

Community Satisfaction Survey Results

South Gippsland Shire Council noted the results of the 2020 Community Satisfaction Survey at its meeting this week.

Council appointed an independent survey company Key Research to conduct the 2020 Customer Satisfaction Survey which was undertaken in May 2020, due to the delays of the COVID-19 Pandemic.

The survey was distributed to 4,000 ratepayers, in which the sample of ratepayers were randomly selected from Council's ratepayer distribution list. There were 421 total responses.

Overall satisfaction with Council's performance has increased from 31 per cent of satisfied residents in 2019 to 42 per cent satisfied residents in 2020. General feedback from respondents was to encourage a focus on 'value for money', 'better collaboration/communication with residents' and 'more transparency and accountability'.

South Gippsland Shire Chair Administrator Julie Eisenbise was thankful to the ratepayers who participated in the survey to help guide Council's future direction.

"We are thankful to have results from the 2020 Community Satisfaction Survey and are pleased to see that in each core performance measure there has been an improvement or consistency with results from 2019.

"During our term as Administrators, we have had a lot of work to do to improve the image and reputation of this Council. So, it is encouraging to see that many of the respondents saw an improvement in this space. It is still clear that we have continued work in this area and we can ensure the community that building trust is a key priority for all Administrators. Seeing this upward trend continue is important to us Administrators so that residents feel more trusting and supportive of their Council.

“The responses this year focused strongly on service provision and less on the Council, in order to ensure that this is focused on we have requested that our Chief Executive Officer considers the data when planning, delivering and improving our services over the next twelve months,” said Ms Eisenbise.

The Survey results will be included in the 2019/20 Annual Report and placed on the State Government’s ‘Know Your Council’ website: www.knowyourcouncil.vic.gov.au

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