

# Mayor's Message



We have had a marvellous week as we celebrated the Victorian Seniors Festival which encouraged seniors to 'Get Social' and join in the many activities on offer across the state last week. Free public transport was on offer for Victorian Seniors Card holders to take the opportunity to get out and explore Melbourne and regional Victoria for this fantastic festival.

South Gippsland was no exception to the celebrations with a number of successful activities happening including trivia, a garden bus tour, movie afternoon, high tea, antique roadshow and that is just to name a few!

We rounded out the week with the Seniors Concert where John Farnham's backing singer Nikki Nicholls took the stage for *The Songs and Stories of Carole King*. The concert was a sure fire hit for those wanting to listen to great music and have a dance.

The Victorian Seniors Festival is always a highlight for our older citizens and it is wonderful to have another year of success. I wish to recognise the many volunteers who put in their time and effort to create such wonderful free or low cost events for our seniors to enjoy. It really is a great opportunity for our community and we must thank those involved who make sure these events are possible in our region.

In other news, Council has just issued 2,000 letters to randomly selected ratepayers across South Gippsland to undertake our customer satisfaction survey. We want their feedback on a range of Council's services and questions we need to include in our Annual Report.

I would like to thank these participants in advance for considering these surveys and those who give us their honest feedback. Our customer satisfaction surveys ensure we understand the areas where we are tracking well and where we can improve for the benefit of the community. In order to get the most accurate feedback possible these opportunities are now occurring twice a year with our next round expected in March/April.

Our current participants have the opportunity to complete their survey in hard copy or online via a link provided. All surveys must be completed by 29 October and will remain anonymous. Anyone having any difficulty or would like more information can contact our offices on 5662 9200.

**Cr Lorraine Brunt**  
**Mayor**