

September 2023

# Performance Report



**Delivery Program 2022–2026**  
**Operational Plan 2023–2024**



**City of  
Newcastle**

# Acknowledgement of Country

City of Newcastle acknowledges with the deepest respect the Traditional Custodians of this land, a people who belong to the oldest continuing culture in the world.

We recognise their continuing connection to the land and waters, and unique cultural and spiritual relationships to the land, waters, and seas.

We are grateful for the rich, diverse, living cultures of Aboriginal people. We recognise the history of truth that acknowledges the impact of invasion and colonisation on Aboriginal people and how this still resonates today.

We pay our respect to Elders, past, present, and emerging, for they hold the memories, the traditions, the cultures, and the aspirations of Aboriginal people.

## Enquiries

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# Contents

## Welcome

Why we do the performance report	4
How to read our performance report	6
Overview of our performance	8

## Delivering Newcastle 2040 performance

Strategic directions:

Liveable	10
Sustainable	24
Creative	32
Achieving Together	44

## Budget review statement

Income and expenses	58
Capital statement	60
Cash and investments budget review	61
Works program summary	62

## Appendix

Works program	69
Measures	76
Glossary	90

# Why we do the performance report

## It is a report to our community on our performance against our Delivery Program.

CN is required under the Local Government Act s405 to provide progress reports on the Delivery Program and Operational Plan at least every six months. Our quarterly performance report details CN's progress on the principal activities detailed in the Delivery Program, *Delivering Newcastle 2040*.

### Reporting to our community

The quarterly performance reports, along with the six-monthly performance report and annual report are the key points of accountability between CN and our community.

It is not a report to the Office of Local Government or the NSW Government, it is a report to our community on our performance against our Delivery Program.

Every three months, CN reports on the key activities it has undertaken which contribute to achieving our Delivery Program, *Delivering Newcastle 2040* and in the long term our Community Strategic Plan (CSP), *Newcastle 2040*.



## Newcastle 2040 Community Strategic Plan

Newcastle 2040 is a shared community vision, developed as a guide to inform policies and actions throughout the city for the next 10+ years.

To guide us forward, we will focus on four themes that emerged from our shared planning process:

- Liveable
- Sustainable
- Creative
- Achieving Together

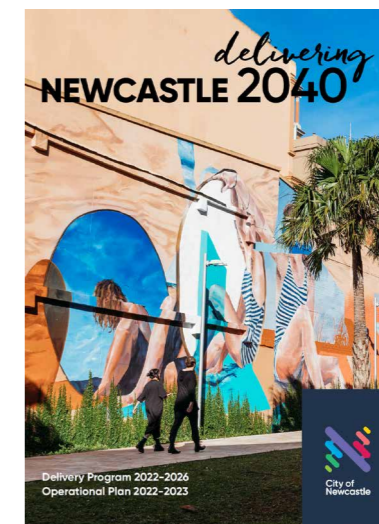
These themes work together in harmony to deliver our vision for Newcastle as a place for everyone.



## Delivering Newcastle 2040

The Delivery Program is a statement of commitment to the community from our newly elected Council. It translates the community's visions and priorities into clear actions, and is the primary reference point for activities undertaken by Council during its term of office. It allows Council to determine what is achievable over the next four years, what the priorities are, and how programs will be scheduled.

The Operational Plan (including annual budget) is CN's action plan for achieving the community's priorities outlined in *Newcastle 2040* and the Delivery Program. An Operational Plan is prepared each year and adopted by Council. It identifies the projects, programs and actions that CN will deliver over a 12-month period commencing from 1 July.



# How to read our performance report

## Our commitment to the community

Provides an overview for each N2040 Theme. These pages highlight the supporting initiatives identified in the Resourcing Strategy to implement *Newcastle 2040*, including:

- Funding
- Services
- Assets
- Informing strategies
- Service indicators
- Key initiatives

**Overview**  
A high-level overview of our performance including action progress, works program and total expenditure.

**Our performance**  
Our actions and measures of performance by Theme.

**Action progress**  
Action progress by Priorities and Objectives. The Strategy column indicates actions that deliver against our strategies while the BAU column indicates actions that are business as usual. Action progress is shown in the status column with the below indicators:

- On Track ✓
- Monitor ⚠
- Off Track ✗

**Measures**  
Measures for each priority help us understand how well we are performing and allow for evidence-based decision-making to inform other stages in our planning cycle. They are reported six-monthly in the performance report and annually in the annual report. See page 60 for baseline data and more detail.

# Overview of our performance

July 2023 to September 2023



**27,667**  
calls made to CN



Civic Theatre and Playhouse  
**56,322**  
attendees



**870**  
webchats with  
**24,019** overall  
customer contact  
(counter, voice, applications  
and webchat)



Art Gallery  
**5,997**  
attendees through  
offsite programs



Determined Development  
Applications  
**331**  
with a value of  
**\$ 155 million**



Museum  
**42,763**  
attendees



**138,999** customers to  
Summerhill Waste Management  
Centre throughout 2022/23



Library  
**115,265**  
attendees



**5,380**  
tonnes recycled

**174,724**  
loans

# Works program summary

July 2023 to September 2023



City infrastructure  
**\$3.5 million**



Recreation parks, sporting  
facilities and open space  
**\$1 million**



Transport  
**\$1 million**



Corporate services  
**\$0.9 million**



City shaping  
**\$5.2 million**



Waste  
**\$3.6 million**



Stormwater  
**\$1 million**



City and coastal  
revitalisation  
**\$1.8 million**

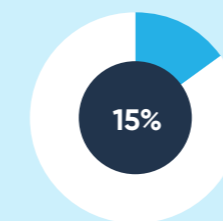


Environment and  
sustainability  
**\$1.1 million**



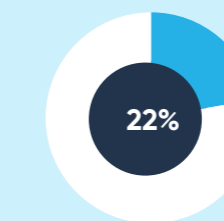
Cultural  
facilities  
**\$1.7 million**

Works program  
**\$20.8 million**  
Year To Date (YTD) Actual



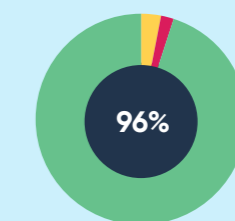
● Full year budget  
● March actual

Total expenditure  
**\$84.7 million**  
YTD Actual



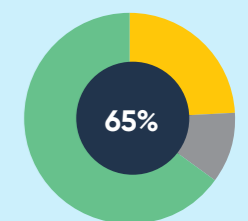
● Full year budget  
● March actual

Total actions  
**202**  
Actions completed or on  
track: 198



● On Track  
● Monitor  
● Off track

Total measures  
**72**  
Measures on track: 47



● On Track  
● Monitor  
● Off track  
● N/A



# Liveable Newcastle

We have made a commitment to working together with our community, stakeholders and partners to create a liveable Newcastle, supported by the following services, assets, strategies, plans and key initiatives.

## Services



Library services



Digital services & innovation projects



Strategic planning



Open spaces & city greening



Regulatory services



Aquatic services



Facilities management & city presentation



Parking services



Development assessment



Community facilities, programs & partnerships



Transport, traffic & local roads



Construction & building trades

## Assets

1 holiday park  
972km shared pathways

11 libraries  
850km roads

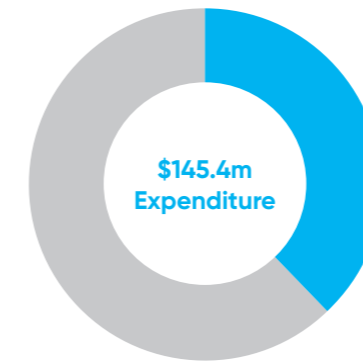
250 Multi-function poles  
134 playgrounds

250 recreational parks  
147 sporting grounds

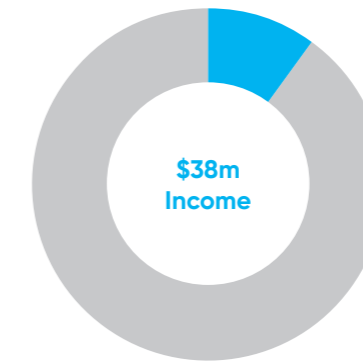
127 transport shelters  
17 off-leash dog areas

15 community halls & centres  
2 ocean baths  
5 inland swimming pools

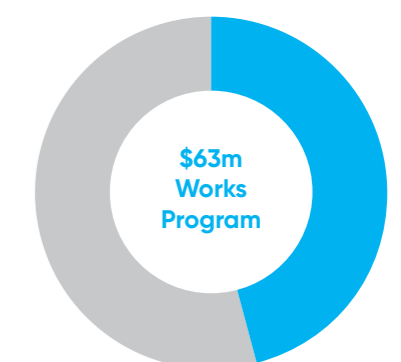
## Total funding for 2023-2024



● Liveable Newcastle  
● Total Budget



● Liveable Newcastle  
● Total Budget



● Liveable Newcastle  
● Total Budget

## Informing strategies

The following strategies have been developed to provide more specific and detailed guidance on the objectives of Liveable Newcastle.



Social Strategy



Social Infrastructure Strategy (future draft)



Local Strategic Planning Statement 2020-2040

### Supporting strategies and plans:

- Disability Inclusion Action Plan 2022-2026
- Cycling Plan 2021-2030
- Parking Plan 2021-2030
- Local Housing Strategy 2020-2040
- Heritage Strategy 2020-2030
- Strategic Sports Plan 2020-2030

## Key initiatives

- Local Centre upgrades
- Foreshore Park upgrade
- Playground Improvement Program
- Newcastle Ocean Baths upgrade
- Walking and Mobility Plan
- Boscawen Street Bridge replacement at Wallsend

## Service indicators

Service indicators show the high-level impact of CN's service delivery on our city and community.

CN uses these indicators to track progress and performance against our service delivery and to guide our decision-making.

Social infrastructure index score: % of residents that live within 800m of community facilities, public transport, recreation facilities and green space (Source: CN Geographic Information System [GIS] mapped data)

% of houses that are walkable on footpaths within 800m of a local centre (Source: CN GIS mapped data)

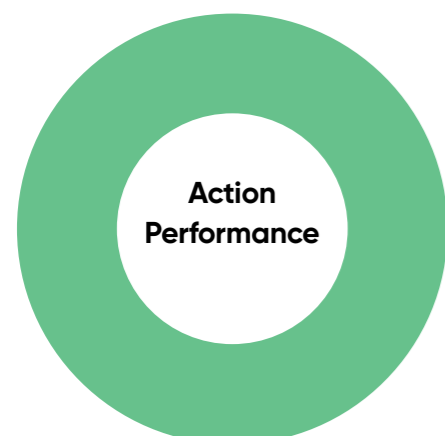
\* Source: CN's Liveability and Wellbeing survey

## How we performed

### Total actions

72

Actions completed or on track: 72

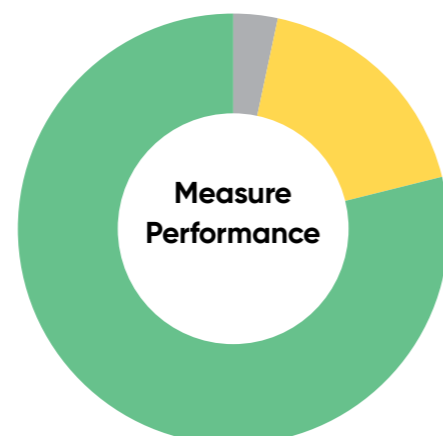


● On Track 72 | 100%  
 ● Monitor 0 | 0%  
 ● Off Track 0 | 0%

### Total measures

25

Measures on track: 18



● On Track 18 | 72%  
 ● Monitor 4 | 16%  
 ● Off Track 0 | 0%  
 ● N/A 3 | 12%



Recent road upgrades have transformed Hamilton's Beaumont Street. Councillor Carol Duncan, Deputy Lord Mayor Declan Clausen, CN Civil Works Contracts Supervisor's Bruce Pemberton and Geoff Blomfield, CN Operations Manager Bianca Field-Vo and Hamilton BIA chair Reece Hignall.

## Priority 1.1 Enriched neighbourhoods and places

### 1.1.1 Great spaces

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Assist Transport for NSW in the maintenance and asset renewal of regional and state roads to create and enhance welcoming entrances to the city	BAU	Civil Construction & Maintenance	✓
Work towards the launch of a world-class building expansion in late 2024 and renewed Newcastle Art Gallery identity in the lead-up	Strategy	Art Gallery	✓
Provide aquatic facilities to meet community needs and industry requirements	BAU	Community & Recreation Services	✓
Support safe use of beaches and baths through professional lifeguard services	BAU	Community & Recreation Services	✓
Provide and maintain active and passive open spaces to promote the wellbeing of the community	BAU	Community & Recreation Services	✓
Implement Social Infrastructure Strategy and plan for healthy and vibrant community centres	BAU	Community & Recreation Services	✓
Facilitate the operation of community centres and halls for use by the community	BAU	Community & Recreation Services	✓
Plan parks and recreation facilities that support inclusivity, health and wellbeing, safety and liveability	BAU	Community & Recreation Services	✓
Provide and maintain sportsgrounds and supporting services to appropriate standards that meet community needs	BAU	Community & Recreation Services	✓
Provide venues and spaces across the service unit's facilities for hire by the community	BAU	Museum Archive Libraries & Learning	✓
Deliver recreational and educational opportunities and expand community learning at Blackbutt Reserve	BAU	Environment & Sustainability	✓
Build on relationships with Local Area Land Councils	BAU	Planning, Transport & Regulation	✓

BAU: business as usual

Strategy: actions that deliver against CN's strategies

### 1.1.2 Well-designed places

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Provide a responsive, high-quality facility management service across the organisation to meet service level standards	BAU	Assets & Facilities	✓
Undertake building asset condition inspection and reporting to identify and implement maintenance action plans, asset standards, gap analysis and long-term capital upgrade program	BAU	Assets & Facilities	✓
Provide responsive building trade services to ensure high-quality facilities management for CN's facilities and assets to meet service level standards	BAU	Assets & Facilities	✓
Develop and implement asset management processes to guide delivery of services for CN's built and civil infrastructure	BAU	Assets & Facilities	✓
Deliver retaining wall program, including inspections, design and renewal implementation to meet service level standards	BAU	Assets & Facilities	✓
Plan, design and implement remaining sections of Bathers Way	BAU	Project Management Office	✓
Apply appropriate design principle considerations and standards to public domain infrastructure project design	BAU	Project Management Office	✓
Continue to deliver Local Centres Public Domain Program to foster new growth in urban centres	BAU	Project Management Office	✓
Implement Property Portfolio Strategy to sustainably manage property assets	BAU	Finance, Property & Performance	✓
Deliver parks and recreation facilities that support inclusivity, health and wellbeing, safety and liveability with construction of new assets and renewal of existing assets	BAU	Community & Recreation Services	✓
Deliver improvements that are focused on inclusion	BAU	Museum Archive Libraries & Learning	✓
Carry out renewal and maintenance of assets and facilities to ensure they are fit for purpose	BAU	Museum Archive Libraries & Learning	✓
Deliver a high standard of development outcomes for the built environment, including efficient determination of applications	BAU	Planning, Transport & Regulation	✓
Prepare updated Newcastle Development Control Plan	BAU	Planning, Transport & Regulation	✓
Participate in government planning reform and implement required changes to internal processes	BAU	Planning, Transport & Regulation	✓
Implement Housing Strategy and continue to develop Affordable Housing Contribution Scheme	Strategy	Planning, Transport & Regulation	✓
Implement initiatives through Local Strategic Planning Statement and facilitate delivery of actions	Strategy	Planning, Transport & Regulation	✓
Prepare and facilitate delivery of Broadmeadow Place Strategy	Strategy	Planning, Transport & Regulation	✓

### 1.1.3 Protected heritage

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Ensure operation of heritage assets (City Hall and Civic Theatre) meets conservation goals and is legislatively compliant	BAU	Civic Services	✓
Plan and manage community land as per Local Government Act 1993 and Crown Land Management Act 2016	BAU	Community & Recreation Services	✓
Increase local community understanding and participation to conserve, enhance and celebrate Newcastle's heritage places	BAU	Planning, Transport & Regulation	✓

#### Measures



\* Measure changed from sportsgrounds to sporting facilities in 2021/2022.



