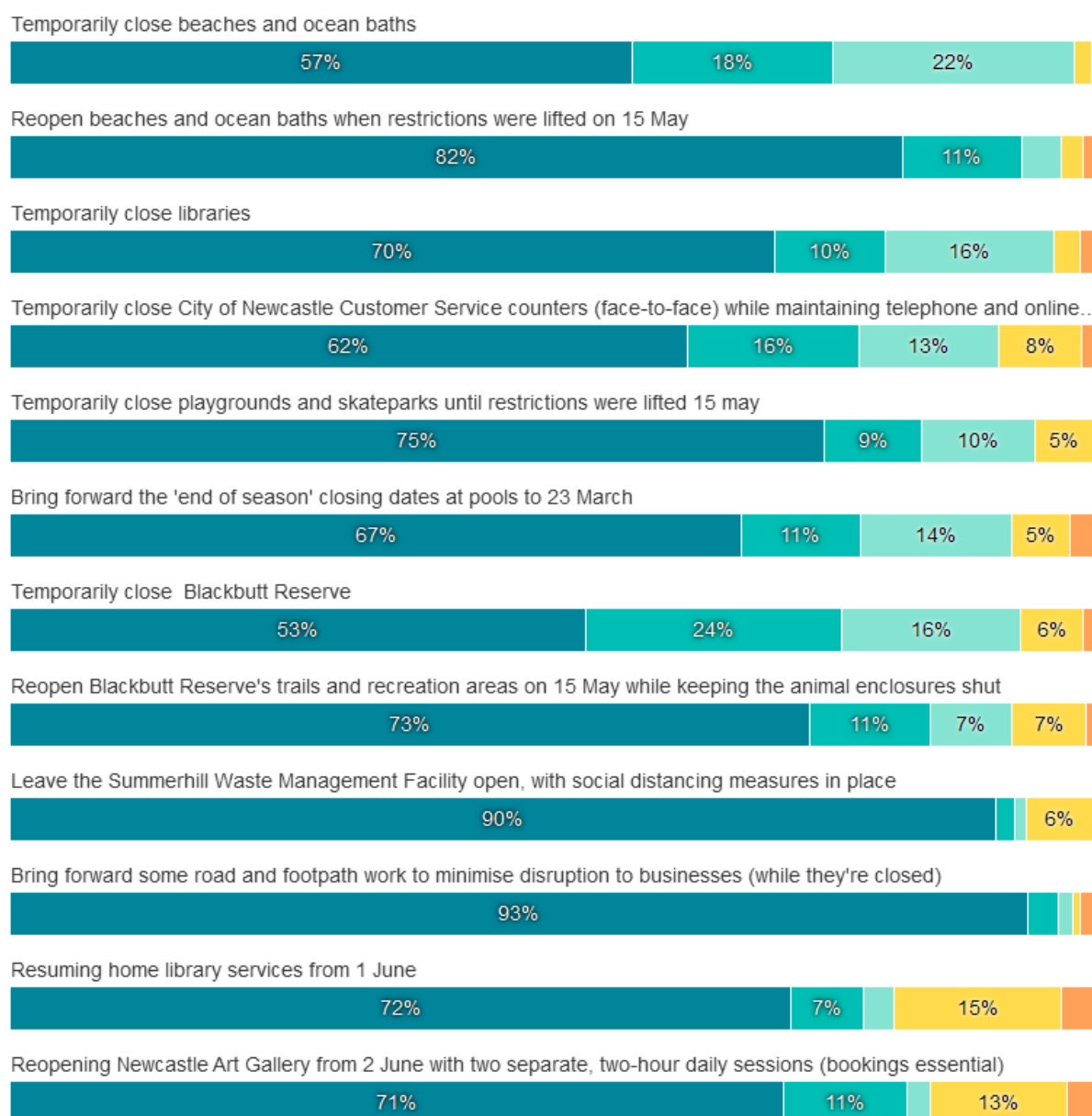


Figure 6: Support for changes to operation of CN facilities and services

## Lifting restrictions at CN facilities

Survey respondents were asked for their views about how comfortable they would be using various CN facilities and services as we move into a period of lifting restrictions. The results are shown in figure 7.

**Overall, there were high comfort levels using most facilities. Results show respondents are most comfortable using outdoor facilities** including beaches (71% extremely or very comfortable using), Summerhill (70%), parks, playgrounds and skateparks (55%), and ocean baths (51%), in line with the easing of restrictions. Comfort using pools was lower in comparison (35% extremely or very comfortable overall, or 47% when those who don't use the pools are excluded).

More caution is evident for use of indoor facilities, with just under half of all respondents saying they would be extremely or very comfortable using libraries (47%) and cultural facilities (43%).

