

Community Satisfaction Results Released

South Gippsland Shire Council has noted results of the 2017 Community Satisfaction Survey coordinated by Local Government Victoria on behalf of local councils.

The survey indicated Council's best area of performance was Customer Service at 61 per cent, with almost one in five residents rating customer service as very good. This is despite a slight decline of four percent compared to last year's results.

The biggest increase was by eight per cent in the area of Overall Council Direction taking it to 51 per cent this year.

Despite a six per cent increase Sealed Local Roads still remains an area in need of attention with an overall score of 36 per cent. However the data can often include perceptions of VicRoads roads which may skew this data.

For the coming twelve months it is suggested that Customer Service, Making Community Decisions and Lobbying are the key areas of focus to improve next year's results.

South Gippsland Shire Mayor Councillor Ray Argento was disappointed that Council had dropped a number of points in certain areas.

"Council will need to work hard to ensure we make the sort of changes that show the community we have learnt from these results.

"The surveys are conducted around February each year across all councils in Victoria. Although the newly elected Council had only been in place for a few months at the time the survey was taken, we must nevertheless take responsibility for its outcome and results. Our Council is resolute in endeavouring to turn these results around over our term.

"I think that these survey results are a timely reminder that we have an opportunity ahead of us. Financially we are in good shape, and the organisation is well-equipped to assist Councillors achieve great things for the people of South Gippsland," said the Mayor.

Council will include the relevant results in the South Gippsland Shire Council 2016/17 Annual Report.

PR2081 29/6/17