## Priority 1.2 Connected and fair communities

### 1.2.1 Connected communities

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Maintain and deliver community information and data sources to support community development within the city	BAU	Community & Recreation Services	✓
Drive campaigns, education and awareness-raising initiatives that support community inclusion, liveability and belonging and speak to Local Social issues	BAU	Community & Recreation Services	✓

### 1.2.2 Inclusive communities

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Implement Inclusion, Diversity and Equity Strategy (2023-2027)	Strategy	People & Culture	✓
Implement identified actions within the Disability Inclusion Action Plan (2022-2026)	BAU	Community & Recreation Services	✓

### 1.2.3 Equitable communities

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Embed Sustainable Development Goals across the LGA through support, advocacy and strategic alignment of CN activities	BAU	Finance, Property & Performance	✓
Govern and support Grants and Sponsorship Program and support grant governance across the organisation	BAU	Finance, Property & Performance	✓
Build capacity within the community to improve the quality of grant applications and funded activities within the LGA	BAU	Finance, Property & Performance	✓
Implement Reconciliation Action Plan (2022-2025)	Strategy	People & Culture	✓
Undertake social research, analysis and advocacy that supports the community	BAU	Community & Recreation Services	✓
Facilitate projects and programs that support and build capacity of the community sector	BAU	Community & Recreation Services	✓
Facilitate targeted partnerships that contribute to socio-economic inclusion outcomes for the people of Newcastle	BAU	Community & Recreation Services	✓
Coordinate fair and equitable licensing of public spaces with positive customer experience	Strategy	Media, Engagement, Economy & Corporate Affairs	✓



Cr Elizabeth Adamczyk, Uncle Amos Simon and Cr Deahna Richardson with some of the participants of the first monthly Sharing Culture Storytime session held at Wallsend Library today in celebration of NAIDOC Week.



CN champions disability inclusion with launch of Count Us In festival. Councillor Margaret Wood with Songbird drummers and Councillor Katrina Wark.

## 1.2.4 Healthy communities

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Deliver programs for maintenance, renewal and upgrade of existing stormwater infrastructure	BAU	Assets & Facilities	✓
Maintain city and coastline assets to a high standard of cleanliness for community and visitors	BAU	Assets & Facilities	✓
Promote water safety awareness that supports community wellbeing and continue to develop and deliver initiatives to increase awareness	BAU	Community & Recreation Services	✓
Undertake Social Impact Assessment on identified development as part of Development Assessment process	BAU	Community & Recreation Services	✓
Facilitate community programs to meet objectives of Local Social Strategy	BAU	Community & Recreation Services	✓
Facilitate cemetery operations and management in Minmi, Stockton and Beresfield	BAU	Community & Recreation Services	✓
Promote and encourage use of recreation parks and facilities for community health and wellbeing through a variety of channels	BAU	Community & Recreation Services	✓
Deliver high-quality childcare and early childhood education services to families in Beresfield and surrounds that is responsive, fit for purpose and meets legislative and statutory requirements	BAU	Museum Archive Libraries & Learning	✓
Provide animal management services, including education of the community and enforcement of regulations	BAU	Planning, Transport & Regulation	✓
Carry out a broad range of compliance activities, including patrols, inspections, investigations and education, to protect public safety, the environment and public amenity	BAU	Planning, Transport & Regulation	✓

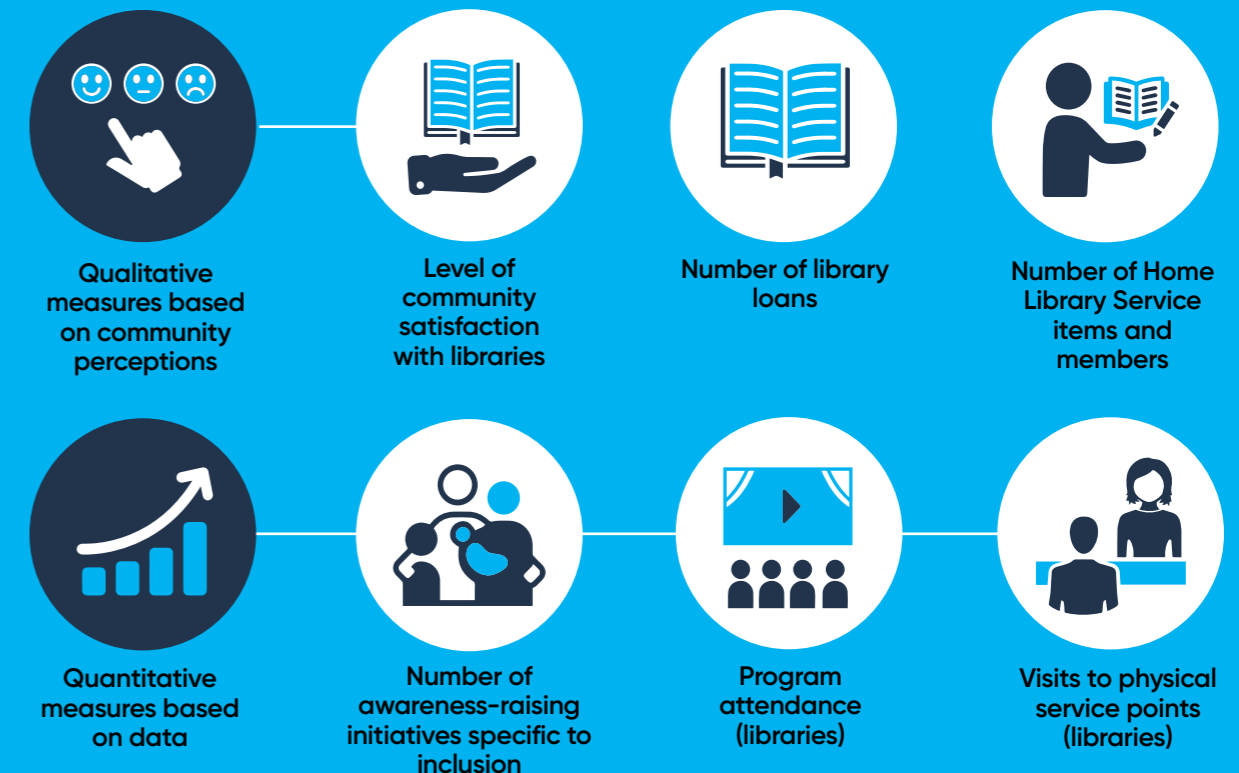


Councillor Carol Duncan, Wickham Park Hotel owner Marcus Wright and musician One Man Dan announce the new round of Locally Made and Played funding from City of Newcastle.



CN delivers first bike repair station, Deputy Lord Mayor Declan Clausen at the Islington bike repair station.

### Measures



## Priority 1.3 Safe, active and linked movement across the city

### 1.3.1 Connected cycleways and pedestrian networks

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Ensure projects incorporate objectives in the Disability Inclusion Action Plan (2022–2026) to enable safe and active movement across the city	BAU	Assets & Facilities	✓
Deliver improvements to existing infrastructure to accommodate better pedestrian connectivity and accessibility across the LGA's network of footpaths, shared paths and cycleways	BAU	Civil Construction & Maintenance	✓
Undertake forward planning based off data-driven projections and manage effective delivery of investment in transport infrastructure in alignment with strategic goals under the Transport Program (Parking, Pedestrian, Cycling, Traffic Management)	Strategy	Planning, Transport & Regulation	✓
Upgrade, expand and connect cycling facilities (in accordance with the Safe System approach), including shared paths, dedicated cycleways, bike parking and on-road provision	BAU	Planning, Transport & Regulation	✓

### 1.3.2 Road networks

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Develop and implement road rehabilitation and resurfacing programs to meet service level standards	BAU	Assets & Facilities	✓
Deliver bridge program, including inspections, design and renewal to meet service level standards	BAU	Assets & Facilities	✓
Schedule and deliver routine inspection program for building and civil infrastructure asset condition	BAU	Assets & Facilities	✓
Deliver Capital Works Program for civil infrastructure renewal and replacement in line with community needs and nominated targets for roads and drainage assets, and proactively manage maintenance of existing road infrastructure	BAU	Civil Construction & Maintenance	✓

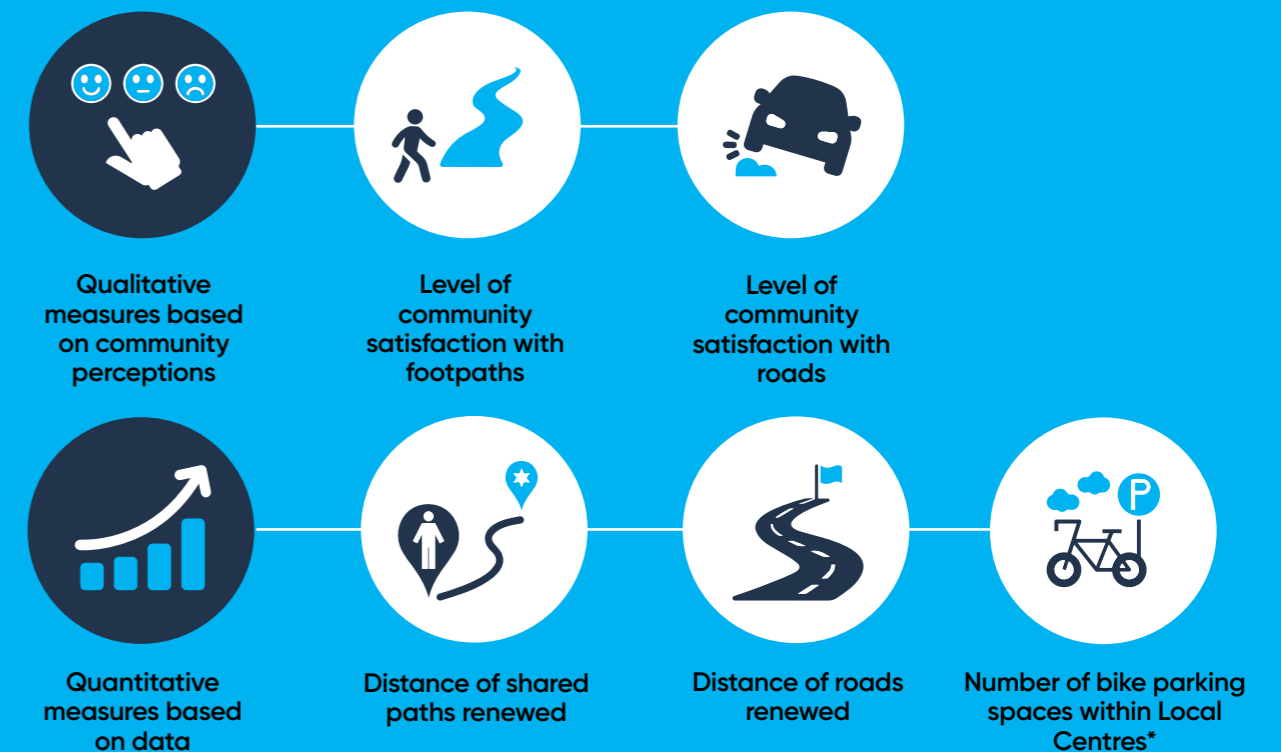
### 1.3.3 Managed parking

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Enforce legislation related to parked vehicles, as delegated to CN under the Roads Act 1993 and Local Government Act 1993	BAU	Planning, Transport & Regulation	✓
Manage all areas with on-street parking restrictions, including paid parking areas, assets, services and signage, and undertake strategic approach to paid parking elements, rates and innovation in smart parking	BAU	Planning, Transport & Regulation	✓

### 1.3.4 Effective public transport

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Develop Transport Stop Renewal and Upgrade Program	BAU	Assets & Facilities	✓
Develop and promote effective traffic and transport management, information and strategy, including coordination with transport stakeholders on strategic transport outcomes and promotion of modal shift and active transport	Strategy	Planning, Transport & Regulation	✓

### Measures



\* New measure, no data available.

## Priority 1.4 Innovative and connected city

### 1.4.1 Emerging technologies

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Continue to mature and enhance Spatial Digital Twin to include more of the city's natural, built and social environments and facilitate better planning, service delivery and outcomes for the city	BAU	Information Technology	✓
Evolve smart city data and platforms, including sensors, IoT networks, data platforms and apps to inform decision-making	BAU	Information Technology	✓

### 1.4.2 Digital inclusion and social innovation

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Establish a fully resourced virtual library and seamless online membership experience	Strategy	Museum Archive Libraries & Learning	✓
Create and improve digital experiences and focus on Science, Technology, Engineering and Maths (STEM) and Robotics to provide inclusive access and exposure to current and future technologies	BAU	Museum Archive Libraries & Learning	✓
Provide access to technology and Wi-Fi for research and recreation to increase participation in a digital society and reduce social isolation	BAU	Museum Archive Libraries & Learning	✓



Newcastle Lord Mayor Nuatali Nelmes and Deputy Lord Mayor Declan Clausen with City of Newcastle Project Managers Grant Mansfield and Alex Dunn utilising the new traffic signals at the intersection of Clyde and Chinchin streets in Islington, which became operational last night.



Science show presenters Sharni Pike and Jacquelyn Flynn from the University of Newcastle's SMART Program kept audiences engaged during the free science shows held at Wallsend Library to kick off National Science Week on 13 August.

### Measures



\* Webchat satisfaction measure removed due to changes in software. This measure has been added to replace webchat satisfaction.



# Sustainable Newcastle

We have made a commitment to working together with our community, stakeholders and partners to create a sustainable Newcastle, supported by the following services, assets, strategies, plans and key initiatives.