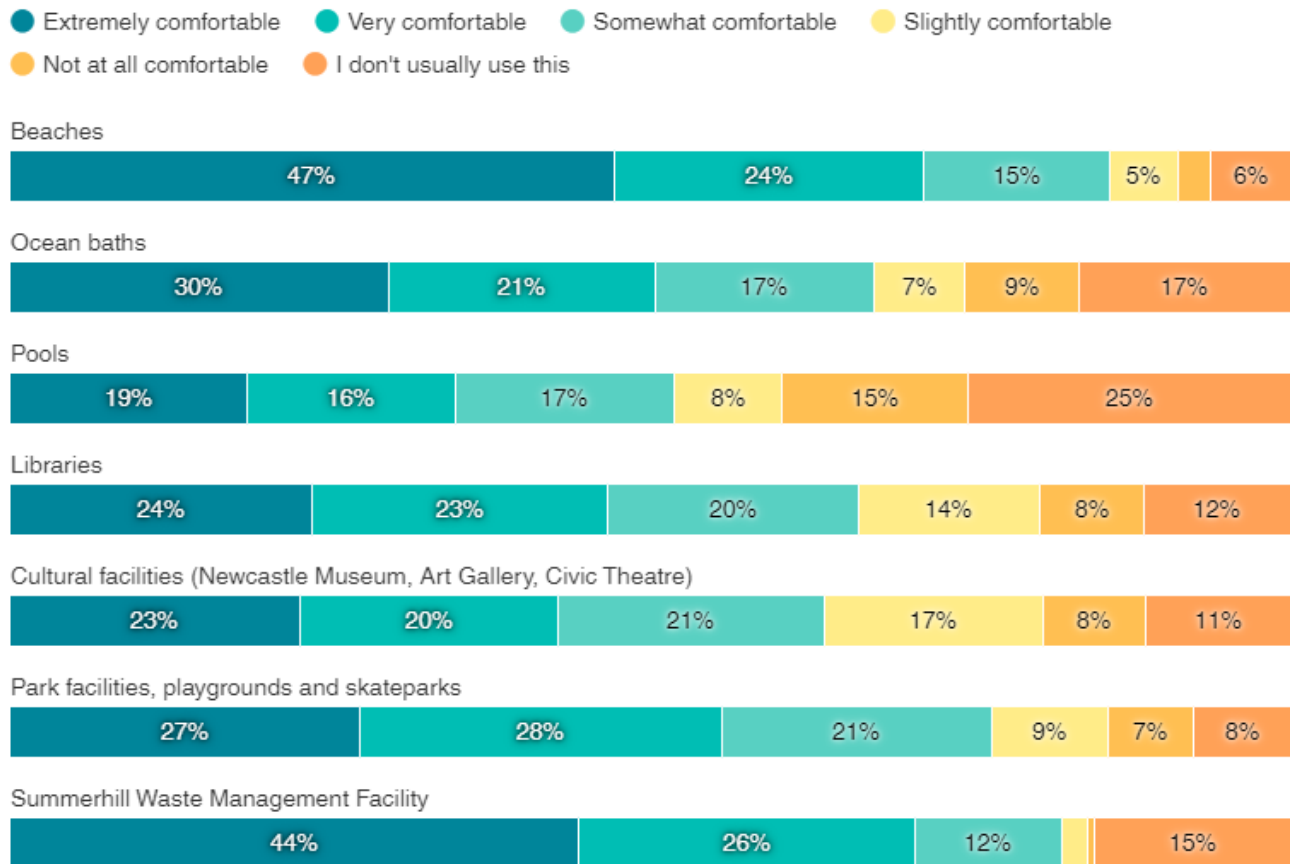


Figure 7: Comfort using CN facilities as restrictions ease

### 3.3 CN's role in economic recovery

Survey respondents were asked whether they believed CN has a role to play in responding to the economic impact of the pandemic. The results are presented in figure 8. **The majority of survey respondents supported CN having a role in the City's economic recovery.**



Figure 8: CN role in responding to the economic impact of the pandemic

Respondents were also asked to indicate whether they believe CN should be funding job-creating stimulus works, even if such programs would cause CN to incur a significant budget deficit during the coming 12 months. **Most survey respondents (58%) were supportive of CN creating stimulus work in response to the economic impact of the pandemic** (figure 9).

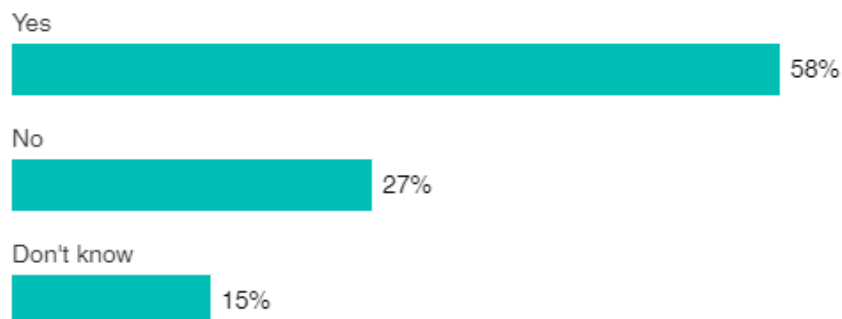


Figure 9: Creation of stimulus works

### 3.4 Awareness, perceptions and usage of CN support initiatives

Respondents were asked a series of questions about awareness, perceptions and intended use of various elements that form the CERP, and other initiatives designed to help locals through the effects of the pandemic.

#### Awareness of CN support initiatives

Respondents were asked whether they had heard of any support initiatives CN had developed to help locals through the effects of the pandemic, before taking the survey. **Around one-third of respondents were aware of CN support initiatives before taking the survey** (figure 10).

