



Community Satisfaction Survey 2021 ready to kick off

South Gippsland Shire Council is getting ready for the 2021 Community Satisfaction Survey to commence for the eleventh year running.

The yearly survey, which is distributed to a random sample of community members by independent consultant JWS Research, is one of the key ways Council checks the pulse on how it is tracking in the eyes of the community. The objectives of this research are to assess satisfaction among South Gippsland Shire residents in relation to services, facilities and other activities of Council, and provide insights into how Council can best invest its resources to improve residents' satisfaction with its overall performance.

Last year, the survey period was postponed due to COVID-19, but this year, it is on track to be done over the next few weeks.

Council is encouraging all community members to, if given the opportunity, complete the survey and provide their honest feedback to allow us to improve.

If you don't get the opportunity to be part of this survey, or you find something later on in the year that you want to tell Council about, feedback is always welcomed. Head over to our website www.southgippsland.vic.gov.au/feedback or send Council an email on council@southgippsland.vic.gov.au

Quote attributable to South Gippsland Shire Council Chief Executive Officer Kerryn Ellis:

"This survey is critical to understanding how our residents rate Council's performance over the past 12 months. We then use the data from the survey to make changes to our priorities and find more effective ways to communicate what Council is up to with the community. However, the ability to give Council feedback is not a once-a-year occurrence. If you have feedback for us, please head over to our website and get in touch."

"We are always looking for ways to improve what we are doing for our community. This survey gives Council the opportunity to check-in yearly to ensure we are doing what we can."

PR2620 28/01/21