## Services



Sustainability programs



Natural area/bushland services



Waste collections & cleaning services



Landfill operations



Resource recovery & recycling



Education programs



Commercial & internal waste



Innovation & futures



Asset services



Fleet management

## Assets

81km  
Waterways

113,048  
Street & park trees

91  
Bushland parcels

65  
Wetlands

5.7km  
Bushland tracks & trails

2  
Ocean baths

3.5km  
Coastal cliff line

10  
Beaches

8.7km  
River walls

3.7km  
Sea walls

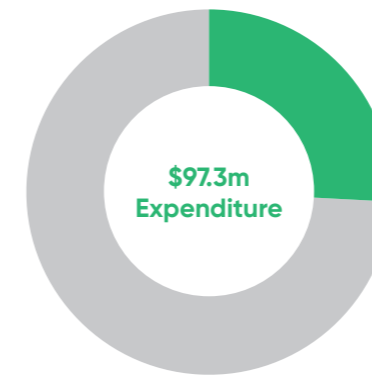
14km  
Coastline

1  
Waste & resource recovery centre

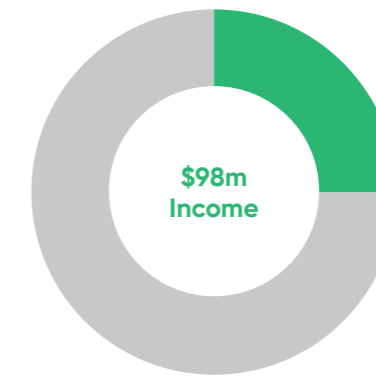
1  
Solar farm

14,500  
Solar panels

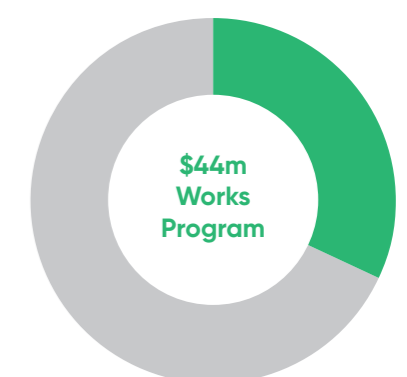
## Total funding for 2023-2024



● Sustainable Newcastle  
● Total Budget



● Sustainable Newcastle  
● Total Budget



● Sustainable Newcastle  
● Total Budget

## Informing strategies

The following strategies have been developed to provide more specific and detailed guidance on the objectives of Sustainable Newcastle.



Newcastle Environment Strategy



Sustainable Waste Strategy

## Supporting strategies and plans

- Coastal Management Plan
- Cycling Plan 2021-2030
- Climate Action Plan 2021-2025
- Local Strategic Planning Statement 2020-2040
- Stockton Coastal Management Plan 2020
- Smart City Strategy 2017-2021

## Key initiatives

- Food Organics and Green Organic (FOGO) Facility
- Tree planting commitment
- Fleet Transition Plan



## Service indicators

Service indicators show the high-level impact of CN's service delivery on our city and community.

CN uses these indicators to track progress and performance against our service delivery and to guide our decision-making.

CN operational greenhouse gas emissions (Source: CN data)

CN uptake and support of electric vehicles (Source: CN data)

Road and open parkland canopy cover (Source: CN GIS mapped data)

CN operational water consumption (Source: Hunter Water)

Use of local suppliers (Source: CN data)

Municipal waste diversion from landfill (Source: CN data)

Proximity to natural areas (Source: CN GIS mapped data)



## How we performed

### Total actions

17

Actions completed or on track: 17

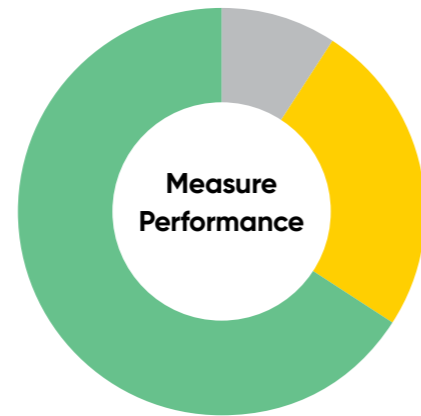


● On Track 17 | 100%  
 ● Monitor 0 | 0%  
 ● Off Track 0 | 0%

### Total measures

12

Measures on track: 8



● On Track 8 | 66%  
 ● Monitor 3 | 25%  
 ● Off Track 0 | 0%  
 ● N/A 1 | 9%



Electric Vehicle (EV) charging pole, Dixon Park Beach. To find a public charging station near you, visit our [interactive map](#).

## Priority 2.1 Action on climate change

### 2.1.1 Towards net zero emissions

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Develop transition plan to zero-emissions vehicles for entire fleet and continue replacement of fleet with Electric Vehicles (EV)	Strategy	Environment & Sustainability	✓
Deliver priority actions from Climate Action Plan (2021–2025)	Strategy	Environment & Sustainability	✓

### 2.1.2 Know and share our climate risk

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Improve our knowledge of the risks of climate change on our urban and natural environments and our community	BAU	Environment & Sustainability	✓

### 2.1.3 Resilient urban and natural areas

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Deliver coastal management program for Newcastle LGA	Strategy	Environment & Sustainability	✓
Deliver flood risk management program for Newcastle LGA	Strategy	Environment & Sustainability	✓
Integrate climate-resilient species and successional planting into urban forest improvement program	BAU	Environment & Sustainability	✓
Develop Climate Risk and Resilience Action Plan, including a climate risk analysis, to support CN and community adaptation	Strategy	Environment & Sustainability	✓

BAU: business as usual

Strategy: actions that deliver against CN's strategies

## Measures



Qualitative measures based on community perceptions



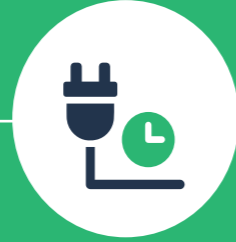
Level of community satisfaction with climate action



Quantitative measures based on data



All installed lighting to be LED



Reduction in CN electricity use



Number of EV chargers available to the community

## 2.2.2 Expand the urban forest

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Deliver street and park tree replacement program to expand the city's urban forest	BAU	Environment & Sustainability	✓
Commence development of blue and green grid mapping for Newcastle LGA	BAU	Environment & Sustainability	✓

## 2.2.3 Achieve a water-sensitive city

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Partner with external stakeholders to implement stormwater management and water quality improvements across the city	BAU	Environment & Sustainability	✓

## Priority 2.2 Nature-based solutions

### 2.2.1 Regenerate natural systems

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Review and update natural asset registers to support improved strategic and operational planning	BAU	Environment & Sustainability	✓
Deliver projects that improve the health and condition of our natural assets and protect and enhance the natural environment	BAU	Environment & Sustainability	✓
Deliver environmental education and volunteering programs to enhance community stewardship of our natural environment	BAU	Environment & Sustainability	✓

## Measures



Qualitative measures based on community perceptions



Level of community satisfaction with wetlands and estuary



Level of community satisfaction with bushland and waterways



Level of community satisfaction with greening and tree preservation



Quantitative measures based on data



Tree vacancies identified in Tree Asset Management System\*



Number of plants used in urban forest planting

\* Data is currently on hold due to changes in CN systems.

## Priority 2.3 Circular economy

### 2.3.1 Design out waste

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Positioning for delivery of Sustainable Waste Strategy	Strategy	Waste Services	✓

Note: Actions relating to the Sustainable Waste Strategy have been updated with the above Action as we focus on early-stage positioning to better enable delivery upon the strategy.

### 2.3.2 Localised supply chain and sustainable procurement

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Ensure works program will incorporate local suppliers and sustainable procurement where financially responsible	BAU	Finance, Property & Performance	✓
Showcase local suppliers and support circular economy with 85% of menu items from within the catchment of the Hunter Joint Organisation	BAU	Civic Services	✓
Provide a unique retail space that showcases local artists and producers	BAU	Media, Engagement, Economy & Corporate Affairs	✓

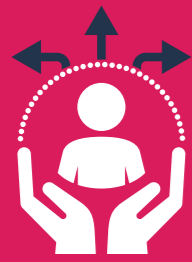


Community digs deep to create habitat on National Tree Day. Councillor Margaret Wood, Councillor Dr Elizabeth Adamczyk, Councillor Peta Winney-Baartz, Lord Mayor Nuatali Nemes, Councillor Carol Duncan and Councillor Deahna Richardson with City of Newcastle team members (back row) and volunteer tree planters (front).



Electric Vehicle (EV) charging station, No.2 Sportsground.
















# Creative Newcastle

We have made a commitment to working together with our community, stakeholders and partners to shape a creative Newcastle, supported by the following services, assets, strategies, plans and key initiatives.

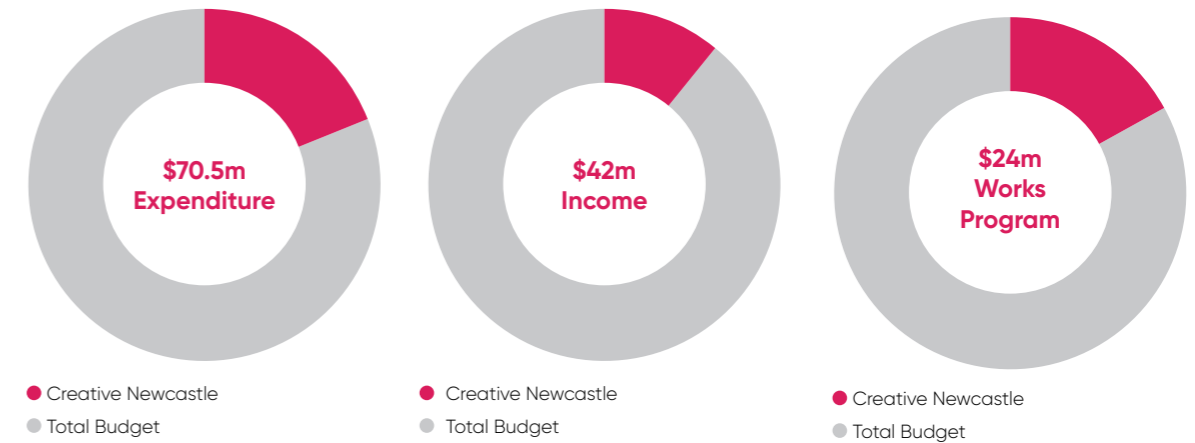
## Services

 Art Gallery	 Museum
 Civic Theatre & Playhouse	 Visitor Information Centre
 Newcastle Venues	 Libraries & learning
 Marketing	 City events
 Tourism	 Economic development
 Business development	

## Assets

176 public art, fountains and monuments	1 airport
1 Art Gallery	41 cultural spaces
150 public Wi-Fi network access points	1 Visitor Information Centre
1 Civic Theatre & Playhouse	1 City Hall
1 Digital Library	1 Museum

## Total funding for 2023-2024



## Informing strategies

The following strategies have been developed to provide more specific and detailed guidance on the objectives of Creative Newcastle.



Economic Development Strategy 2021-2030

### Supporting strategies and plans:

- Destination Management Plan 2021-2025
- Disability Inclusion Action Plan 2022-2026
- Cultural Precinct Masterplan 2022

## Key initiatives

- Art Gallery expansion
- New Annual Festival
- Tourism destination management
- Cultural activation
- Digital prospectus

## Service indicators

Service indicators show the high-level impact of CN's service delivery on our city and community.

CN uses these indicators to track progress and performance against our service delivery and to guide our decision-making.

There are meaningful employment opportunities across Newcastle (Source: CN Liveability and Wellbeing survey)

Newcastle is a good place to start or grow a business (Source: CN Liveability and Wellbeing survey)

Newcastle has a thriving arts and culture scene (Source: CN Liveability and Wellbeing survey)

Newcastle offers a diverse range of events and activities (Source: CN Liveability and Wellbeing survey)

Return on investment on events (Source: CN data)

Value of building approvals (Source: CN data)



## How we performed

**Total actions**  
**36**

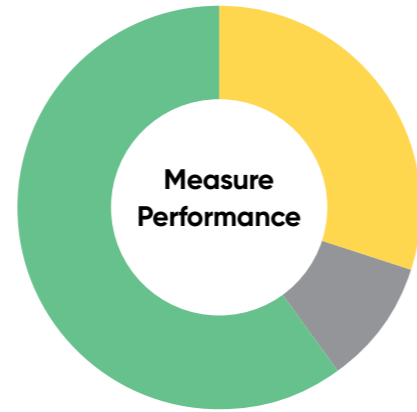
Actions completed or on track: 36



● On Track 36 | 100%  
● Monitor 0 | 0%  
● Off Track 0 | 0%

**Total measures**  
**20**

Measures on track: 12



● On Track 12 | 60%  
● Monitor 6 | 30%  
● Off Track 0 | 0%  
● N/A 2 | 10%

## Priority 3.1 Vibrant and creative city

### 3.1.1 Vibrant events

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Plan and develop launch of a new artistic program of temporary exhibitions	BAU	Art Gallery	✓
Present offsite programming that foreshadows the reopening program	BAU	Art Gallery	✓
Attract business events to City Hall from outside the LGA	BAU	Civic Services	✓
Deliver Event Sponsorship Program and Strategic Events Partnership Program to create vibrant spaces for community and visitors and support Newcastle's visitor economy	Strategy	Media, Engagement, Economy & Corporate Affairs	✓
Deliver New Annual, CN's flagship arts and cultural event	BAU	Media, Engagement, Economy & Corporate Affairs	✓
Develop and deliver updated Events Plan aligned with Destination Management Plan (2021–2025)	Strategy	Media, Engagement, Economy & Corporate Affairs	✓

### 3.1.2 Bold and challenging programs

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Plan and prepare an opening and ongoing artistic program that is inclusive, representative and reflects the strength and diversity of global artistic expression	BAU	Art Gallery	✓
Present the best of international, national and local live performances across a broad arts spectrum	BAU	Civic Services	✓
Deliver Major Events Program including New Year's Eve and Anzac Day	BAU	Media, Engagement, Economy & Corporate Affairs	✓
Develop and deliver a program of permanent, travelling, temporary and community exhibitions for and about Newcastle	BAU	Museum Archive Libraries & Learning	✓
Deliver engaging, diverse and inclusive programs that support, connect and reflect our community	BAU	Museum Archive Libraries & Learning	✓

BAU: business as usual

Strategy: actions that deliver against CN's strategies



New Annual opens. New Annual Senior Producer & Curator Adrian Burnett, Christ Church Cathedral Dean Katherine Bowyer, Lord Mayor Nuatali Nelmes, Circa Contemporary Circus Associate Director Ben Knapton and performers celebrate the start of New Annual.

### 3.1.3 Tourism and visitor economy

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Develop a Masterplan for Stockton Beach Holiday Park that promotes Newcastle's tourism and visitor economy and ensures financial sustainability	BAU	Finance, Property & Performance	✓
Lead sustainable growth of Newcastle's visitor economy as identified in the Newcastle Destination Management Plan (2021–2025)	Strategy		✓
Manage Newcastle's destination brand Seek Off Beat	Strategy		✓
Maintain destination digital consumer assets, including Visit Newcastle website and Business Events website, as well as print promotions such as City Guide, self-guided itineraries and maps	Strategy		✓
Increase awareness of Newcastle as a premier regional business events destination and secure high-yielding business events that support Newcastle's visitor economy	Strategy	Media, Engagement, Economy & Corporate Affairs	✓
Enhance digital engagement for CN's corporate and social sites	BAU		✓
Provide complimentary support to visitor economy businesses and large-scale events	BAU		✓
Support tourism industry to enhance visitor experience in Newcastle	BAU		✓

### 3.1.4 Vibrant night-time economy

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Support projects to understand, increase and enhance venue diversity at night	Strategy	Media, Engagement, Economy & Corporate Affairs	✓
Deliver place activation and continue to develop and advocate for strategic policy and planning to enable, enhance and support night-time economy and live music	Strategy	Media, Engagement, Economy & Corporate Affairs	✓



Home-grown talent celebrated with additional live performances during New Annual. Cr Carol Duncan with local band Butterknife at the Hamilton Station Hotel.