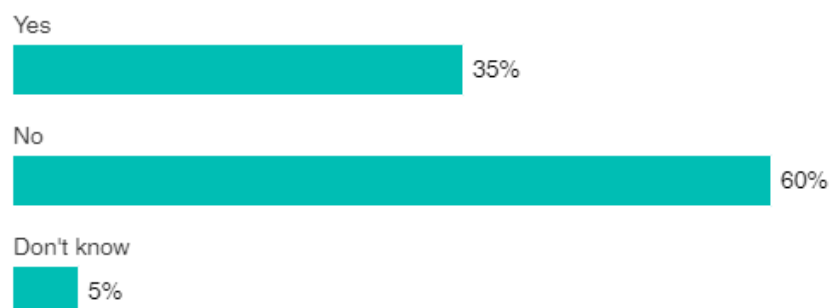


Figure 10: Unprompted awareness of CN support initiatives

In a later question, respondents were presented with a list of CERP and other initiatives and asked to indicate what they had heard of (figure 11). **There were good levels of awareness for holds on rate payments (53%), expanded online library services (50%) and reduced rent for businesses in City-owned buildings (50%).**



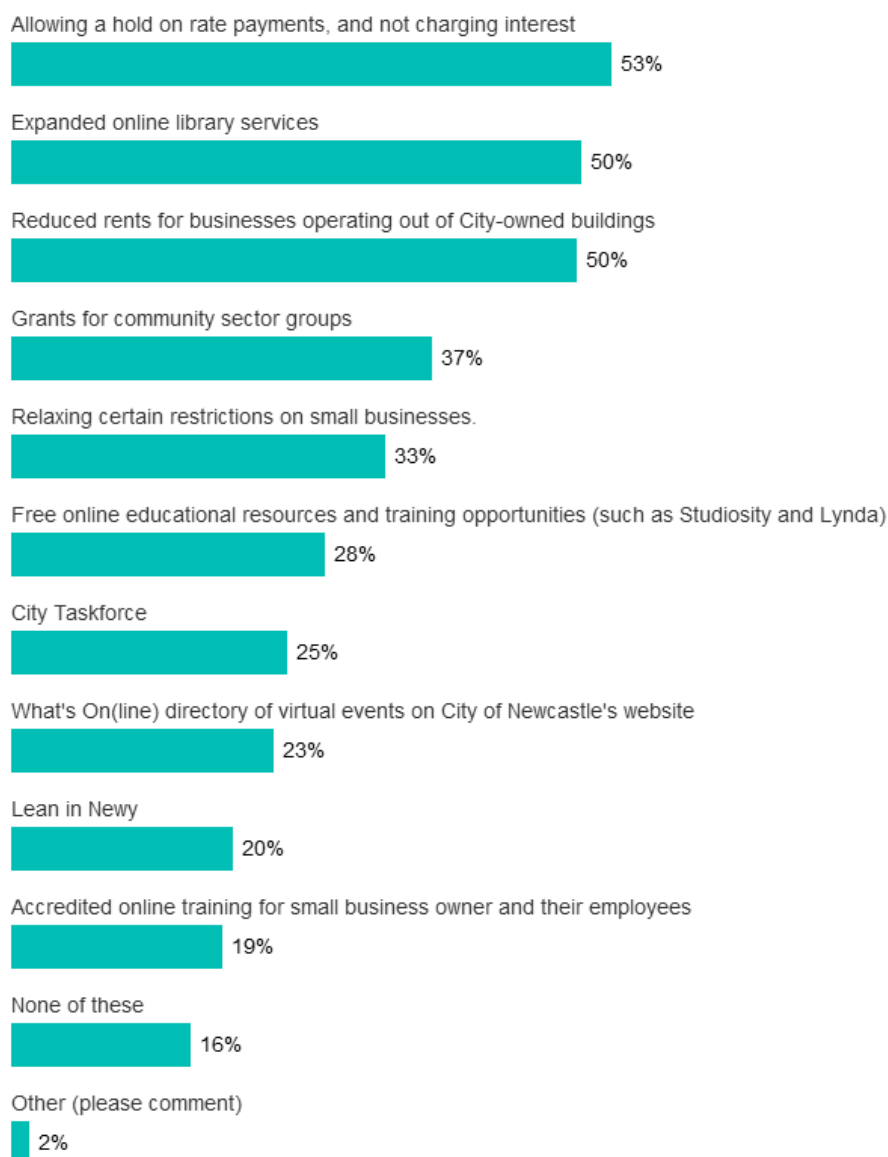


Figure 11: Prompted awareness of CN support initiatives

## Perceptions of the CERP

Respondents were presented with the following description of the CERP and asked to indicate the extent to which they agreed the CERP would help the City get through this period:

*As part of the support package, the City is:*

- *Allowing a hold on rate payments, and not charging interest*
- *Reducing rents for businesses operating out of City-owned buildings*
- *Providing grants to community sector groups*
- *Expanding online library services, including offering free online educational resources and training opportunities*
- *Providing free accredited online training for small business owners and their employees*
- *Relaxing certain restrictions on small businesses*

Overall, 70% of survey respondents agreed that the CERP will help our City get through this period (figure 12).

