

Strathbogie Shire Council

Community Satisfaction Survey Response

2023



Strathbogie
SHIRE COUNCIL

Acknowledgement of Country

Strathbogie Shire Council acknowledges the traditional custodians of the lands on which we strive, the peoples of the rivers and the hills of the Strathbogie Shire region who walked these lands for generations.

We pay our respects to the elders of the past, and the speakers of the first words, who lived in harmony with this country.

We acknowledge the elders of the present, who seek to regain their culture, and to teach the elders of the future their law, their history and their language.

We pay our respects to them and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

We honour their spirit – and the memory, culture, art and science of the world's oldest living culture through 60,000 years.

A message from the Mayor and CEO

This year's Community Satisfaction Survey has seen a drop in overall satisfaction of three points to an index score of 53.

This drop is consistent with an overall drop in satisfaction across small rural shires of three points to 55 and a state-wide reduction of three points to 56.

On most individual service areas, changes to performance ratings have not been statistically significant. The exceptions being:

- **Art centres and libraries:** Increased by four points to an index score of 71
- **Overall council direction:** Decreased by five points to an index score of 45
- **Community decisions:** Decreased by four points to an index score of 47

While the decrease in satisfaction is disappointing, given our record achievement in 2021, we are making significant progress in closing the gap between our performance compared to other small rural shires.

This year our performance is in line with both the small rural group and the state-wide average for half of the individual service areas evaluated. Just three years ago, in 2020, Council was a statistically significant six points behind the small rural average and eight points behind the state-wide average.

This year Council also recorded significantly higher results compared to the small rural shire average in:

- Appearance of public areas
- Waste management, and
- Customer service.

In 2020, 2021 and 2022 there were no areas in which our performance was significantly higher.

This action plan has been developed in response to this year's survey results to ensure we continue driving improvements for our community.

We are committed to doing better. We want to work with our community to achieve great things.

We ask for the community's support as we work towards our vision of vibrant communities who are respectful, optimistic and inclusive.



Cr Laura Binks
Mayor



Julie Salomon
Chief Executive Officer

2023 Results

Perceptions of overall performance in Strathbogie Shire Council have declined over the last 12 months, though not to a statistically significant degree.

Council's overall performance achieved an index score of 53, down from 56 in 2022, which is in line with the small rural group average.

In almost all other service areas, Council performs in line with last year's results, having not significantly changed.

The exceptions are arts centres and libraries, where Council's performance rating increased significantly over the last 12 months, and decisions made in the interest of the community, where in contrast, perceptions significantly declined.

Council performs in line with both the small rural group and the state-wide average for councils in half of the individual service areas evaluated.

On the appearance of public areas and waste management, Council performs significantly higher than the small rural group and the state-wide average. In contrast, Council's performance is rated significantly lower than both group averages on informing the community, the condition of local streets and footpaths and community decisions.

Table 1: A summary of Strathbogie Shire Council's performance.

Service	Strathbogie results				Small Rural 2023
	2023	2022	2021	2020	
Overall performance	53	56	57	50	55
Value for money	41	42	41	-	49
Council direction	45	50	55	51	47
Customer service	69	73	69	72	65
Public areas	74	73	74	-	71
Recreational facilities	67	68	65	-	67
Arts centres and libraries	71	67	67		73
Waste management	69	67	67	62	66
Tourism development	61	62	61	62	61
Business / tourism	60	60	59	-	61
Environmental sustainability	57	59	57	56	59
Enforcement of local laws	59	57	61	59	61
Informing the community	53	55	56	55	58
Lobbying	52	54	51	50	52
Consultation and engagement	50	52	52	50	53
Community decisions	47	51	52	49	52
Local streets and footpaths	47	47	52	46	52
Planning and building permits	47	44	51	-	45
Sealed local roads	45	47	51	51	44
Unsealed roads	36	40	42	41	38

	Significantly higher		Significantly lower
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Continue to streamline planning processes

1. Promote the importance of officer pre-application meetings.
2. Update Council's website to provide clear and easy to understand planning information.
3. Implement new planning software to allow for online lodgement and payment of planning permit applications and to streamline internal process to improve decision making times.

Community Decisions

1. Promote the 'follow' option on Share Strathbogie, which notifies participants of updates.
2. Work on 'closing-the-loop' with participants by providing engagement reports where possible through Share Strathbogie, but also promoting their availability on our website.
3. Councillors will proactively provide information back to the community about how their input was used in their decision making.
4. Work with the Share Strathbogie Community Panel to share information on decision making and arm them with the information to share this throughout their communities.

Increasing Council presence in the community

1. Project Unite – the Share Strathbogie Bus. Establish a mobile engagement hub, office and information centre that will visit townships throughout the shire. It can act as a:
 - Mobile engagement hub (to gather feedback on Council plans and projects)
 - Mobile office (community can meet with officers on any topic at any time)
 - Flood resilience hub (to drive community building projects)
 - Councillor listening post (to increase opportunities to speak to elected officials)
 - Community ideas factory (share ideas, unite and work together)
 - Community learning centre (help share information our role and services).

Most importantly it aims to create unity between Council and the community to work together and drive projects and decisions that make our shire a better place to live.

Pulse surveys to gather further detail and advice

1. Establish a pulse survey that gives Council the ability to measure feedback. Pulse surveys are shorter, more frequent check-ins, that are not bound to measuring specific topics. We will target people who have had contact with Council to gather information on the specific service they are using. From here we can gather and drive improvements, using tailored feedback and advice.

Continue our Road Blitz

1. Continue our advocacy campaign for funding to maintain and improve our road network and enhance the resilience of our roads. (further information on [our website](#))
2. Enact the Special Charge Scheme. This co-contribution arrangement will stretch funding further – meaning more road works throughout the Shire.
3. Improve our maintenance schedule. Reviewing our maintenance regime and service levels will establish better and more effective long-term outcomes.
4. Share road management information better. Develop an interactive website content that ensures our community knows what, when, where and how when it comes to road maintenance.