

## Community Satisfaction Survey Results Released

Results from South Gippsland Shire Council's annual Community Satisfaction Survey have been released and show an upward trend in a number of key areas.

Council's best result was in the overall council direction category where a score of 61 was achieved. This is 10 points higher than last year's result, 17 points higher than the average for rural councils of a similar size and 15 points higher than the state-wide average. Community decisions were also ranked highly, with South Gippsland achieving a score of 54 which is six points higher than councils of a similar size and three points higher than the state-wide average.

Improved scores from last year were also evident in overall direction and lobbying, while areas that decreased from last year were local sealed roads, waste and customer service.

The Community Satisfaction Survey is undertaken annually by JWS research on behalf of local government, with 66 councils from across the state participating. 400 local residents from across the three council wards are surveyed as part of the research which is conducted by telephone.

To view the full results, please go to: <https://www.southgippsland.vic.gov.au/communitysatisfaction>

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

*"The Community Satisfaction Survey results for the South Gippsland Shire Council show that we are moving in the right direction. Councillors were elected knowing that our community expected to see significant improvements in representation, leadership, and outcomes.*

*A lot of hard work and dedication is needed to restore trust and build confidence with our local community. These survey results show that we are starting to achieve this.*

*We recognise that there is still more to be done and there are improvements to be made. The messages from our community are being heard and steps are continually being taken to improve, including in the key areas of roads and waste, where the survey results again show our community expects more.*

*With the support of the South Gippsland community – we can continue to grow and succeed together."*

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