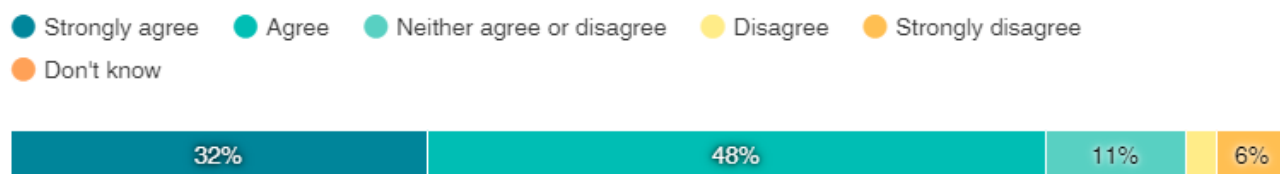


Figure 12: Level of agreement that CERP will help the City recover

To better understand perceptions of the key elements that make up the CERP, respondents were also asked which of a series of attributes applied to each item. The results are shown in table 1.

Overall, most respondents agreed that the different elements of the CERP were *worthwhile support for those in need*, with interest-free holds on rate payment (59%) and reduced rents in City-owned buildings (55%) receiving strong endorsement on this attribute. Similarly, relaxing restrictions on businesses and reduced rents in City-owned buildings were also highly endorsed as *will help our City get through this period*. Expanding online library services was endorsed most strongly on being a *good example of how an organisation can help regular people* (43%). Overall, endorsement of all CERP elements was quite low on being *relevant to my household*.

Table 1: Perceptions of CERP elements

	Worthwhile support for those in need	Will help our City through this period	Good example of how an organisation can help regular people	A good use of ratepayer money	Relevant to my household	None of these
Allowing a hold on rate payments, and not charging interest.	59%	42%	39%	22%	12%	5%
Reducing rents for businesses operating out of City-owned buildings	55%	52%	18%	22%	1%	8%
Providing grants to community sector groups.	52%	38%	19%	30%	5%	19%
Expanding online library services, including offering free online educational resources and training opportunities.	49%	32%	43%	31%	14%	9%
Providing free accredited online training for small business owners and their employees	43%	35%	23%	22%	4%	26%
Relaxing certain restrictions on small businesses	50%	56%	26%	15%	6%	9%

## Intended use of support initiatives

Respondents were asked to indicate whether they had used, or intended to use, several of the key support initiatives developed by CN. The results are shown in figure 13.

**There appears to be a good appetite for online-based recreational activities.** While the proportion of respondents indicating they had used What's On(line) was quite low, almost 40% of respondents indicated they would probably use this – building awareness of this initiative would likely result in good usage. Similarly, actual or intended usage of expanded online library services and online exhibitions was also quite good. Intended uptake of free education and training opportunities, and financial relief through a hold on rates, was lower in comparison.

● Have already used or accessed this   
 ● Will probably use or access this   
 ● Undecided  
● Probably won't use or access this   
 ● Not relevant to me

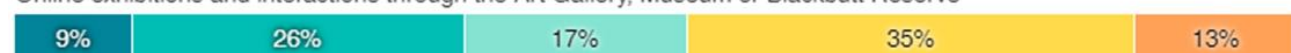
What's On(line) directory of virtual events on City of Newcastle's website



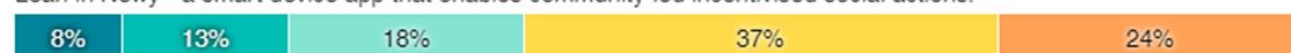
Expanded online library services (including e-books, magazines, music, movie streaming and online learning)



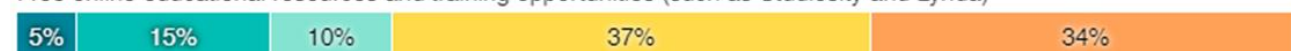
Online exhibitions and interactions through the Art Gallery, Museum or Blackbutt Reserve



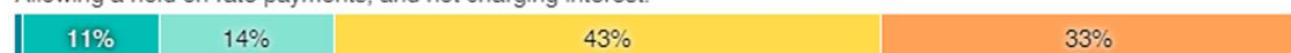
Lean in Newy - a smart device app that enables community-led incentivised social actions.



Free online educational resources and training opportunities (such as Studiosity and Lynda)



Allowing a hold on rate payments, and not charging interest.



Grants for community sector groups.



Accredited online training for small business owners and their employees



Figure 13: Intended use of CN support initiatives

### 3.5 Impact of the pandemic on the community

At the end of the survey, respondents were asked a series of questions to better understand the effect the pandemic has had on their daily lives, and the way forward.

#### Impact of the pandemic on day-to-day life

Respondents were asked to indicate the extent to which the COVID-19 pandemic had an impact on their day-to-day lives. The results are presented in figure 14.

**The impact of the pandemic on the Newcastle community appears mixed.** Just under half (44%) of respondents indicated the pandemic has had a large or very large impact on their day-to-day life, with 55% indicating a little or moderate impact.

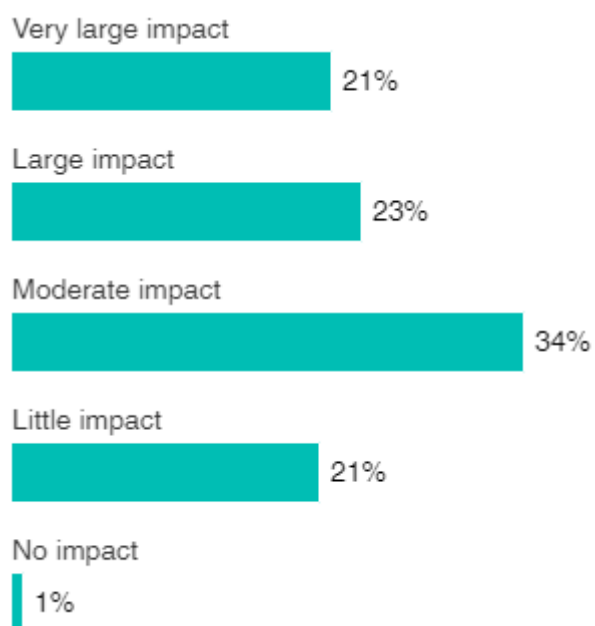


Figure 14: Impact of pandemic on daily life

### Ways the pandemic has impacted day-to-day life

In a follow-up question, respondents were asked to provide the main ways the pandemic had impacted their life, in an open-ended format. A total of 170 respondents left a comment. Key themes in responses are summarised in figure 15.

