

## Community Satisfaction Results Released

Residents and ratepayers have said that South Gippsland Shire Council is heading in the right direction, as Council received its first ever Community Satisfaction survey result higher than the state average.

The result for 'Overall Council Direction' was also higher than the average of other councils in the same large rural category. The result was six points higher than last year's result and 21 points higher than in 2019.

The Community Satisfaction Survey is conducted annually by the Department of Jobs, Precincts and Regions on behalf of local governments in Victoria. A minimum of 400 local residents and ratepayers in each municipality are selected at random. More than half of the residents surveyed in South Gippsland had had contact with Council in the past 12 months.

The survey measures the performance of councils, including the customer service they provide, how well they consult with their local community and their overall direction.

Other positive indicators for South Gippsland Shire Council were that of the nine key areas, six areas were improved, one remained the same and two dropped by one point. The largest increase was for Customer Service, which was ten points up on the 2021 result.

The areas for improvement were in advocacy/lobbying and in sealed local roads. Both of these areas had reduced one point since last year's survey.

The feedback about local roads is consistent with what was heard during the Shaping South Gippsland community engagement program. Council is seeking to improve this result through the allocation of additional road maintenance funding approved in this year's budget.

A summary of the results is shown below with more details available at:

[www.southgippsland.vic.gov.au/communitysatisfaction](http://www.southgippsland.vic.gov.au/communitysatisfaction)

**Quote attributable to South Gippsland Shire Council Deputy Mayor, Nathan Hersey:**

*"Listening to our community and working to meet the expectations of residents and ratepayers is at the very core of what South Gippsland Shire Councillors have committed to as local representatives."*

*This year's community satisfaction results clearly show that we are heading in the right direction. The scores tell us that Council is making good progress in a number of key areas, and that the changes we are making are supported by our local community.*

*There are still improvements to be made and I am confident that by working together, and with feedback and support from our local community, we will continue to grow and improve our shire, making it an even better place to live, work and enjoy."*

**PR2758 26/07/22**

2018 to 2022 Performance Measures					
	2018	2019	2020	2021	2022
Overall Performance	46	33	36	47	49
Community Consultation	48	40	41	44	44
Advocacy /Lobbying	45	39	41	46	45
Making Community Decisions	42	35	37	46	48
Sealed Local Roads	46	48	47	43	42
Customer Service	70	66	66	<b>56</b>	<b>66</b>
Overall Council Direction		30	40	45	51
Value for Money	41	37	35	43	44
Waste Management	65	65	71	61	63