### Measures



## Priority 3.2 Opportunities in jobs, learning and innovation

### 3.2.1 Inclusive opportunities

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Design and deliver member-responsive, diverse, entertaining, innovative and educational library collections	BAU	Museum Archive Libraries & Learning	✓

### 3.2.2 Skilled people and businesses

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Implement New Move community program and leverage to drive engagement, talent attraction and advocacy	BAU	Media, Engagement, Economy & Corporate Affairs	✓
Deliver economic and workforce development programs and resources at our libraries to improve employment and productivity outcomes	BAU	Museum Archive Libraries & Learning	✓

### 3.2.3 Innovative people and businesses

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Deliver programming that supports attraction and development of startup/scaleup businesses	Strategy	Media, Engagement, Economy & Corporate Affairs	✓



CN delivers million-dollar investment to support innovative local business projects. Newcastle Lord Mayor Nuatali Nelmes and Newcastle Councillors with SBR funding recipients and business community representatives.

### Measures



Qualitative measures based on community perceptions



Level of community satisfaction with economic development

## Priority 3.3 Celebrating culture

### 3.3.1 Nurture cultural and creative practitioners

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Present accessible and inclusive range of free or low-cost activities to build new audiences	BAU	Civic Services	✓
Manage, conserve and digitise cultural collections, ensuring adherence to relevant policies and procedures	BAU	Museum Archive Libraries & Learning	✓
Provide sector development support for Newcastle and the Hunter Region's network of volunteer and community-initiated museums, historical societies and Keeping Places	Strategy	Museum Archive Libraries & Learning	✓

### 3.3.2 Promote Newcastle as a major arts and cultural destination

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Attract new and existing audiences from across the state, nation and globe and deepen engagement with art and artists through public and educational programming	BAU	Art Gallery	✓
Prepare the Gallery's permanent collection for long-term public displays within the expanded Newcastle Art Gallery	BAU	Art Gallery	✓
Deliver NewSkills program to provide support for training initiatives that address skills gaps and areas of economic transformation	Strategy	Media, Engagement, Economy & Corporate Affairs	✓

### 3.3.3 Culture in everyday life

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Collaborate with internal CN partners to deliver cultural activities of community benefit	BAU	Civic Services	✓
Maintain community access to physical and digital cultural collections for the purposes of research, entertainment and education	BAU	Museum Archive Libraries & Learning	✓
Enhance and expand cultural collections through the acceptance of relevant heritage material, ensuring adherence to relevant policies and procedures	BAU	Museum Archive Libraries & Learning	✓



The community was invited to celebration of First Nations creativity and culture. Hamilton's James Street Plaza.

#### Measures



\* New measure due to closure of Art Gallery for expansion works.

## Priority 3.4 City-shaping partnerships

### 3.4.1 Optimise city opportunities

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Develop and maintain a digital platform aimed at raising the profile of Newcastle's economic development opportunities	BAU	Media, Engagement, Economy & Corporate Affairs	✓

### 3.4.2 Advocacy and partnerships

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Develop and implement rolling 12-month Government Relations Roadmap that articulates forthcoming advocacy actions	Strategy	Media, Engagement, Economy & Corporate Affairs	✓
Support the operation of Newcastle's 4 Business Improvement Associations	Strategy	Media, Engagement, Economy & Corporate Affairs	✓
Establish a monthly newsletter to local businesses	Strategy	Media, Engagement, Economy & Corporate Affairs	✓



CN pitching in to help local sporting clubs. Cr Peta Winney-Bartz presenting to sports club representatives at City of Newcastle's Sports Summit

## Measures



Qualitative measures based on community perceptions



Level of community satisfaction with management of residential development



Quantitative measures based on data



Number of DAs determined



Reduction in backlog of undetermined DAs



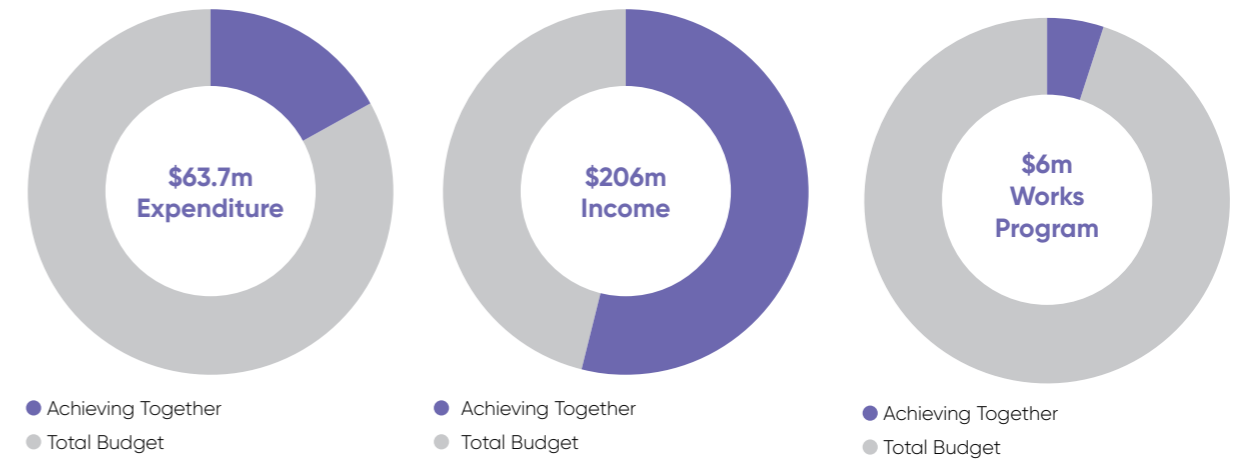
Port Stephens Council, Deputy Mayor, Councillor Leah Anderson, RAAF Head of Air Shows Air Commodore Micka Gray, Newcastle Lord Mayor Nuatali Nelmes and RAAF Williamtown Senior Australian Defence Force Officer, Group Captain Anthony Stainton at the Williamtown RAAF base today.



# Achieving Together

We have made a commitment to Achieving Together with our community, stakeholders and partners with the support of the following services, assets, strategies, plans and key initiatives.

## Total funding for 2022-2023



## Services

 Procurement & contracts	 Corporate planning & performance
 Corporate finance	 Rates & debt management
 Legal services	 Governance
 Records & information	 Audit & risk
 Information technology	 Media & stakeholder relations
 Customer experience	 People & culture

## Assets

1,300 CN staff	7 Informing strategies within N2040
\$2 billion Total value of assets	4 Strategic Advisory Committees
171,307 Residents	304 Volunteers
1 Customer Service Centre	1 Have Your Say engagement site
13 Lord Mayor & councillors	1 Guraki Aboriginal Advisory Committee
1 Newcastle Youth Council	1 Audit & Risk Committee

## Informing strategies

The following strategies have been developed to provide more specific and detailed guidance on the objectives of Achieving Together Newcastle.



### Supporting strategies and plans:

- Inclusion, Diversity & Equity Strategy 2023-2027
- Disability Inclusion Action Plan 2022-2026
- Aboriginal Employment Strategy 2021
- Reconciliation Action Plan 2021-2024

## Key initiatives

- Our people
- Financial sustainability
- Customer Experience Transformation Program
- Digital transformation

## Service indicators

Service indicators show the high-level impact of CN's service delivery on our city and community.

CN uses these indicators to track progress and performance against our service delivery and to guide our decision-making.

Trust in CN (Source: CN's Liveability and Wellbeing survey)

Overall performance (Source: CN's Community Satisfaction survey)

Operating performance ratio \*

Own source operating revenue ratio \*

Unrestricted current ratio \*

Debt service cover ratio \*

Rates and annual charges outstanding percentage \*

Cash expense cover ratio \*

\* Source: CN's financial statements

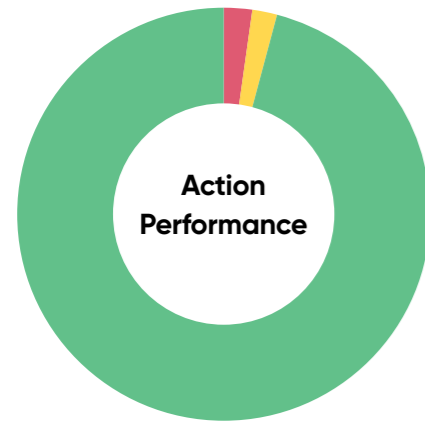


## How we performed

### Total actions

**77**

Actions completed or on track: 73

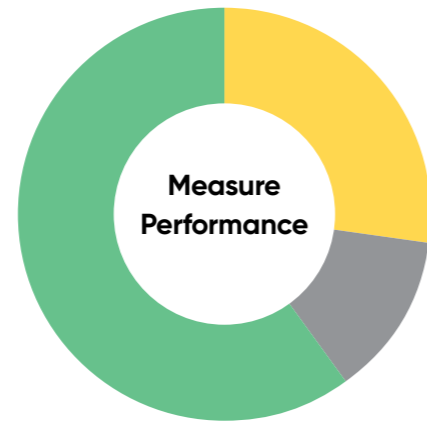


● On Track 73 | 96%  
 ● Monitor 2 | 2%  
 ● Off Track 2 | 2%

### Total measures

**15**

Measures completed or on track: 9



● On Track 9 | 60%  
 ● Monitor 4 | 27%  
 ● Off Track 0 | 0%  
 ● N/A 2 | 13%

## Newcastle

### ENVIRONMENT

Roadmap to a sustainable Newcastle

## Strategy 2023



Community members were given the chance to comment on the Newcastle Environment Strategy (NES) via the Have Your Say page on CN's website. The NES was adopted by Council on 31 November 2023.

## Priority 4.1 Inclusive and integrated planning

### 4.1.1 Financial sustainability

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Lead prudent and proactive financial management across the organisation that ensures a positive financial legacy	BAU	Finance, Property & Performance	✓
Ensure timely and accurate management of accounts payable, stores and logistics, purchasing procedures and financial authorisations to provide both internal and external customers with a high level of service	BAU	Finance, Property & Performance	✓
Ensure rates and charges for the financial year are levied and collected in accordance with relevant legislation, while also incorporating rates assistance provisions	BAU	Finance, Property & Performance	✓
Provide effective management of investment portfolio to maximise return within our policy and risk framework	BAU	Finance, Property & Performance	✓
Increase ticket sales and optimise financial returns, including through use of a range of commercial models for venue hires and partnerships	BAU	Civic Services	✓
Operate commercial function and event venues to full capacity and maximise profit	BAU	Civic Services	✓

### 4.1.2 Integrated planning and reporting

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Coordinate and report on the Capital Works Program	BAU	Project Management Office	✓
Develop Delivering Newcastle 2040 and quarterly reports through inclusive, Integrated Planning and Reporting and collaboration across the organisation	BAU	Finance, Property & Performance	✓
Build awareness across councillors and the community around Newcastle 2040 and its impact on the work we do in response to community needs	BAU	Finance, Property & Performance	✓
Integrate Newcastle 2040's vision and priorities into all that we do, through structured and supported planning and monitoring and reporting activities across CN	BAU	Finance, Property & Performance	✓
Build awareness and capabilities around Integrated Planning and Reporting and strategic planning with a corporate online hub	BAU	Finance, Property & Performance	✓
Manage CN's privacy management obligations	BAU	Legal & Governance	✓
Deliver ongoing best practice improvements and embed Corporate Governance Framework	BAU	Legal & Governance	✓

BAU: business as usual

Strategy: actions that deliver against CN's strategies



### 4.1.3 Aligned and engaged workforce

ACTION	STRATEGY/ BAU	SERVICE UNIT	STATUS
Develop and implement a Psychological Claims and Injury Management Pathway	BAU	People & Culture	✓
Develop and implement an end-to-end process for managing return to work	BAU	People & Culture	✓
Develop and deliver Safety Education Program	Strategy	People & Culture	✓
Review and assess Work Health and Safety Management System to ensure it remains fit for purpose	Strategy	People & Culture	✓
Embed a resource-to-risk approach to SWP service delivery	BAU	People & Culture	✓
Continue to develop and deliver Safety Culture Program	Strategy	People & Culture	✓
Build CN's employer brand	BAU	People & Culture	✓
Build resource planning capability and ensure resourcing is aligned with Newcastle 2040 objectives	BAU	People & Culture	✓
Implement Remuneration Governance Framework	BAU	People & Culture	✓
Develop and implement Cultural Strategy 2016-2019	Strategy	People & Culture	○



CN has boosted its annual apprentice and trainee intake for 2024 with 18 roles on offer to help people take their first career steps. CN apprentice Shanden Mills, Lord Mayor Nuatali Nelmes, CN City Greening Coordinator Tahn Woolmer and CN Tree Planting Officer Michael Linsley.

### Measures



## Priority 4.2 Trust and transparency

### 4.2.1 Genuine engagement

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Deliver information to the community to enable active participation in CN's decision-making process	Strategy	Media, Engagement, Economy & Corporate Affairs	✓
Deliver best practice engagement that is inclusive and accessible	Strategy	Media, Engagement, Economy & Corporate Affairs	✓
Deliver best practice community engagement services that build trust in the process	Strategy	Media, Engagement, Economy & Corporate Affairs	✓
Ensure delivery of engaging communications and promotional campaigns to promote services and offerings	Strategy	Museum Archive Libraries & Learning	✓
Regularly engage with, listen to and encourage participation of stakeholders	Strategy	Waste Services	✓
Provide important and relevant updates to stakeholders regarding development, planning and regulations	BAU	Planning, Transport & Regulation	✓



Inspirational Matildas midfielder receives Key to the City of Newcastle Lord Mayor Nuatali Nelmes with Matildas midfielder Emily Van Egmond and her father Gary following the presentation of the Key.

