

## Community Satisfaction Results Released

South Gippsland Shire Council's Community Satisfaction results were slightly lower this year than last, reflecting the State-wide trend.

Each year, Council participates in a community satisfaction survey, conducted by JWS Research on behalf of Local Government Victoria. Approximately 400 South Gippsland residents were randomly selected to be interviewed as part of the survey, with equal representation across the three council wards.

This year, Council scored 49 on overall performance, which represents a four-point decrease from last year but is equal to the 2022 score. Overall council direction was 10 points lower than 2023 when a score of 51 was achieved, but that score is still significantly higher than the average for other Large Rural councils (42) and the State-wide average (45).

Two increases were recorded this year with waste receiving a score of 62, which is one point higher than last years' result and lobbying which received a score of 48. This figure is one point higher than the average score for Large Rural councils.

Similarly to last year, Council's lowest score was received in the sealed local roads category. Verbatim comments in this section revealed that there is some confusion as to what roads are maintained by council, with several people expressing their dissatisfaction with the South Gippsland Highway and other state-maintained roads.

Council's highest scores were from people aged 18 to 34 years, while the lowest scores were predominately from those aged 35 to 49 years.

This year the State-wide overall performance index score for all Victorian councils fell two points, from an index score of 56 in 2023, to 54 in 2024. South Gippsland's Community Satisfaction results can be viewed in full at [www.southgippsland.vic.gov.au/communitysatisfaction](http://www.southgippsland.vic.gov.au/communitysatisfaction)

### **Quote attributable to Clare Williams, Mayor of South Gippsland Shire Council**

*"The decline in some key areas is, of course, disappointing but perhaps not unexpected following last year's scores which were the highest in many years. We will review the provided comments and look at opportunities for improvement. There is always work to be done in local government and Council is committed to working in partnership with our community to ensure South Gippsland remains a great place to live, work and invest."*

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