Media Release
Are You Satisfied?
21 June 2018

Buloke Shire Council has noted further steady improvement in the annual Local Government Community Satisfaction Survey Research Report.

The report is coordinated by the Department of Environment, Land, Water and Planning on behalf of Victorian Councils. The results are a result of interviews undertaken by JWS Research who made contact with random Buloke residents, 18 years and above, in February of this year.

Council has improved overall, up four points, coming on the back of a nine point rise in 2017. This however still places Council just below the state average for Small Rural Councils, leaving more work to do. Satisfaction of residents aged 35-49 is driving the rise, this demographic exceeds the state average for Small Rural Councils.

Of the individual areas of Council customer service showed the highest improvement, whilst overall performance, community consultation, advocacy, making community decisions and sealed local roads all improved from 2017 results. The later still has significant room for improvement.

The top three performing areas according to the survey are waste management, recreational facilities and appearance of public areas.

In contrast, residents see the key areas for improvement for Council remain as sealed and unsealed roads.

"Council takes the results of the annual survey very seriously. We get a good feel from a decent number of residents about their sentiment across a range of services Council provides. Whilst we acknowledge we have again improved overall, we take note of what our perceived short comings are and look to address those as we implement our Council Plan which is now in its second year", said Mayor Cr David Pollard.

You can view the full Buloke Shire Council 2018 Local Government Community Satisfaction Survey Research Report at www.buloke.vic.gov.au/news-and-consultation

End release
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