



## **MEDIA RELEASE**

### **“Community Satisfaction Survey to get underway”**

**Thursday 25 January 2018**

A random selection of Strathbogie Shire householders will be asked to take part in a community satisfaction survey in coming weeks and share their views about Council’s performance.

Independent market research agency, National Field Services will carry out the phone surveys, which provide an opportunity for Strathbogie Shire residents to assess Council’s performance and service delivery across a range of areas.

The telephone surveys will be undertaken over a number of weeks and will commence from Monday 5 February 2018.

Strathbogie Shire Mayor Amanda McClaren said National Field Services had been commissioned to conduct the community satisfaction survey on behalf of Council.

“National Field Services will be calling a representative sample of households from across the Shire over coming weeks and asking them a series of questions about a range of Council areas and functions,” she said.

Similar surveys will be undertaken across Victorian councils, with survey findings to be presented to Council later in the year.

“Findings from the independent survey will be reported in an open Council meeting and will provide invaluable information about the views and perceptions of the community in relation to Council’s performance,” she said.

Cr McClaren said the survey’s findings would be useful in identifying ways to provide improvement and more effective service delivery to residents.

“We would like to let the community know these telephone surveys will be undertaken over the next couple of weeks and assure residents that personal details and individual responses are confidential,” she said.

If you have any questions in relation to the Community Satisfaction Survey, please don’t hesitate to contact Strathbogie Shire Council’s customer service team on 1800 065 993.

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