Analysis of the verbatim responses suggests **the impact of the pandemic was most strongly felt on people's social lives**, with many reporting they were unable to leave the house (n= 40 comments) and were therefore unable to socialise (n= 30) or visit family and friends (n= 26), or access some (non-CN) facilities and services (n= 11).

**The pandemic also impacted people's working lives**, with many transitioning to working from home (n= 47 comments), others noting the pandemic had resulted in reduced income and/or working hours (n= 28), and some noting the impact on their business (n= 18).

In regard to health, **a number of comments noted concerns for mental health caused through worry, stress and anxiety** (n= 24), with others noting they felt isolated (n= 19). Others commented on how limitations on exercise options and organised sports impacted their physical health (n= 21).

**Home-schooling (n= 40 comments) and having children at home (n= 24) were also noted**, particularly in relation to the challenges this presented for those working from home.

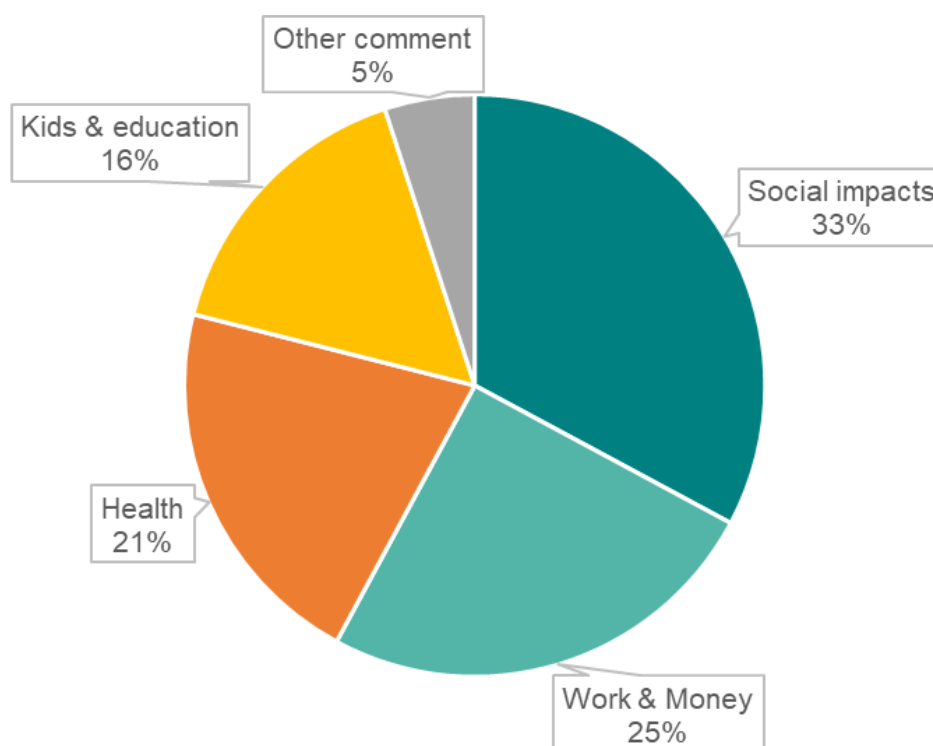


Figure 15: Themes in open-ended comments on impacts of pandemic (% of comments)

### Changes into the future

In an open-ended question, respondents were asked to comment on which, if any, of the changes they had made to their daily lives due to COVID-19 that they would like to see continue into the future. A total of 215 respondents left a comment. Figure 16 shows the number of comments for the highest mentioned categories.

Analysis of comments revealed survey **respondents would like the flexibility to continue to work from home** as we emerge from strict restrictions (n= 49 comments). There is also hope that **personal hygiene measures (n= 44 comments) and social distancing (n= 39) will carry on through to life after the pandemic**. Some respondents also noted they'd like to **keep using some of the online platforms that were used throughout COVID** (e.g. doctors consults, online library, online conferencing and socialising).



Figure 16: Changes that should continue into the future (number of comments, n=)

### 3.6 Other comments on CN's response to the pandemic

At the end of the survey, respondents had the option of leaving any other comments they had about the City's response to COVID-19 in an open-ended question. A total of 191 respondents left a comment. Key sentiments in responses are summarised in figure 17.



