



MEDIA RELEASE: WEDNESDAY, 18 JULY, 2018

Steady progress for Strathbogie Shire's Community Satisfaction results

Strathbogie Shire Council's 2018 Community Satisfaction Survey results have revealed an overall improvement in community satisfaction levels in relation to Council's performance and delivery of services.

Some highlights from the survey include:

- ✓ A rating of 70/100 for Customer Service (exceeding Small Rural Council average)
- ✓ A rating of 63/100 for Council's tourism development efforts
- ✓ A rating of 59/100 for Council's overall performance from residents aged 18-34
- ✓ Significant improvement in scores for most core areas, such as consultation and engagement, advocacy and Council's overall direction

The survey was conducted between 1 February and 30 March 2018, with feedback received from a sample of 400 residents.

Strathbogie Shire Mayor Amanda McClaren said she is very pleased with the consistent level of improvement in satisfaction levels over the last few years.

"I'd like to thank the residents who participated in the survey and it is great to see that those surveyed feel we are better meeting their needs and expectations," Cr McClaren said.

"Our overall performance rating has received a four point increase since 2016, and surveyed areas have either improved or remained stable over the last few years."

Mayor McClaren said there is still plenty of room for improvement, as Council continues to sit below the Small Rural Group and State-wide averages in many areas.

"Roads continue to be a challenge, as we try to manage our large road network with our small ratepayer base," Cr McClaren said.

"We have committed over \$6 million to roads this financial year and \$400,000 of this will go to the Zero to One Roads Program, where we upgrade some of our zero class roads to a road one standard for more regular maintenance."

Mayor McClaren said Council is looking forward to continuing to improve its scores and is currently putting a number of measures in place to better serve the community.

"We are currently implementing a Customer Relationship Management System which aims to improve efficiencies and level of communication the community receives when they contact Council with an enquiry," Mayor McClaren explained.

“We are also establishing a Customer Service Reference Group, which will be made up of Councillors, Council staff and community representatives to guide the implementation of our Customer Relationship Management System, as well as our Customer Service Charter and general matters relating to Customer Service.”

“Council has also recently introduced an online community consultation tool called OurSay, which gives our community another avenue to provide feedback, ideas and ask questions about Council projects and initiatives,” Cr McClaren said.

The full Community Satisfaction Survey report is available on Council's website:

<https://www.strathbogie.vic.gov.au/council/plans-policies-strategies-a-reports/corporate>

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