



MEDIA RELEASE

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Listening to our community: Community satisfaction survey about the Huon Valley Council

A community satisfaction survey will be conducted in the Huon Valley from 14 October 2019 to understand what services and programs are important to our residents and to get a rating of how satisfied they are with how we perform against these.

The surveys will be carried out via telephone (landline and mobile) with randomly selected Huon Valley residents, conducted by independent research company Metropolis Research, the same company to carry out a state-wide Local Government satisfaction survey in early 2019 for the Local Government Association of Tasmania (LGAT). You can view the LGAT *2019 Community Satisfaction Survey* results featuring other Tasmanian Councils by visiting www.lgat.tas.gov.au.

“Those in our community that are surveyed by Metropolis Research will be invited to rate their overall satisfaction with Council’s customer service and make comments on the broad range of services and facilities we provide, from our maintenance of roads, planning, community services, recreational facilities, footpaths, car parks and public spaces, to our rubbish collection, emergency management, communications and everything in between,” said Huon Valley Council Mayor Bec Enders.

“They will also have the opportunity to put forward any comments, concerns or suggestions they may have on Council’s performance.”

The survey results will be compiled into a report for Councillors to review and ask questions at a workshop in mid-November, with the results made available to the public shortly thereafter. The announcement and results of our Council’s survey will be announced in the Huon News, on Council’s Facebook page and website, and we will provide a copy to LGAT for their website.

“The results of the community satisfaction surveys will be really important as surveyed community members will tell us where they want Council to put most of their effort and funds. The results will also show Council where we need to improve our service standard and performance,” said Cr Enders. “We want to continually improve the work we do at Council.

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“Councillors put forward a budget bid for this survey and approved the funding for the survey to be conducted in the first half of the 2019/20 financial year. This information will help us direct our strategic planning and make sure we are meeting the expectations of the community.”

For more information: Mayor Bec Enders (03) 6264 0300