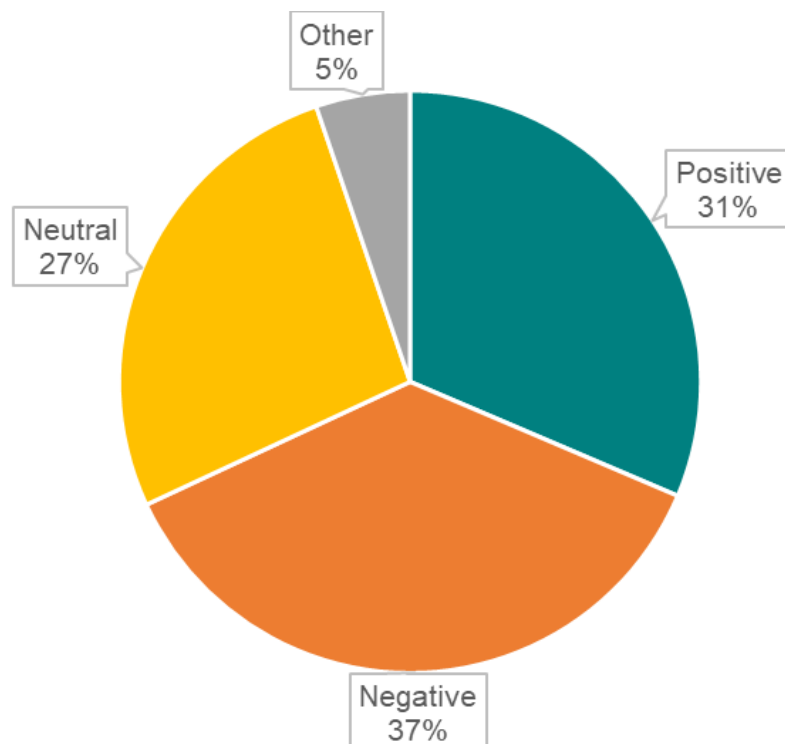


Figure 17: Sentiment in other comments about CN's response to the pandemic

Of the positive comments, most were quite general:

*"Well done, you handled everything really well, acting fast and providing thorough communications"*

*"Overall, I feel that the City has responded very well to COVID-19"*

*"I believe city has responded well in an effort to ensure health and safety of residents"*

*"Well done to all and thank you"*

Some of positive comments talked specifically to keeping work going and communications:

*"Getting stuck in to capital works was an excellent move helping staff subcontractors and suppliers keep an income through this terrible time"*

*"It is good to see council capitalising on the reduced traffic to bring forward works that would be very disruptive in peak times (e.g. Darby Street)."*

*"... seemed to get right on top of restrictions and provides clear guidance to locals"*

*"Great use of digital comms"*

Negative comments were quite mixed, though concerns about communications and comments about libraries were evident:

*"I have heard some strong negative feedback about the ads on TV and at cinemas - people do not like to see the constant self promotion of Council - they know how much this costs and would prefer to see it spent more in the community. Some people have been angry+++"*

*"Promotion of the response was poor"*

*"I'm not sure about the TV ad campaign - especially if the ratepayers paid for it"*

*"The way library services operated was not handled as well as other library services e.g. Lake Macquarie. I use ebooks, but the collection is very limited. Lake Macquarie did much better customer service and communicated changes more effectively."*

*"Libraries and counter services should never have been shut as they are no different to shopping services in terms of danger and libraries not opening fully today with social distancing is just plain wrong"*

*"I fail to see why libraries were all closed for so long given their resource use. Security people assigned before COVID could have managed numbers entering and wipes made available for customers and staff to ensure hygiene. Very disappointing kneejerk action"*

## 4 Appendices

## **Appendix I – Survey**

(to be inserted once PDF'd)

# (Winter) Quarterly Community Survey: COVID

## Survey Introduction

### Instruction

As we work with State and Federal governments to respond to COVID-19, we'd like to check-in with you to get your views on City of Newcastle's response to the pandemic. This survey will take about 10 minutes to complete.

### Instruction

In response to the COVID-19 pandemic, City of Newcastle (CN) made changes to the operation of a number of its facilities and services and developed a range of support initiatives designed to help locals through the effects of the pandemic.

### Single Choice Grid : Grid

Please indicate how satisfied you are with CNs response to the pandemic in terms of:

- Providing timely information about changes to services or the operation of facilities
- Applying State and Federal Government advice at the local level
- Adjusting our operations to protect the health of the public and staff
  - Very satisfied
  - Satisfied
  - Neither satisfied or dissatisfied
  - Dissatisfied
  - Very dissatisfied
  - Don't know

### Single Choice Grid : Grid

To what extent did the following meet your expectations?

- City of Newcastle's response to the pandemic
- NSW Government response to the pandemic
  - Exceeded your expectations
  - Met your expectations
  - Did not meet your expectations
  - Don't know

Display the questions if all of the following conditions are true:

- [This Survey] Expectations met overall? - City of Newcastle's response to the pandemic : is Did not meet your expectations

*Open Ended : No Validation*

**In what ways has the City's response to the pandemic not met your expectations?**

*Single Choice Question : Buttons*

**And how satisfied are you with how CN has communicated information about changes to facilities and services (e.g. temporary closures) and social distancing measures? (Select one response only)**

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know

*Multiple Choice Question*

**How have you been getting most of your information about CN's response to the pandemic including changes to facilities and services, and support initiatives available for locals? (Select all that apply)**

- TV - news story
- TV - advertising
- Radio - news story
- Radio - advertising
- Newspaper (printed or online) - news story
- Newspaper (printed or online) - advertising
- City of Newcastle website(s)
- City of Newcastle social media (Facebook, Twitter, Instagram)
- Other non-CN website (including advertising)
- Other non-CN social media
- Onsite signage
- Road side electronic signage
- Email/newsletter from City of Newcastle
- Word of mouth
- I haven't seen or heard any information about CN's response to the pandemic
- Other (please comment)