### 4.2.2 Shared information and celebration of success

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Develop and implement communication campaigns using a range of channels and media to support achievement of strategic priorities	BAU	Media, Engagement, Economy & Corporate Affairs	✓
Identify high-risk projects and ensure strategic communication and stakeholder management plans are in place to manage risks to reputation	BAU	Media, Engagement, Economy & Corporate Affairs	✓
Deliver impactful centralised marketing programs to improve commercial and community outcomes for major events, key projects, CN cultural institutions and corporate marketing through integrated planning and strategic partnership	BAU	Media, Engagement, Economy & Corporate Affairs	✓
Foster a positive reputation and community goodwill by effective management of the CN brand	BAU	Media, Engagement, Economy & Corporate Affairs	✓
Celebrate our achievements through our Annual Report	BAU	Finance, Property & Performance	✓
Review the performance of CN using comparison analysis of local government and collaborate to improve processes	BAU	Finance, Property & Performance	✓
Maintain and deliver best practice information management including access, storage and release of information	BAU	Legal & Governance	✓
Deliver ongoing best practice improvements and embed Enterprise Risk Management Framework	BAU	Legal & Governance	✓
Implement Leadership Capability Framework and facilitate Leadership Development Program	Strategy	People & Culture	✓

### 4.2.3 Trusted customer experience

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Oversee corporate website content, including homepage curation and coordination of the editor/champion network	BAU	Media, Engagement, Economy & Corporate Affairs	✓
Develop and deliver a Digital Marketing Strategy to increase online profile and presence	Strategy	Media, Engagement, Economy & Corporate Affairs	✓
Provide regular and meaningful communications to both internal and external customers around customer experience improvement initiatives and customer satisfaction/success indicators	BAU	Customer Experience	✓
Manage and expand Voice of the Customer Program to ensure effective operation of closed-loop feedback	BAU	Customer Experience	✓
Deliver complaints-handling management and reporting	BAU	Customer Experience	✓
Continue to provide high-quality, responsive customer service delivery to the community via phone, digital and counter channels	BAU	Customer Experience	✓
Design customer-centred experiences, digitised services and ways of working to empower customers and employees	Strategy	Customer Experience	○*
Embed a trusted customer experience and a collaborative approach with both internal and external stakeholders through best practice property management	BAU	Finance, Property & Performance	✓
Deliver business partnering excellence by building on a foundation of trust and recommending solutions that sustainably enable CN's strategic priorities	BAU	Information Technology	✓
Implement business partnering and consistent project management to facilitate delivery of CN's strategic priorities	BAU	Information Technology	✓
Develop and implement information security operations to manage and audit IT governance and meet legislation and regulatory compliance requirements	BAU	Information Technology	✓
Provide timely advice and representation in high-risk legal matters supporting the delivery of strategic objectives	BAU	Legal & Governance	✓
Provide an exceptional visitor experience for all customers and stakeholders	BAU	Civic Services	✓
Develop and maintain high-quality customer experiences and satisfaction	BAU	Museum Archive Libraries & Learning	✓

\*Five forms have been delivered. An external communications campaign has been developed, following insights from customer research, to raise awareness of CN's self-service capability. The 'your city, your way' campaign launched in October.



Safety first as CN lifeguards prepare students for summer. CN Aquatic Operations & Education Specialist Chris Griffin (left) and lifeguard Sam Biddle (right) with students from Waratah Public School following today's Water Safety Program.

### Measures



## Priority 4.3 Collaborative and innovative approach

### 4.3.1 Collaborative organisation

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Explore and deliver partnerships, delivery models and funding opportunities based on greatest benefit for community and customers	Strategy	Waste Services	✓
Support delivery of Capital Works Program through the provision of survey, design, planning, project and program management	BAU	Project Management Office	✓
Strengthen CN's crisis and emergency management capabilities	BAU	Legal & Governance	✓
Maintain a best practice internal audit function in compliance with legislative requirements and Office of Local Government guidelines	BAU	Legal & Governance	✓
Support delivery of CN functions through provision of event services for meetings and civic events	BAU	Civic Services	✓

### 4.3.2 Innovation and continuous improvement

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Establish data analytics service under City Intelligence Program, aimed at providing evidence-based insights to the business community	Strategy	Media, Engagement, Economy & Corporate Affairs	✓
Maintain operational fleet and plant to provide cost-effective, safe, fit-for-purpose, legislatively compliant assets that support the needs of internal customers in delivering services to the community	BAU	Civil Construction & Maintenance	✓
Develop and implement Business Excellence Framework and continuous improvement program through a holistic Service Review program of work	BAU	Finance, Property & Performance	✓
Drive cost savings and improved customer service levels through growth in use of electronic rates emailing platform	BAU	Finance, Property & Performance	✓
Undertake Service Review of land transactions and other dealings to implement innovation and continuous improvement	BAU	Finance, Property & Performance	✓
Continue optimisation of Human Resource Information System (TechOne)	BAU	People & Culture	✓
Expand Employee Listening Strategy and engagement with staff	Strategy	People & Culture	✓
Pursue best practice service delivery through a process of continuous improvement and investments in technology	BAU	Civic Services	✓
Identify process improvements to optimise processing timeframes and continue to improve customer experience	BAU	Planning, Transport & Regulation	✓

### 4.3.3. Data-driven decision-making and insights

ACTION	STRATEGY/BAU	SERVICE UNIT	STATUS
Manage, improve and refine fleet assets through strategic planning, data-driven decision-making, alignment with CN's sustainability goals and legislation to meet service requirements	BAU	Assets & Facilities	✓
Develop a Property Investment Strategy that is underpinned by data-driven decision-making and financial sustainability	BAU	Finance, Property & Performance	✓
Deliver digital transformation of CN services by leading development of platforms and processes to maximise benefit of digital investments	BAU	Information Technology	✓
Create a data-led organisation where business intelligence actively informs decision-making and future strategy development	BAU	Information Technology	✓
Deliver needs-based solution architecture that directly links to CN's priorities, objectives and governance requirements	BAU	Information Technology	✓
Establish safety and wellbeing KPIs	Strategy	People & Culture	✓
Automate Performance and Development process	BAU	People & Culture	○
Develop an organisation position matrix and critical skills inventory	BAU	People & Culture	○*
Build digital literacy for digital enablement	BAU	People & Culture	✓

\*This Action has not started yet.

#### Measures





# Budget review statement

# Income and expenses budget review statement

Result for the financial quarter ending 30 September, 2023.

FULL YEAR ADOPTED BUDGET	INCOME STATEMENT	SEPTEMBER 2023 RECOMMENDED CHANGES	PROJECTED YEAR END RESULT 2023/24	YTD ACTUAL RESULT (SEPTEMBER)
\$ '000		\$ '000	\$ '000	\$ '000
<b>Income from continuing operations</b>				
219,236	Rates & annual charges	-	219,236	54,809
117,640	User charges & fees	137	117,777	28,959
9,341	Other revenues	269	9,610	2,646
21,220	Grants & contributions - operating	1,055	22,275	637
38,626	Grants & contributions - capital	389	39,015	2,442
9,315	Interest & investment revenue	558	9,873	3,501
7,089	Other income	24	7,113	879
<b>422,467</b>	<b>Total income from continuing operations</b>	<b>2,432</b>	<b>424,899</b>	<b>93,872</b>
<b>Expenses from continuing operations</b>				
131,648	Employee benefits & on-costs	(844)	130,804	31,289
112,483	Materials & services	1,659	114,142	20,759
4,039	Borrowing costs	-	4,039	1,020
69,601	Depreciation & amortisation	-	69,601	17,746
52,147	Other expenses	815	52,962	12,766
7,002	Net loss from the disposal of assets	-	7,002	1,094
<b>376,920</b>	<b>Total expenses from continuing operations</b>	<b>1,630</b>	<b>378,550</b>	<b>84,675</b>
<b>45,547</b>	<b>Operating result from continuing operations</b>	<b>802</b>	<b>46,349</b>	<b>9,197</b>
<b>6,921</b>	<b>Net operating result for the year before grants and contributions provided for capital purposes</b>	<b>413</b>	<b>7,334</b>	<b>6,756</b>

# Income statement variations

Result for the financial quarter ending 30 September, 2023.

	RECOMMENDED CHANGES (\$'000)	EXPLANATION
<b>INCOME</b>		
Rates & annual charges	-	
User charges & fees	137	\$0.2m increase in revenue related to State Road Maintenance \$0.1m increase in expected revenue from RAAF Airshow \$0.1m reduction in Private Tree Planting works delivered in prior year \$0.1m reduction in revenue from Beresfield Swim Centre
Other revenues	269	\$0.4m increase for insurance claims received \$0.1m reduction in revenue from Summerhill solar farm
Grants & contributions - operating	1,055	\$0.8m for Round for of Federal Government Local Roads and Community Infrastructure Program
Grants & contributions - capital	389	\$0.3m increase in Transport grants \$0.2m in Recreation and Culture grants
Interest & investment revenue	558	Increase in interest income based on forecast market conditions
Other income	24	
<b>Income from continuing operations</b>	<b>2,432</b>	
<b>EXPENSES</b>		
Employee benefits & on-costs	(844)	Reductions related to current vacancies
Materials & services	1,659	\$0.6m increase related to Major Events including RAAF Airshow & Matilda Live sites \$0.5m increase in external labour \$0.2m increase for consultants related to Regional Housing planning \$0.1m increase in Street lighting costs
Borrowing costs	-	
Depreciation & amortisation	-	
Other expenses	815	\$0.8m increase in Fire & Emergency Services levy
Net loss from the disposal of assets	-	
<b>Expenses from continuing operations</b>	<b>1,630</b>	

# Capital statement

Result for the financial quarter ending 30 September, 2023.

FULL YEAR ADOPTED BUDGET		CHANGES		
		RECOMMENDED SEPTEMBER 2023	PROJECTED YEAR END RESULT 2023/24	ACTUAL YTD
\$'000		\$'000	\$'000	\$'000
<b>CAPITAL FUNDING</b>				
70,107	General fund contribution to capital	412	70,519	21,895
2,410	Stormwater Management Service Charge	-	2,410	603
32,127	Capital Grants & Contributions	389	32,516	2,442
719	Proceeds from the sale of assets	-	719	10
(3,339)	Net Loans Borrowings / (Repayments)	-	(3,339)	(835)
<b>102,024</b>	<b>Funding available for capital expenditure</b>	<b>801</b>	<b>102,825</b>	<b>24,115</b>
<b>CAPITAL EXPENDITURE</b>				
42,956	Asset Renewal	-	42,956	6,146
41,764	New / Upgrade	-	41,764	7,256
<b>84,720</b>	<b>Total capital expenditure</b>	<b>-</b>	<b>84,720</b>	<b>13,402</b>
<b>17,304</b>	<b>Transfer to or (Draw down on) reserves</b>	<b>801</b>	<b>18,105</b>	<b>10,713</b>

# Cash and investments budget review statement

Result for the financial quarter ending 30 September, 2023.

	OPENING BALANCE IN NOTE C1-3	TRANSFERS TO	TRANSFERS FROM	RECOMMENDED CHANGES FOR COUNCIL RESOLUTION	CLOSING BALANCE IN NOTE C1-3
	01/07/2023	2023/24	2023/24	(Sep QBR)	30/06/2024
	(000's)	(000's)	(000's)	(000's)	(000's)
<b>Unrestricted (Available Cash)</b>	<b>26,512</b>	<b>-</b>	<b>(912)</b>	<b>135</b>	<b>25,735</b>
<b>EXTERNAL RESTRICTIONS</b>					
Included in Liabilities					
Security bonds, deposits and retentions	1,412	-	-	-	1,412
Special purpose unexpended grants - general fund	10,097	-	(4,073)	-	6,024
Other					
Specific purpose unexpended grants (recognised as revenue) - general fund	7,697	-	(7,697)	-	-
Developer Contributions	22,506	-	(3,478)	-	19,028
Contributions to Specific works	344	-	(344)	-	-
Domestic Waste Management	11,611	-	(2,410)	-	9,201
Bequests and Donations	1,542	-	-	-	1,542
Special Benefit rates	1,254	-	(49)	(103)	1,102
Rawson Crown Land Reserve	3,376	-	(810)	(148)	2,418
Building Better Cities	324	-	(80)	-	244
Community Facilities fund	243	-	-	-	243
Childcare sinking fund	806	212	-	-	1,018
Deferred Salary Scheme	418	119	(159)	-	378
<b>Total Externally restricted</b>	<b>61,630</b>	<b>331</b>	<b>(19,100)</b>	<b>(251)</b>	<b>42,611</b>
Internal Restrictions					
Works program: New and upgrade	14,722	-	70,273	(1,438)	83,557
Works Program: Infrastructure Agreed level of service	173,478	-	-	-	173,478
Works program: Specific projects	19,614	-	(122)	1,355	20,847
Works carried forward	10,834	-	(10,834)	-	-
Waste Management: Remediation Provision	61,972	-	(22,332)	-	39,640
Employee Leave Entitlements	13,451	-	-	-	13,451
Superannuation: Defined Benefits	655	-	-	-	655
Workers Compensation: Self insurance	10,001	-	-	-	10,001
Newcastle Airport Partnership	9,717	-	-	-	9,717
Local Committees and childcare	628	-	-	-	628
Inland Pools Reserve Fund	-	-	-	1,000	1,000
<b>Total Internally restricted</b>	<b>315,072</b>	<b>-</b>	<b>36,985</b>	<b>917</b>	<b>352,974</b>
<b>Total Restricted</b>	<b>376,703</b>	<b>331</b>	<b>17,885</b>	<b>666</b>	<b>395,584</b>
<b>Total cash and investments</b>	<b>403,215</b>				<b>421,319</b>

# Works program summary

FULL YEAR ADOPTED BUDGET \$,000	PORTFOLIO/PROGRAM	RECOMMENDED CHANGES SEPTEMBER 2023 (\$,000)	SEPTEMBER ACTUAL YTD (\$,000)
35,313	City Infrastructure - Assets & Facilities	-	4,528
260	Buildings - Council Support Services	-	126
150	Public Toilets	-	-
140	Retaining walls	-	135
7,780	Bridges	-	109
1,160	Footpaths	-	361
1,983	Roadside Furniture	-	151
7,240	Road Rehabilitation	-	458
7,500	Road Resurfacing	-	2,184
300	Parking Infrastructure	-	-
4,975	Stormwater System	-	920
3,825	Fleet Replacement	-	83
5,000	Planning & Environment - Transport	-	1,021
3,610	Cycleways *	-	227
250	Pedestrian Access and Mobility Plan (PAMP)	-	462
1,140	Local Area Traffic Management (LATM)	-	332
13,458	Planning & Environment - Environment & Sustainability	-	1,126
1,050	Blackbutt Reserve	-	45
254	Flood Planning	-	19
8,009	Coast, Estuary and Wetlands	-	391
1,810	Bushland and Watercourses	-	117
1,660	Street and Park Trees	-	338
675	Sustainability & Climate	-	215
6,400	Corporate Services	-	734
800	Digital Enablement	-	42
5,600	Core Systems Development & Maintenance	-	692
41,160	City Shaping	-	5,251
36,500	Citywide	-	4,772
4,660	Summerhill	-	480

FULL YEAR ADOPTED BUDGET \$,000	PORTFOLIO/PROGRAM	RECOMMENDED CHANGES SEPTEMBER 2023 (\$,000)	SEPTEMBER ACTUAL YTD (\$,000)
22,334	Creative & Community Services	-	2,719
7,450	Aquatics	-	1,194
349	Community Buildings	-	86
920	Civic Venues / Civic Services	-	195
12,245	Recreation & Sport	-	1,053
475	Economic Development	-	10
150	Art Gallery	-	1
745	Museum / Libraries / Historic Fort Scratchley	-	180
4,375	Waste Services	-	3,628
4,375	Waste Management	-	3,628
9,216	City Infrastructure - Revitalisation	-	1,837
5,620	City Centre	-	593
2,300	Coastal	-	541
1,296	Urban Centres	-	703
<b>137,255</b>	<b>Total Works Program</b>	<b>-</b>	<b>20,845</b>

\* The total spend on Cycleways across all Programs YTD totals \$0.6m against the projected year end result of \$4.9m.



# Contracts

Result for the financial quarter ending 30 September, 2023.

