GOLDEN PLAINS SHIRE COUNCIL NEWS

Council is seeking feedback to shape the development of the Draft Customer Service Strategy 2022-2026.

As part of the Council Plan 2021-2025, Council is dedicated to improving customer experiences with the development of its Customer Service Strategy 2022-2026. With a focus on commitment and accountability to service standards and improving timely responses, the Strategy will detail Council's dedication to delivering exceptional customer service across the organisation.

To help shape Council's Draft Customer Service Strategy 2022-2026, community members are invited to complete a survey.

The Customer Service Strategy Community Survey is collecting feedback from customers on what you think Council is doing well, what can be improved, and how you want to engage with us in the future. Council is also seeking responses to the Customer Service Strategy Post-Interaction Survey, which focuses on feedback from specific customer experiences, as well as ideas on future improvement.

The surveys can be completed online at **goldenplains.vic.gov.au/consultations** or pick up a copy at Council's Customer Service Centre, 2 Pope Street, Bannockburn.

Completed hard-copy surveys can be returned by:

- Email to enquiries@gplains.vic.gov.au
- Mail to Golden Plains Shire Council, PO Box 111, Bannockburn, VIC, 3331, marked *'Attention: Customer Service Strategy 2022-2026'*
- Dropping your completed form at a Council Customer Service Centre, 2 Pope Street, Bannockburn or The Well, 19 Heales Street, Smythesdale.

The Customer Service Strategy Surveys close at 5pm, Monday 14 February, 2022.

For more information, visit **goldenplains.vic.gov.au/consultations** or call 5220 7111.

Following the success of the Councillor Engagement program last year, Councillor Conversation Posts will return in 2022.

Come and have a chat with your Golden Plains Shire Councillors at the following Conversation Posts:

On Sunday 6 February, 10am to 2pm, Councillors will host a Conversation Post at the Smythesdale Arts and Music Fiesta on the Smythesdale Green to talk to residents of the north of the Shire.

On Saturday 7 May, join Councillors to talk about the Draft Council Budget 2022/23 and other subjects at the Golden Plains Farmers' Market, from 8.30am to 12.30pm, at the corner of High and Milton Streets in Bannockburn.

In 2022, Councillors will also present two online conversation forums on Zoom in July and October 2022.

GOLDEN PLAINS SHIRE
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