## **Logic: Have seen CN info**

**Skip the questions if all of the following conditions are true:**



- [This Survey] - I haven't seen or heard any information about CN's response to the pandemic

### Usefulness of information

*Single Choice Grid : Grid*

**And thinking about the information you have seen or heard about CNs response to the pandemic, has the information been:**

- Strongly agree
  - Agree
  - Neither agree or disagree
  - Disagree
  - Strongly disagree
  - Don't know
- 
- Easy to understand
  - Relevant to you
  - Timely
  - Consistent with what you've heard from other sources

*Multiple Choice Question*

**As we move into a period of easing of restrictions, in line with NSW Government policy, how would you most like to receive information about changes to our facilities and services? (Select all that apply)**

- TV
- Radio
- Newspaper (print or online)
- City of Newcastle website(s)
- City of Newcastle social media (Facebook, Twitter, Instagram)
- Onsite signage
- Road side electronic signage
- Email/newsletter from City of Newcastle
- Other (please comment)

*Instruction*

**Listed below some of the changes CN made to its facilities and services in response to the COVID-19 pandemic and Government Health Orders.**

*Single Choice Grid : Grid*

**For each, please indicate your opinion about CNs decision to:**

- I support this decision
- Not sure if this was the right decision

- I do not support this decision
  - Not relevant to me
  - Don't know
- 
- Temporarily close beaches and ocean baths
  - Reopen beaches and ocean baths when restrictions were lifted on 15 May
  - Temporarily close libraries
  - Temporarily close City of Newcastle Customer Service counters (face-to-face) while maintaining telephone and online service
  - Temporarily close playgrounds and skateparks until restrictions were lifted 15 May
  - Bring forward the 'end of season' closing dates at pools to 23 March
  - Temporarily close Blackbutt Reserve
  - Reopen Blackbutt Reserve's trails and recreation areas on 15 May while keeping the animal enclosures shut
  - Leave the Summerhill Waste Management Facility open, with social distancing measures in place
  - Bring forward some road and footpath work to minimise disruption to businesses (while they're closed)
  - Resuming home library services from 1 June
  - Reopening Newcastle Art Gallery from 2 June with two separate, two-hour daily sessions (bookings essential)

*Single Choice Grid : Grid*

**As we move into a period of lifting restrictions, how comfortable are you with using the following facilities and services:**

- Extremely comfortable
  - Very comfortable
  - Somewhat comfortable
  - Slightly comfortable
  - Not at all comfortable
  - I don't usually use this
- 
- Beaches
  - Ocean baths
  - Pools
  - Libraries
  - Cultural facilities (Newcastle Museum, Art Gallery, Civic Theatre)
  - Park facilities, playgrounds and skateparks
  - Summerhill Waste Management Facility

*Instruction*

**CN has developed a package of support initiatives for the community and businesses to help locals through the effects of COVID-19.**

*Single Choice Question : Buttons*

**Do you believe CN has a role to play in responding to the economic impact of the pandemic in the Newcastle local government area?**

- Yes
- No
- Don't know

*Single Choice Question : Buttons*

**Do you believe that CN should be funding job creating stimulus works, even if such programs will cause CN to incur a significant budget deficit over the coming 12 months?**

- Yes
- No
- Don't know

*Single Choice Question : Buttons*

**Have you heard about any support initiatives from CN before today?**

- Yes
- No
- Don't know

*Instruction*

**As part of the support package, the City is: Allowing a hold on rate payments, and not charging interest; Reducing rents for businesses operating out of City-owned buildings; Providing grants to community sector groups; Expanding online library services, including offering free online educational resources and training opportunities; Providing free accredited online training for small business owners and their employees; Relaxing certain restrictions on small businesses.**

*Single Choice Question : Buttons*

**Please indicate the extent to which you agree or disagree that this package will help our City get through this period:**

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree
- Don't know

*Multiple Choice Grid*

**How do you feel about each of the different elements of the package?**

- Will help our City through this period
  - Relevant to my household
  - Worthwhile support for those in need
  - A good use of ratepayer money
  - A good example of how a large organisation can help regular people
  - None of these
- 
- Allowing a hold on rate payments, and not charging interest.

- Reducing rents for businesses operating out of City-owned buildings
- Providing grants to community sector groups.
- Expanding online library services, including offering free online educational resources and training opportunities.
- Providing free accredited online training for small business owners and their employees
- Relaxing certain restrictions on small businesses

*Multiple Choice Question*

**Which initiatives have you heard of?**

- Allowing a hold on rate payments, and not charging interest
- Reduced rents for businesses operating out of City-owned buildings
- Grants for community sector groups
- Expanded online library services (increasing our collection of free adult and children's e-books, newspapers, magazines, music and movie streaming services as well as online learning)
- Free online educational resources and training opportunities (such as Studiosity and Lynda)
- Relaxing certain restrictions on small businesses.
- Accredited online training for small business owner and their employees
- What's On(line) directory of virtual events on City of Newcastle's website
- City Taskforce (a group of 17 civic, industry and government leaders brought together to develop solutions to support recovery of the City)
- Lean in Newy
- None of these
- Other (please comment)