CONTRACTOR	CONTRACT DETAIL	CONTRACT VALUE	COMMENCEMENT DATE	ESTIMATED COMPLETION	BUDGETED (Y/N)
Central Waste Station Pty Ltd	Waste Disposal at SWMC - Central Waste Station	\$96,307,200	7/1/2023	6/30/2033	Y
Benedict Recycling Pty Ltd	Waste Disposal at SWMC - Benedict Recycling	\$87,486,300	7/1/2023	6/30/2033	Y
Port Stephens Council	Waste Disposal at SWMC - Port Stephens Council	\$25,341,272	7/1/2023	6/30/2027	Y
Technology One Pty Ltd	Technology One SaaS Platform	\$10,676,893	9/28/2023	6/30/2030	Y
Brefni Pty Ltd	Stockton Buried Protection Structure #1	\$4,028,358	8/5/2023	8/5/2024	Y
DATA#3 Limited	Microsoft Software Licensing	\$3,960,000	7/1/2023	8/31/2026	Y
Ironbuilt Infrastructure Pty Ltd	Replace 2 X Leachate Pits	\$1,351,703	7/23/2023	10/31/2023	Y
Greenstar Water Solutions Pty Ltd	Foreshore Park Irrigation Early Works	\$435,051	8/8/2023	10/20/2023	Y
Department of Primary Industries - Lands	Throsby Creek Emergency Riverwall Repair	\$266,795	7/31/2023	6/30/2024	Y
Bluefit Pty Ltd	Management Services for Beresfield Swimming Centre	\$200,200	9/1/2023	6/30/2024	N
Reino International Pty Ltd	Licence Plate Recognition System	\$196,597	7/1/2023	6/30/2025	N
Newcastle Weighing Services Pty Ltd	Waste Management System for Summerhill	\$173,649	7/1/2023	7/1/2026	Y
The Missing Link Security Pty Ltd	CrowdStrike Endpoint Protection	\$141,692	7/2/2023	7/2/2024	N

Notes:

1. Minimum reporting contract value is \$50,000.
2. Contracts to be listed are those entered into during the quarter and have yet to be fully performed, excluding contractors that are on Council's preferred suppliers list.
3. Contracts for employment are not included.

# Consultancy and legal expenses

Result for the financial quarter ending 30 September, 2023.

EXPENSES	EXPENDITURE YTD \$	BUDGETED
Consultancies	\$3,202,692	Y
Legal	\$214,124	Y

Notes:

1. A consultant is a person or organisation engaged under contract on a temporary basis to provide recommendations or high level specialist or professional advice to assist decision-making by management. Generally it is the advisory nature of the work that differentiates a consultant from other contractors.
2. Where any expenses for consultancy or legal fees (including Code of Conduct expenses) have not been budgeted for, an explanation is to be given. Report on external expenses only (not internal expenses).

City of Newcastle

**Report by Responsible Accounting Officer for the quarter ending 30 September 2023.**

The following statement is made in accordance with Clause 203(2) of the Local Government (General) Regulations 2005.

It is my opinion that the Quarterly Budget Review Statement for Newcastle City Council for the quarter ended 30 September 2023 indicated that Council's projected financial position at 30 June 2024 will be satisfactory at year end, having regard to the projected estimates of income and expenditure and the original budgeted income and expenditure.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

Responsible Accounting Officer, City of Newcastle



# Appendix

# Works program

City Infrastructure - Assets & Facilities
Bridges
Boscawen Street Bridge Renewal
Bridge (Pedestrian) Waratah and Jesmond Parks
Bridge and large Culvert repairs
Bridge inspection and load rating
Chinchen St Bridge Renewal
Cottage Creek Bridge replacement
Nelson Street Wallsend Bridge renewal
Pedestrian Bridge Handrail replacement
Pedestrian Bridges Renewal
Buildings - Council Support Services
Engineering Advice General
Rooftop Solar Upgrade program
Structures- Survey
Fleet Replacement
Fleet Replacement Program 2024
Footpaths
Citywide - Minor Footpath renewal
Fernleigh trck - Stairs
Honeysuckle Drv Newcastle - footpath reinstatement
Throsby Creek Shared Pathway Renewal Wickham to Maryville
Union Street Wickham - Footpath Upgrade Wickham Master
Various cycleways - linemarking and signage program
Various Footpath Connectivity
Warabrook Wetland Reserve - Shared Path Renewal
William St Tighes Hill - footpath rehabilitation
Parking Infrastructure
Off Street Car Parks Furniture Renewal
Off Street Car Parks Minor Renewal
Off Street Car Parks Resurfacing
Parking Meter Replacement
Public Toilets
Waratah Park Tennis club Toilets - Demolition and Repla
Retaining walls
Retaining Wall - Perkins Street Newcastle
Retaining wall Renewal - Various
Spruce Street - Batter Protection repair

## Works program (continued)

Road Rehabilitation
Citywide - Laneway Renewal
Citywide - Road and Laneway Dedication
Corona St Hamilton East reconstruction
Duncan Cl Elmore Vale - turning facility
Fern St Islington road reconstruction
Harriet St Waratah reconstruction
Hope Street Wallsend - road renewal
Howell St Kotara- road reconstruction
Howell Street Kotara - Road rehabilitation extension betw
Lambton Road New Lambton - Alma Rd to Avondale Rd - Road
Lexington Pde AdamHts - road embankment
Longworth Ave Wallsend - road renewal design
Madison Drive Adamstown Heights - Road Renewal
Margaret St Merewether watermain renewal
Mathieson St Carrington - road renewal design
Memorial Drive The Hill - Road Embankment
Menkens Lane The Hill
Minmi Rd Bunnings Roundabout - intersection upgrade
Minmi Rd Wallsend - road upgrade
Old Maitland Road Hexham - road renewal
Pride Ave Lambton - road renewal design
Samdon St Hamilton - road renewal design
Tyrone Road New Lambton reconstruction
Unnamed Laneway off Morehead St Lambton - renewal & upg
Vera St Waratah West
Wall Lane North Lambton
Woodward St Merewether road and embankment
Workshop Way Newcastle Road Renewal and Upgrade
Road Resurfacing
Road Resurfacing - pavement and road roughness testing
Road Resurfacing - site preparation
Road Resurfacing Citywide

## Works program (continued)

Roadside Furniture
Albert Street Wickham - Traffic Calming Devices
Banner Holder Removal or Replacement in Newcastle CBD
Bathers Way - furniture renewal and maintenance
Bathers Way - Lighting Renewal
Bulkara St Wallsend - guardrail and footpath
Charlestown Rd Kotara - fence renewal and footpath
City Wide - CN Smart Pole - Renewal
City Wide - CN Smart Pole Inspection and Maintenance
City Wide - Lighting Renewal
City Wide - street lighting assessment
CityWide - Structural Inspection - Art & Monuments in R
Fernleigh Track - fencing, furniture renewal and mainte
Honeysuckle Promenade - Lighting Renewal
Local Centre - furniture renewal and maintenance
Northcott Drive Kotara at Rail Over Bridge - Fencing
Road Furniture - renewal
Roadside Furniture - renewal
Transport Stop Upgrade
Young Street Georgetown - Turton to Parkview St -
Stormwater System
Albert Street Stormwater Design
Chilcott St, Lambton Stormwater Rehabilitation
City Centre Drainage Master Plan
Citywide - stormwater quantity and quality modeling
Citywide - trenchless technology drainage rehab implementati
Coorumbung Road Broadmeadow Drainage Rehabilitation
Creeks and Waterways - inspect erosion and sediment control
Fairfield Avenue New Lambton - Stormwater Design & Construct
Glebe Road Adamstown - Stormwater drainage Upgrade (Sta
Grandview Pde Elmore Vale- Sediment basin and culvert
Low Lying Suburbs- Tide gate rehabilitation
Mayfield East Drainage Design (George St construct & Selwyn
Minmi Rd Detention Basin Fletcher Dam Safety Works and
Mitchell Street Merewether - Stormwater Drainage upgrad
Roe Street Mayfield - Drainage connection laneway
Sandgate Road Birmingham Gardens - Drainage Constructio
Stockton Laneways - Infiltration and unrelieved sags
Stormwater Drainage - Construct Access
Stormwater Drainage - Replace Grates
Tooke St Cooks Hill - Stage 2 Drainage Rehabilitation Design
Union Street Cooks Hill BetweenTooke St and Parkway Ave
Various Headwall & Outlet Rehabilitation
Young Road Lambton Stormwater Project

## Works program (continued)

City Infrastructure - Revitalisation
City Centre
2021 Christmas Tree Installation and Removal
HSR - Civic PDP
HSR - East End PDP - (Hunter St Mall)
HSR - Place Activation Initiatives (Signage)
HSR - West End PDP - Stage 2 (Cycleway)
Wickham PDP Implementation
Coastal
Bathers Way - King Edward Park
Bathers Way - South Newcastle
Bathers Way Signage Strategy
Coastal Building Revitalisation Plan
Coastal Revitalisation - Planning
Urban Centres
Darby Street - SASS grant trial
Georgetown Local Centre Renewal
Local Centres - Establishment Maintenance
Local Centres - Facade Improvement Scheme
Local Centres - Feasibility
Local Centres - Orchardtown Rd New Lambton
City Shaping
Citywide
Art Gallery - Expansion
Astra St Remediation
Summerhill
Bulk Earthworks for the Organics Processing Facility
Construction of operational area at SWMC and relocation
Organics Facility
OSD_MRF - Construction - Phase 1 - Shed
Corporate Services
Core Systems Development & Maintenance
Computing Hardware Refresh
Directorate Technology Initiatives
Enterprise Risk
Geographic information system (GIS)
Information Security and Privacy
Kentico Upgrade
Technology Foundations
TechOne CiA migration
Digital Enablement
Customer Experience
Employee Experience
Storing, analysing, governing and understanding data

## Works program (continued)

<b>Creative &amp; Community Services</b>
Aquatics
Inland Pools - Minor Infrastructure Renewal Program
Lambton Pool Grandstand Upgrade
Lambton Swimming Centre - Staged facility upgrade and
Newcastle Ocean Baths Upgrade - Stage 2
Newcastle Ocean Baths Upgrade Project
Art Gallery
Art Gallery - cultural asset preservation
Art Gallery Works of Art
Civic Venues / Civic Services
City Hall - Refurbish operational areas
City Hall - Storage of Lord Mayoral gifts
City Hall Fire Dampers Rectification Works and Upgrades
Civic Theatre - Replace Playhouse seating
Civic Theatre - replace technical equipment
Civic Theatre - replace vinyl flooring
Civic Theatre - Upgrade Air Conditioning Units
Civic Theatre- reupholster 50 seats in Stalls & Dress
Fort Scratchley Function Centre -flooring replacement
Community Buildings
Community Buildings refurbishment/renewal
Economic Development
City Analytics Program
Digital Prospectus
Economic Development Strategy Implementation
Newcastle After Dark
Museum / Libraries / Historic Fort Scratchley
Historic Fort Scratchley - Salt and Moisture Levels
Library Resources
Museum - Paving Replacement
Recreation & Sport
Darling St Oval - Grandstand
Fenced Off Leash Dog Areas
Fencing - Sports Grounds
Floodlight Renewal Program
Foreshore Park - All abilities playground & water park
Gregson Park Playground
Park Accessibility Improvement Program
Passmore Oval Grandstand Upgrade
Plans of Management Review
Playground replacement programme
Playground Shade Program
Smith Park - Field Renovation

## Works program (continued)

Sportsgrounds - Renew sub surface drainage/irrigation system
Sportsgrounds - Renewal of lighting poles
Western Corridor Active Hub - Wallsend
<b>Planning &amp; Environment - Environment &amp; Sustainability</b>
Blackbutt Reserve
Blackbutt Planning and Design
SRV - Blackbutt CARA Kiosk - Detailed Design
Bushland and Watercourses
Aries Way Reserve - creek rehabilitation
Blackbutt Reserve - bushland regeneration
Bush Fire Prone Land Mapping (BFPLM)
Community Education at environment rehabilitation worksites
Condition and Investigation - Natural Assets
Environmental Management System (EMS) - Develop and Imp
Environmental Project Delivery Support
Green Newcastle Strategy
Inland Clifline Rehabilitation - Waratah West
Ironbark Ck Rehabilitation - St 5 - 7
Jesmond Bushland Complex Rehabilitation
Maryland Creek - Rehabilitation
Natural Asset Management Systems - development
Natural Connection - Newcastle's Healthy Catchments Program
North Lambton Catchment- Drainage and creek design
Various Creeks - rehabilitation
Various Reserves - bushland regeneration
Waterdragon Ck Kotara Park- Riparian rehabilitation
Wentworth Creek Rehabilitation - Stage 1 of 2
<b>Coast, Estuary and Wetlands</b>
Astra St EEC Action Plan
Buried Protection Structures - Barrie Crescent Stockton
Buried Protection Structures - Zone 2 (2 sites - Sth Mi
Coastal Cliffline Rehabilitation Monitoring
Coastal Cliff line Rehab Stabilisation- Kilgour and Nobbys
Coastline - dune preservation and restoration
Hunter Estuary Coastal Management Program Preparation
Hunter River Foreshore Stockton - revegetation
Jersey Road Sandgate - Wetland Rehabilitation
Lloyd St Res Merewether-Littoral Rainforest Restoration
Market Swamp Wetland- rehabilitation design and construct
Mitchell St Sea Wall repair Stockton
Newcastle Coastal Management Program Investigation and
Newcastle South Seawall Rehabilitation
Newcastle Sth Cliffline (North of skate park)

## Works program (continued)

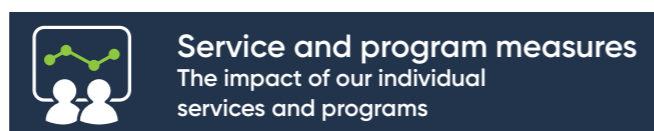
Southern Beaches Coastal Management Program Preparation
Stockton Beach Nourishment
Stockton Coastal Works
Stockton King St Breakwater Protection Structure
Stockton Riverwall- Stage 6 -9 design & construct - Stage 7
Stockton SLSC Seawall Maintenance - Zone 1
Various Seawalls Monitoring and Works
Various Sites - coastal revegetation
Wetlands- Rehabilitation design and construct
<b>Flood Planning</b>
Amplification of Hunter Water Drainage Network
Flash Flood Alert Service - Operation & Maintenance
Flood Education Campaign
Sea and Groundwater Level Monitoring
Update existing flood studies to 2019 AR&R methodology
Upgrade of major flood evacuation routes
<b>Street and Park Trees</b>
Citywide - Community Urban Forest Program
Citywide - tree audit for all attributes
Citywide Tree - inspection and monitoring
Gateway Tree Planting - Hannel Street Wickham & Maryvil
Living Streets Campaign
Park and Street Tree - Life extension program
SAPTRP - Street Tree Planting
Street Verge Gardens
<b>Sustainability &amp; Climate</b>
2020 CWMAP review and update

## Works program (continued)

Electric Vehicle Trial - Pool Car replacement
Energy Savings Projects
Smart Moves Newcastle
<b>Planning &amp; Environment - Transport</b>
<b>Cycleways</b>
CP - Chatham Road and Clyde Street, Hamilton North
CP - Chinchon St Islington - Scholey St to Maitland Rd (Isli
CP - Cycleways Education and Promotion
CP - Cycleways Investigation & Development
CP - Glebe Rd Adamstown to Newcastle West
CP - Hunter Street Trial Cycleway - National Park St, N
CP - Lambton Park to Croudace St
CP - Maud Street - University to City Centre Cycleway
CP - Mayfield Precinct - Feasibility Study & Concept Design
CP - Parkway Avenue to Honeysuckle Foreshore, Newcastle
CP - Parkway Avenue, Hamilton South - Roundabout Bypass
CP - Richmond Vale Rail Trail
CP - Shortland to Tarro Cycleway
Cycleways Program Management
H23 Overpass to Mordue Parade
<b>Local Area Traffic Management (LATM)</b>
LATM - Croudace Road at Garsdale Avenue - Traffic Contr
LATM - Design and Construction of Traffic Calming Devic
LATM - Glebe Rd & Park Ave, Adamstown - Traffic Control Sign
LATM - Traffic Modelling, Local Area Traffic Management
<b>Pedestrian Access and Mobility Plan (PAMP)</b>
PAMP - Design and Construction - PPN Projects
PAMP/LATM Minor Works
<b>Waste Services</b>
<b>Waste Management</b>
Cell 10 Landfill Design and Construction
Domestic Bins (Repair, Replacement, New Deliveries and
Public Place Bins (Replacement and Upgrades)
Stormwater and Leachate Management - Design & Review of
Summerhill site Upgrades
Summerhill Waste Management Centre - road rehabilitation
SWMC Landfill Rehabilitation Program

# Measures

Measures help us understand how well CN is performing. They also allow for evidence-based decision-making to inform other stages in our planning cycle.



