

## Community Satisfaction Survey Results Received

South Gippsland Shire Council has received its 2021 Community Satisfaction Survey Results with overall satisfaction of Council's performance increasing from 33 per cent of satisfied residents in 2019 and 36 per cent in 2020 to 47 per cent in 2021.

Other areas of improvement from 2020 include community consultation, advocacy/lobbying, making community decisions, overall Council direction and value for money.

Areas where Council has decreased from 2020 to 2021 include sealed local roads, customer service and waste management. However, despite the decrease, customer service and waste management remain two of Council's highest performing areas with a score of 56 per cent and 61 per cent satisfaction respectively.

This year's Community Satisfaction Results were conducted by the Victorian Government's provider JWS Research. The survey sample involved 400 local residents of which 53 per cent had contacted Council within the last twelve months.

A summary of the 2021 Community Satisfaction Results is available at [www.southgippsland.vic.gov.au/communitysatisfaction](http://www.southgippsland.vic.gov.au/communitysatisfaction). The survey results will also be included in the 2020/21 Annual Report and placed on the State Government's 'Know Your Council' website: [www.knowyourcouncil.vic.gov.au](http://www.knowyourcouncil.vic.gov.au)

### **Quotes attributable to South Gippsland Shire Chair Administrator Julie Eisenbise:**

South Gippsland Shire Chair Administrator Julie Eisenbise was proud to see an upwards trend in most areas during the Administrators term but acknowledged further work to build community trust was required.

"During our term as Administrators we have spent a lot of our time improving the governance and reputation of South Gippsland Shire Council, so it is promising to see an overall trend of improvement in most performance areas. When we were first appointed satisfaction with overall performance was 33 per cent, then 36 per cent in 2020 and now this has risen to 47 per cent in 2021. It clearly outlines that we are headed in the right direction and doing the work to restore public confidence.

"The Community Satisfaction Survey Results are a touchpoint for Council every year that we use in conjunction with our own discussions with community members to determine how we are performing and where there are areas to improve.

"There is no doubt that the COVID-19 pandemic would have had some influence over these results and our ability to perform some services, but regardless our hope is to continue to see improvements in our service," said Ms Eisenbise.