*Single Choice Grid : Grid*

**How likely would you be to use these initiatives?**

- Have already used or accessed this
  - Will probably use or access this
  - Undecided
  - Probably won't use or access this
  - Not relevant to me
- 
- Online exhibitions and interactions through the Art Gallery, Museum or Blackbutt Reserve
  - Allowing a hold on rate payments, and not charging interest.
  - Grants for community sector groups.
  - Expanded online library services (including e-books, magazines, music, movie streaming and online learning)
  - Free online educational resources and training opportunities (such as Studiosity and Lynda)
  - Lean in Newy - a smart device app that enables community-led incentivised social actions.
  - Accredited online training for small business owners and their employees

- What's On(line) directory of virtual events on City of Newcastle's website

*Instruction*

**The pandemic has changed our daily lives in many ways including how we work, learn, socialise, exercise, where and how we shop, where and who we visit, and how we spend our time at home.**

*Single Choice Question : Buttons*

**Taking everything into consideration, what level of impact would you say the pandemic has had on your day-to-day life:**

- Very large impact
- Large impact
- Moderate impact
- Little impact
- No impact
- Don't know

*Open Ended : No Validation*

**Please tell us the main ways you have been impacted by the pandemic. (e.g redundancy, reduced hours, work from home, shut business, kids home from school, unable to leave the house etc.)**

*Open Ended : No Validation*

**Which, if any, of the changes made to your daily life would you most like to see continue into the future, after COVID-19 restrictions ease further?**

*Open Ended : No Validation*

**Please write in any other comments you have about the City's response to COVID-19.**

## About you intro

*Instruction*

To help us understand who has taken this survey, please tell us a little bit more about yourself.

*Single Choice Question : Drop Down*

**What is your gender?**

- Male
- Female
- Transgender/Intersex/Other
- Prefer not to say

*Single Choice Question : Drop Down*

**What is your age?**

- 16-19
- 20-24
- 25-29
- 30-34
- 35-39
- 40-44
- 45-49
- 50-54
- 55-59
- 60-64
- 65-69
- 70-74
- 75+
- Prefer not to say

*Multiple Choice Question*

**Which of the following best describes you? (Select all that apply)**

- I live in the Newcastle local government area
- I live outside of the Newcastle local government area
- I work in the Newcastle local government area
- None of these

## Ward

**Display the questions if all of the following conditions are true:**

- [This Survey] - Which of the following best describes you? (Select all that apply) : is I live in the Newcastle local government area



Single Choice Question : Buttons

**Which of the four Newcastle LGA wards do you live in?**

- Ward 1: Carrington, Cooks Hill, Bar Beach, Fern Bay, Islington, Kooragang, Maryville, Mayfield, Mayfield East, Mayfield West, Newcastle, Newcastle East, Newcastle West, Stockton, The Hill, Tighes Hill, Warabrook, Wickham
- Ward 2: Adamstown, Adamstown Heights, Broadmeadow, Hamilton, Hamilton East, Hamilton North, Hamilton South, Merewether, Merewether Heights, The Junction
- Ward 3: Georgetown, Jesmond, Kotara, Lambton, New Lambton, New Lambton Heights, North Lambton, Waratah, Waratah West
- Ward 4: Beresfield, Birmingham Gardens, Blackhill, Lenaghan, Callaghan, Elmore Vale, Fletcher, Hexham, Maryland, Minmi, Rankin Park, Sandgate, Shortland, Tarro, Wallsend
- Other

## End Survey

**Type of Termination Point:** Terminate

**Reason for Termination:** Complete

**Redirect to:** N/A

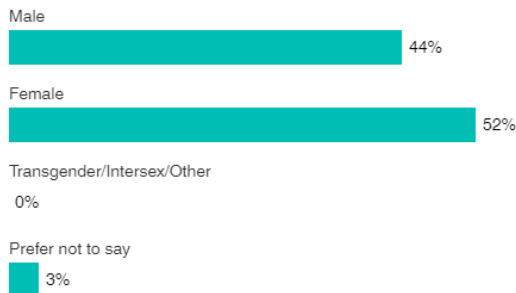
**Redirect URL:**

**Message to display to respondent:** Thank you for completing this survey. Visit our website to remain up to date on how City of Newcastle is responding to COVID-19.

## Appendix II – Respondent demographics

What is your gender?

Total participants: 401



Which of the following best describes you? (Select all that apply)

Total participants: 401



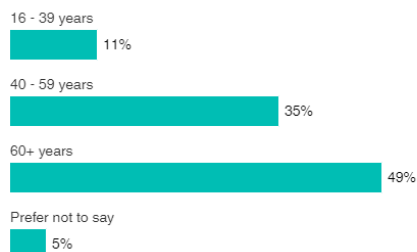
Which of the four Newcastle LGA wards do you live in?

Total participants: 379



What is your age?

Total participants: 401



*Note – data was weighted post-collection to be broadly representative the LGA in terms of Ward (approx. 25% per ward, 1% other) and age profile (approx. 41% 16-39yrs, 29% 40-59yrs, 25% 60+ yrs, 5% prefer not to say). The resulting weighting efficiency was 42%, which is acceptable for analysis.*

For enquiries please call **4974 2000**

**[newcastle.nsw.gov.au](http://newcastle.nsw.gov.au)**



**City of  
Newcastle**