KEY FOR BASELINE DATA	
<i>All baseline data is 2020-2021 unless otherwise stated</i>	
*New measure	New measure means targets will be set after 12 months of data collection.
**Satisfaction reasoning	A mean score above 3.0 indicates more satisfaction than dissatisfaction within the community. CN aims for satisfaction with these assets and services.
	A mean score above 3.5 indicates high satisfaction. CN aims for higher satisfaction for these higher-performing assets and services.

N2040 THEME: LIVEABLE NEWCASTLE			N2040 THEME: LIVEABLE NEWCASTLE		
PRIORITIES	SERVICE AND PROGRAM MEASURES	TARGET	BASELINE	WHY THIS IS IMPORTANT	SOURCE
1.1 Enriched neighbourhoods and places	<ul style="list-style-type: none"> <li>Level of community satisfaction with sporting facilities</li> <li>Level of community satisfaction with beaches and beach facilities</li> <li>Level of community satisfaction with parks and recreational areas</li> <li>Number of community seasonal sport bookings</li> <li>Beach usage attendance</li> <li>Pool attendance</li> </ul>	<ul style="list-style-type: none"> <li>Greater than 3.5**</li> <li>Greater than 3.5**</li> <li>Greater than 3.5**</li> <li>New measure*</li> <li>Maintain</li> <li>Maintain</li> </ul>	<ul style="list-style-type: none"> <li>3.8</li> <li>4.0</li> <li>3.7</li> <li>114</li> <li>1,411,258</li> <li>336,703</li> </ul>	<p>The community satisfaction survey's intention is to provide insights into the factors that drive satisfaction within the community and show CN the effectiveness of its service delivery in meeting community expectations. Satisfaction is measured out of 5 with a mean score above 3.0 indicating more satisfaction than dissatisfaction within the community in relation to a particular CN attribute.</p> <p>CN is responsible for the development, maintenance and management of many community assets including parks, gardens, playgrounds and ovals, beaches and pools, to name just a few. Within these spaces there may be a number of facilities including BBQs, fitness and play equipment, toilets, walking tracks, irrigation systems and water features.</p> <p>This data provides insight into how people use our city over time and informs decision-making that responds to current and future needs and behaviours of our community.</p>	<ul style="list-style-type: none"> <li>CN - Satisfaction Survey</li> <li>CN - Satisfaction Survey</li> <li>CN - Satisfaction Survey</li> <li>CN - Booking System</li> <li>BlueFit Report</li> </ul>

N2040 THEME: LIVEABLE NEWCASTLE			N2040 THEME: LIVEABLE NEWCASTLE		
PRIORITIES	SERVICE AND PROGRAM MEASURES	TARGET	BASELINE	WHY THIS IS IMPORTANT	SOURCE
1.3 Safe, active and linked movement across the city	<ul style="list-style-type: none"> <li>Level of community satisfaction with footpaths</li> <li>Level of community satisfaction with roads</li> <li>Distance of shared paths renewed</li> <li>Distance of roads renewed</li> <li>Number of bike parking spaces within local centres</li> </ul>	<ul style="list-style-type: none"> <li>Greater than 3**</li> <li>Greater than 3**</li> <li>800m</li> <li>4.2km</li> <li>N/A*</li> </ul> <p>*Data not available</p>	<ul style="list-style-type: none"> <li>3.1</li> <li>3.2</li> <li>800m</li> <li>4.2km</li> <li>N/A*</li> </ul> <p>*Data not available</p>	<p>The community satisfaction survey's intention is to provide insights into the factors that drive satisfaction within the community and show CN the effectiveness of its service delivery in meeting community expectations. Satisfaction is measured out of 5 with a mean score above 3.0 indicating more satisfaction than dissatisfaction within the community in relation to a particular CN attribute.</p> <p>Walking and cycling are basic, affordable and clean forms of travel available to almost all ages and groups in society. In Newcastle, though private cars are the dominant mode for commuting and, indeed, all trip purposes, the large majority of trips involve distances that could reasonably be undertaken by walking or cycling. Coupled with large areas of relatively flat topography and Newcastle's favourable climate, potential for mode substitution is high, and this indicator assesses the perceived walkability and cycle-friendly nature of our city.</p>	<ul style="list-style-type: none"> <li>CN - Satisfaction Survey</li> <li>CN - Satisfaction Survey</li> <li>CN data</li> <li>CN data</li> <li>CN data</li> </ul>
1.4 Innovative and connected city	<ul style="list-style-type: none"> <li>Number of heritage collection items digitised</li> <li>Number of Pay by Phone parking transactions</li> <li>Number of webchat conversations</li> <li>Number of e-Library loans</li> <li>Level of community satisfaction with the city's innovation</li> </ul>	<ul style="list-style-type: none"> <li>10,000 per annum</li> <li>Increase by 10%</li> <li>Increase by 10%</li> <li>Maintain</li> <li>Greater than 3.5**</li> </ul>	<ul style="list-style-type: none"> <li>67,027 items</li> <li>851,827</li> <li>1,546</li> <li>105,773</li> <li>3.5</li> </ul>	<p>For more than 60 years the Library has been committed to collecting and documenting the story of Newcastle and the Hunter. Over that time the Library has acquired an extensive and important collection of books, documents, archives, maps, pictures and photographs that document the story of Newcastle. The Library has a number of collections that feature rare, unique and notable items. Many of the items in these collections have come to the Library through the generous donations of members of the community. Key to accessing this information is the use of new digital technologies to make old information more widely accessible and able to be reused.</p> <p>Increased digital uptake will support improvements in living standards, ensuring we remain globally competitive and are well positioned to protect our interests. Greater adoption of digital technology in a secure and trusted environment is one of the drivers of liveability.</p> <p>The community satisfaction survey's intention is to provide insights into the factors that drive satisfaction within the community and show CN the effectiveness of its service delivery in meeting community expectations. Satisfaction is measured out of 5 with a mean score above 3.0 indicating more satisfaction than dissatisfaction within the community in relation to a particular CN attribute.</p>	<ul style="list-style-type: none"> <li>CN - Library data</li> <li>CN data</li> <li>CN data</li> <li>CN data</li> <li>CN data</li> <li>CN - Satisfaction Survey</li> </ul>



N2040 THEME: SUSTAINABLE NEWCASTLE			N2040 THEME: SUSTAINABLE NEWCASTLE		
PRIORITIES	SERVICE AND PROGRAM MEASURES	TARGET	BASELINE	WHY THIS IS IMPORTANT	SOURCE
2.1 Action on climate change	<ul style="list-style-type: none"> <li>Installed lighting to be LED</li> <li>CN reduction in electricity use</li> <li>Number of EV chargers available to the community</li> <li>Level of community satisfaction with climate action</li> </ul>	<ul style="list-style-type: none"> <li>100% of all installed lighting to be LED by 2025</li> <li>30% reduction by 2025</li> <li>All key sites throughout the city</li> <li>Greater than 3**</li> </ul>	<ul style="list-style-type: none"> <li>5,000</li> <li>208% progress to date</li> <li>4 public EV charging sites (7 chargers, 11 charging bays)</li> <li>3.2</li> </ul>	<p>LED lighting produces less waste light and more useful lumens than other lighting technologies. By replacing all the lighting in our LGA with LEDs, we will see as much as a 60% to 70% improvement in our overall energy efficiency.</p> <p>Saving electricity reduces energy costs, as well as how much carbon dioxide is released into the atmosphere.</p> <p>Transport emissions play a significant role in our city's carbon emissions, as well as air and noise pollution, which will be reduced through the uptake of electric vehicles.</p> <p>The community satisfaction survey's intention is to provide insights into the factors that drive satisfaction within the community and show CN the effectiveness of its service delivery in meeting community expectations. Satisfaction is measured out of 5 with a mean score above 3.0 indicating more satisfaction than dissatisfaction within the community in relation to a particular CN attribute.</p>	<ul style="list-style-type: none"> <li>TBA</li> <li>Ironbark Sustainability snapshotclimate.com.au</li> <li>CN data</li> <li>CN - Satisfaction Survey</li> </ul>
2.2 Nature-based solutions	<ul style="list-style-type: none"> <li>Tree vacancies identified in Tree Asset Management System (TAMS)</li> <li>Number of plants used in urban forest planting (CN open space) annually</li> <li>Level of community satisfaction with the city's wetlands and estuary</li> <li>Level of community satisfaction with greening and tree preservation</li> <li>Level of community satisfaction with the city's bushland and waterways</li> </ul>	<ul style="list-style-type: none"> <li>85% of vacancies to be planted by 2045. 100% of vacancies to be planted by 2060 (TAMS)</li> <li>4 areas per annum</li> <li>Greater than 3.5**</li> <li>Greater than 3.5**</li> <li>Greater than 3.5**</li> </ul>	<ul style="list-style-type: none"> <li>63,000 vacant tree spots at 31/01/2022 (TAMS) reducing by effective 500 p.a.</li> <li>4 areas per annum</li> <li>3.6</li> <li>3.4</li> <li>3.5</li> </ul>	<p>The overall performance of tree planting needs to be a comparison between the trees planted vs the trees being removed within the same timeframe to be a true record. Vacancies are measured because when vacancies reduce, there is a net gain in trees.</p> <p>Native plants play a very important role in our ecosystems. They are more favourable for supporting local wildlife and have evolved for survival. Consequently, they tend to be more naturally adapted to local growing conditions and often require fewer inputs (for example, fertiliser or water) for successful establishment, and this can mean reduced maintenance.</p> <p>CN plays a role in the provision of green, blue and wild spaces for the health and enjoyment of the community. Community satisfaction with these spaces is examined in the annual satisfaction survey with the aim to increase satisfaction scores year on year. Our community should be satisfied with the environmental assets and services that CN provides.</p>	<ul style="list-style-type: none"> <li>TAMS</li> <li>CN data</li> <li>CN - Satisfaction Survey</li> <li>CN - Satisfaction Survey</li> <li>CN - Satisfaction Survey</li> </ul>

N2040 THEME: SUSTAINABLE NEWCASTLE			N2040 THEME: SUSTAINABLE NEWCASTLE		
PRIORITIES	SERVICE AND PROGRAM MEASURES	TARGET	BASELINE	WHY THIS IS IMPORTANT	SOURCE
2.3 Circular economy	<ul style="list-style-type: none"> <li>• Tonnes of recyclables recovered</li> <li>• Level of community satisfaction with green waste collection</li> <li>• Tonnes of municipal waste material landfilled</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain</li> <li>• Greater than 3.5**</li> <li>• Maintain</li> </ul>	<ul style="list-style-type: none"> <li>• 31,928.77 tonnes</li> <li>• 3.7</li> <li>• 52,344 tonnes</li> </ul>	<p>Reducing waste conserves space in our landfills and reduces the need to build more landfills, which take up valuable space and are a source of air and water pollution.</p> <p>By reducing our waste, we are also conserving our resources. Resources like aluminium, petroleum and trees are all used to make new materials such as cans, plastic bags and paper packaging.</p> <p>Less energy is used to recycle materials as opposed to creating new materials. The manufacturing of consumer goods is a process that consumes a lot of energy, so by limiting the amount of new resources required, a large amount of energy can be saved.</p> <p>By recycling, reusing and reducing the amount of waste we have, we are helping to build a more sustainable future for all. We only have a limited amount of natural resources on this planet and a limited capacity to process waste, so it's important to do our part each day towards a better future.</p> <p>The community satisfaction survey's intention is to provide insights into the factors that drive satisfaction within the community and show CN the effectiveness of its service delivery in meeting community expectations. Satisfaction is measured out of 5 with a mean score above 3.0 indicating more satisfaction than dissatisfaction within the community in relation to a particular CN attribute.</p> <p>Local businesses are the lifeblood of our community. Supporting local businesses creates jobs, reduces carbon footprints, injects money into the local economy and promotes a sense of community. CN commits to the preference of local businesses when considering the acquisition of goods and services.</p>	<ul style="list-style-type: none"> <li>• CN data*</li> <li>• CN - Satisfaction Survey</li> <li>• CN data</li> </ul> <p>* Includes kerbside collection, bulk waste and drop-off</p>

