



Media Release

Satisfaction Rising

20 June 2017

Buloke Shire Council is taking a balanced view to recent Customer Satisfaction Survey results. Whilst the overall performance rating lifted, there is much work still to be done. The main objective of the survey is to assess the performance of Council across a range of measures and to seek ways to improve service delivery.

Council achieved an overall performance index score of 48, an increase of one point on the 2016 result. Whilst this is a positive step it is still well below the overall performance high seen in 2012. Most demographics and geographic sub groups rated Council's performance equal to or more favourably than in 2016. The most significant increase occurred among women.

Council's overall performance was rated significantly lower than the average rating for both Small Rural Councils and Councils State-wide.

The community confidence in the overall direction of Council is rising. This core measurement saw the largest jump in performance, rising nine points. Council's performance on community consultation and engagement also saw a rise over the last twelve months, defying a trend in recent years. Again, women are driving higher performance ratings in this area. Also pleasing is the rise in satisfaction of Council's ability to make community decisions.

Community satisfaction with the condition of sealed roads took a hit, dropping three points. 28% of people surveyed highlighted sealed roads as the key to Council improving its performance over the next year. The other area for Council to focus on out of the survey is customer service. Whilst this service rates well relative to other services, it has historically been viewed more favourably.

"Council is working hard to deliver the best possible services to our residents. We appreciate that after a period of rolling back services to make Buloke sustainable, our satisfaction levels dipped. We are now in a financially stronger position and are bringing services back into the Shire we had not been able to provide. I am pleased to see a rise in satisfaction from women across Buloke. Council's support of gender equality and involvement in women's health issue and family violence campaigns is a strong component of our duty to residents. The rise in community consultation is of great value. The implementation of a weekly newspaper update and social media pages coupled with strong consultation campaigns throughout the year have helped raise this measure. Council understands we have a long way to go, but are pleased to be trending in the right direction", said Mayor, Cr David Pollard.

End release

For further information contact Media and Communications Officer, Travis Fitzgibbon on 1300 520 520 or tfitzgibbon@buloke.vic.gov.au