N2040 THEME: CREATIVE NEWCASTLE			N2040 THEME: CREATIVE NEWCASTLE		
PRIORITIES	SERVICE AND PROGRAM MEASURES	TARGET	BASELINE	WHY THIS IS IMPORTANT	SOURCE
3.1 Vibrant and creative city	<ul style="list-style-type: none"> <li>Number of events delivered</li> <li>Number of event licences processed</li> <li>Number of ticketed attendance at Civic Theatre and City Hall</li> <li>Growth in business tourism</li> <li>Level of community satisfaction with promotion of tourism</li> <li>Level of community satisfaction with entertainment and events</li> <li>Number of social media followers across all CN platforms</li> <li>Social media reach on the CN corporate channel</li> </ul>	<ul style="list-style-type: none"> <li>Increase by 10%</li> <li>Increase by 10%</li> <li>Increase by 10%</li> <li>New measure*</li> <li>Greater than 3.5**</li> <li>Greater than 3.5**</li> <li>New measure*</li> <li>Increase by 5%</li> </ul>	<ul style="list-style-type: none"> <li>252 (2021/22)</li> <li>462/240</li> <li>101,259</li> <li>\$219m (2019)</li> <li>3.4</li> <li>3.7</li> <li>285,846 (Q1 2022)</li> <li>225,259 (Q1 2022)</li> </ul>	<p>Success begins with getting to know your audience members – what motivates them, what makes them engage or disengage. Tailoring your event design to create meaningful, personal connections with attendees will ultimately help you drive behaviour change and create value for your business.</p> <p>An event is recognised as having a low, medium, high or major impact based on numbers of attendees. Minor: 1 to 250, Low: 250 to 2,500, Medium: 3,000 to 6,000, High: 6,500 to 10,000, Major: 10,000 to 25,000 + Multiple Venues.</p> <p>Events and performances are a key component of developing a sense of community and pride, generating economic growth, accentuating natural and man-made assets, and giving the city its identity, both regionally and nationally.</p> <p>In addition to being one of the key drivers of the tourism industry's development, the business events sector is an important generator of income, employment, innovation and investment. Individual LGA profiles are no longer available; consequently Newcastle data is incorporated into Hunter Region data.</p> <p>The community satisfaction survey's intention is to provide insights into the factors that drive satisfaction within the community and show CN the effectiveness of its service delivery in meeting community expectations. Satisfaction is measured out of 5 with a mean score above 3.0 indicating more satisfaction than dissatisfaction within the community in relation to a particular CN attribute.</p> <p>We use social media to engage and communicate with our community. We can measure how people are interacting with us and if our message resonates with them. We can also use social media to learn from our customers and community about how we can improve their experience. 'Reach' provides a meaningful measure, as it looks at how many individual people actually engage with our social media.</p>	<ul style="list-style-type: none"> <li>Ungerboeck</li> <li>Ungerboeck</li> <li>CN data</li> <li>CN data</li> <li>CN – Satisfaction Survey</li> <li>CN – Satisfaction Survey</li> <li>CN data</li> <li>CN data*</li> </ul> <p><i>*Includes CN Corporate Facebook (CN FB), LinkedIn (LI)</i></p>
				<p>The growth of our local skills base, an increase in skilled migration to Newcastle and the embedding of inclusive practices in all actions of local business. Newcastle will effectively establish a skills-based labour market.</p> <p>We are a city that embraces and cultivates innovation. Business and industry are confident to experiment and collaborate to create new growth. Entrepreneurship is encouraged and the resources needed to create change are plentiful. Newcastle is a city where anyone can nurture an idea into a globally scaleable business.</p> <p>The community satisfaction survey's intention is to provide insights into the factors that drive satisfaction within the community and show CN the effectiveness of its service delivery in meeting community expectations. Satisfaction is measured out of 5 with a mean score above 3.0 indicating more satisfaction than dissatisfaction within the community in relation to a particular CN attribute.</p>	
3.2. Opportunities in jobs, learning and innovation	<ul style="list-style-type: none"> <li>Number of Newskills training projects and number of participants</li> <li>Number of users of the Landing Pad. Startups/scaleups considering relocating to Newcastle</li> <li>Level of community satisfaction with economic development</li> </ul>	<ul style="list-style-type: none"> <li>Maintain</li> <li>Maintain</li> <li>Greater than 3.5**</li> </ul>	<ul style="list-style-type: none"> <li>10 projects</li> <li>26 users</li> <li>3.5</li> </ul>	<p>The growth of our local skills base, an increase in skilled migration to Newcastle and the embedding of inclusive practices in all actions of local business. Newcastle will effectively establish a skills-based labour market.</p> <p>We are a city that embraces and cultivates innovation. Business and industry are confident to experiment and collaborate to create new growth. Entrepreneurship is encouraged and the resources needed to create change are plentiful. Newcastle is a city where anyone can nurture an idea into a globally scaleable business.</p> <p>The community satisfaction survey's intention is to provide insights into the factors that drive satisfaction within the community and show CN the effectiveness of its service delivery in meeting community expectations. Satisfaction is measured out of 5 with a mean score above 3.0 indicating more satisfaction than dissatisfaction within the community in relation to a particular CN attribute.</p>	<ul style="list-style-type: none"> <li>Program now completed</li> <li>Program now completed</li> <li>CN – Satisfaction Survey</li> </ul>

N2040 THEME: CREATIVE NEWCASTLE			N2040 THEME: CREATIVE NEWCASTLE		
PRIORITIES	SERVICE AND PROGRAM MEASURES	TARGET	BASELINE	WHY THIS IS IMPORTANT	SOURCE
<b>3.3 Celebrating culture</b>	<ul style="list-style-type: none"> <li>Level of community satisfaction with Art Gallery and programs</li> <li>Level of community satisfaction with Civic venues</li> <li>Level of community satisfaction with Museum</li> <li>Number of Art Gallery outreach program attendees</li> <li>Number of artists celebrated in Art Gallery programming</li> <li>Number of Museum ticketed attendees</li> </ul>	<ul style="list-style-type: none"> <li>Greater than 3.5**</li> <li>Greater than 3.5**</li> <li>Greater than 3.5**</li> <li>New measure*</li> <li>New measure*</li> <li>Increase by 5%</li> </ul>	<ul style="list-style-type: none"> <li>3.7</li> <li>3.7</li> <li>3.7</li> <li>New measure*</li> <li>176</li> <li>105,745</li> </ul>	<p>The community satisfaction survey's intention is to provide insights into the factors that drive satisfaction within the community and show CN the effectiveness of its service delivery in meeting community expectations. Satisfaction is measured out of 5 with a mean score above 3.0 indicating more satisfaction than dissatisfaction within the community in relation to a particular CN attribute.</p> <p>Over the next two years the Art Gallery will modify some of the ways it connects with the community, while its physical space is being upgraded. This change will lead to increased outreach programs. To capture the Art Gallery's impact on how we celebrate culture, outreach programs will be measured by number of people attending.</p> <p>Reinforce the links between artistic creations and society, encourage greater awareness of the diversity of artistic expressions and highlight the contribution of artists to sustainable development.</p> <p>Events and performances are a key component of developing a sense of community and pride, generating economic growth, accentuating natural and man-made assets, and giving the city its identity, both regionally and nationally.</p>	<ul style="list-style-type: none"> <li>CN - Satisfaction survey</li> <li>CN - Satisfaction survey</li> <li>CN - Satisfaction survey</li> <li>CN data</li> <li>CN data</li> <li>Camms</li> </ul>
<b>3.4 City-shaping partnerships</b>	<ul style="list-style-type: none"> <li>Number of DAs determined</li> <li>Level of community satisfaction with management of residential development</li> <li>Reduction in backlog of undetermined DAs</li> </ul>	<ul style="list-style-type: none"> <li>Maintain</li> <li>Greater than 3**</li> <li>Maintain</li> </ul>	<ul style="list-style-type: none"> <li>1,645</li> <li>3.2</li> <li>410</li> </ul>	<p>Development Applications (DAs) are a merit-based assessment conducted directly through CN.</p>	<ul style="list-style-type: none"> <li>CN data</li> <li>CN data</li> <li>CN - Satisfaction survey</li> <li>CN data</li> </ul>

N2040 THEME: ACHIEVING TOGETHER			N2040 THEME: ACHIEVING TOGETHER		
PRIORITIES	SERVICE AND PROGRAM MEASURES	TARGET	BASELINE	WHY THIS IS IMPORTANT	SOURCE
4.1. Inclusive and integrated planning	<ul style="list-style-type: none"> <li>Level of community satisfaction with CN's long-term planning and vision for the city</li> <li>Level of community satisfaction with CN's overall performance</li> <li>Decrease first year employee turnover rate</li> <li>Increase Indigenous workforce representation</li> <li>Increase our workplace engagement score</li> </ul>	<ul style="list-style-type: none"> <li>Greater than 3**</li> <li>Greater than 3.5**</li> <li>Less than 12.50%</li> <li>4%</li> <li>7.2%</li> </ul>	<ul style="list-style-type: none"> <li>3.3</li> <li>3.7</li> <li>12.50%</li> <li>3%</li> <li>7%</li> </ul>	<p>During engagement for Newcastle 2040, the community told us that considered and long-term planning should be a key focus area to ensure our vision of a liveable, sustainable and thriving global city is obtained. Community views on the success of CN to plan long-term are gained through the annual satisfaction survey with the aim to increase satisfaction scores year on year.</p> <p>The community satisfaction survey's intention is to provide insights into the factors that drive satisfaction within the community and show CN the effectiveness of its service delivery in meeting community expectations. Satisfaction is measured out of 5 with a mean score above 3.0 indicating more satisfaction than dissatisfaction within the community in relation to a particular CN attribute.</p> <p>This data provides insights into our people. A strong culture attracts talent that fits into our organisation better and helps keep them on board longer. People who feel like they are where they belong are more likely to stay, which means higher retention rates and lower turnover and increases overall wellbeing for both individuals and communities.</p>	<ul style="list-style-type: none"> <li>CN - Satisfaction survey</li> <li>CN - Satisfaction survey</li> <li>HRIS</li> <li>HRIS</li> <li>Engagement Survey</li> </ul>
4.2. Trust and transparency	<ul style="list-style-type: none"> <li>Number of resolutions, completed and resolved</li> <li>Level of community satisfaction with CN's response to community needs</li> <li>Number of compliments received at CN</li> <li>Number of complaints received at CN</li> <li>CN website visitors per month</li> </ul>	<ul style="list-style-type: none"> <li>Greater than 80%</li> <li>Greater than 3.5**</li> <li>Maintain higher compliments than complaints</li> <li>More than 334,496</li> </ul>	<ul style="list-style-type: none"> <li>227 total/191 completed</li> <li>3.4</li> <li>288 compliments/122 complaints</li> <li>334,496</li> </ul>	<p>Council resolutions are decisions made at Council to take action; this measure provides insights into how many resolutions happen at Council and how many are completed within the year.</p> <p>The community satisfaction survey's intention is to provide insights into the factors that drive satisfaction within the community and show CN the effectiveness of its service delivery in meeting community expectations. Satisfaction is measured out of 5 with a mean score above 3.0 indicating more satisfaction than dissatisfaction within the community in relation to a particular CN attribute.</p> <p>A key responsibility of CN is to respond to community needs. The community perception of this response is gained through the annual satisfaction survey and indicates the success of CN in this space.</p>	<ul style="list-style-type: none"> <li>CN data</li> <li>CN - Satisfaction survey</li> <li>CN data</li> <li>CN data</li> </ul>
4.3. Collaborative and innovative approach	<ul style="list-style-type: none"> <li>Number and value of community grants</li> <li>Number of process completed within Promapp</li> <li>Number of staff trained in process mapping</li> <li>Level of community satisfaction with involvement in council decision-making</li> </ul>	<ul style="list-style-type: none"> <li>Maintain</li> <li>N/A</li> <li>N/A</li> <li>Greater than 3**</li> </ul>	<ul style="list-style-type: none"> <li>\$585,110</li> <li>N/A</li> <li>N/A</li> <li>3.2</li> </ul>	<p>CN collaborates with numerous government organisations, businesses, community groups and individuals to deliver positive outcomes for the Newcastle community. Our Community Grants provide a number of funding opportunities to support initiatives that contribute to the social, cultural, environmental and economic life of the city.</p> <p>Measuring process improvements is important because it allows us to see whether the actions we take are actually helping CN thrive and become more efficient over time.</p> <p>The community satisfaction survey's intention is to provide insights into the factors that drive satisfaction within the community and show CN the effectiveness of its service delivery in meeting community expectations. Satisfaction is measured out of 5 with a mean score above 3.0 indicating more satisfaction than dissatisfaction within the community in relation to a particular CN attribute.</p>	<ul style="list-style-type: none"> <li>CN data</li> <li>CN data - Promapp*</li> <li>CN data - Promapp*</li> <li>CN - Satisfaction survey</li> </ul> <p><i>*This data is no longer available due to changes in software.</i></p>

# Glossary

**ABS** Australian Bureau of Statistics.

**ADVOCACY** The act of speaking or arguing in favour of something, such as a cause, idea or policy. In the context of the Strategic Priorities it refers to another sphere of government or organisation delivering a service or outcome for the city.

**BAU** Business as usual.

**COMMUNITY LAND** Land classified as community land must be kept for use by the general community. All community land must be regulated by a Plan of Management, which may apply to one or more areas of land.

**CN** City of Newcastle.

**CROWN LAND** Land is land that is owned by the NSW Government but managed on its behalf by Council.

**CX STRATEGY** Our plan for a better customer experience. Our CX strategy aims to flip the power from the institution to the customer, building life-long trust.

**DA** Development Application.

**DCP** Development Control Plan.

**DIAP** The Disability Inclusion Action plan will act as a roadmap to guide CN's actions and establish strategies to ensure we create an inclusive community for all people who live, visit and work in Newcastle.

**DELIVERY PROGRAM** A strategic document with a minimum four-year outlook, which outlines the key strategies the organisation will undertake to achieve its desired outcomes. (Note: this is a legislative requirement).

**EEO** Equal Employment Opportunity.

**ELT** CN's Executive Leadership Team is led by the CEO and comprises five Directorates: Governance, Strategy and Engagement, People and Culture, Infrastructure and Property, and City Wide Services.

**FBT** Fringe Benefits Tax.

**FINANCIAL YEAR** The financial year we are reporting on in this document is the period from 1 July 2020 to 30 June 2021.

**FTE** Full-time equivalent. In relation to staff numbers this refers to a figure that is based on the wages for full-time staff.

**GIPA** *The Government Information (Public Access) Act 2009* (NSW), or GIPA Act, replaced freedom of information legislation.

**GIS** Geographic Information System.

**IPART** Independent Pricing and Regulatory Tribunal.

**KPI** a quantifiable measure of performance over time for a specific objective. KPIs provide targets for teams to shoot for, milestones to gauge progress, and insights that help people across the organization make better decisions.

**LGA** Local Government Area.

**LIVEABILITY AND WELLBEING SURVEY** The Liveability and Wellbeing survey is conducted to help benchmark key measures and track themes within the Newcastle 2040 Community Strategic Plan, measure quality of life and liveability within Newcastle and understand trust towards CN.

**NEWCASTLE 2040 (N2040)** *Newcastle 2040* is our integrated Community Strategic Plan which provides clear strategic direction for the long term and identifies the main priorities, aspirations and future vision of the community.

**DELIVERING NEWCASTLE 2040 (DN2040)** *Delivering Newcastle 2040* is our combined Delivery Program and Operational Plan, and translates the community's visions and priorities into clear actions. It is the primary reference point for all activities undertaken by Council during its term of office.

**OPERATIONAL PLAN** A document with a one-year outlook that outlines the key activities to be undertaken to achieve the desired outcomes set out in the Community Strategic Plan. (Note: this is a legislative requirement.)

**PAMP** Pedestrian Accessibility and Mobility Plan.

**PARTNERING** A structured approach to working together with other parties to achieve a mutually beneficial outcome.

**PERFORMANCE** The results of activities and progress in achieving the desired outcomes over a given period of time.

**RATE PEGGING** The percentage limit by which a council may increase the total income it will receive from rates. The percentage is set each year by the NSW Minister for Local Government.

**RISK MANAGEMENT** A discipline for developing appropriate procedures to reduce the possibility of adverse effects from future events.

**SRV** Special Rate Variation.

**SUSTAINABLE DEVELOPMENT** Development that meets the needs of the present generation without compromising the capacity of future generations to meet their needs.

**SDGs** Sustainable Development Goals.

**TARGET** A goal to be reached by a specific date, which may be higher than the forecasted performance. It aims to continually improve performance.

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