



## Community Satisfaction Survey 2023

As part of Council's commitment to Customer Experience, Golden Plains Shire Council is pleased to take part in the Victorian Government's annual Community Satisfaction Survey (the Survey).

Each year the Victorian Government undertakes the survey on behalf of local Councils to measure the community's perception of Council's performance over 12 months.

Residents may receive a call from an independent market research agency, National Field Services, inviting them to complete the Survey.

The Survey assesses the performance of Council across a range of measures, to identify ways to

provide improvement or more effective service delivery to residents of Golden Plains.

National Field Services representatives will be contacting 400 Golden Plains residents by phone from Monday 30 January to mid-March 2023.

Please be assured that your details and individual responses are confidential and only overall results are shared with Council.

If you have any questions regarding the Survey, please contact Council's Customer Experience Team on 5220 7111.



**Residents and members of the public are welcome to attend meetings of the Golden Plains Shire Council in 2023.**

Council Meetings will be held on the following Tuesdays, starting at 7pm: 28 February, 28 March, 18 April, 23 May, 27 June, 25 July, 22 August, 26 September, 24 October, 28 November and 19 December.

There will also be a Council Meeting (Budget Submissions) on 6 June and a Council Meeting (Mayoral Election) on 21 November.

Council Meetings will be held at the Golden Plains Civic Centre, 2 Pope Street, Bannockburn; The Well, 19 Heales Street, Smythesdale; and Linton Hall, 68 Sussex Street, Linton.

All meetings are livestreamed on Council's YouTube channel. For a direct link, visit Council's website or social media on the day of the meeting, with a recording available on Council's website following the meeting. The meeting agenda is available on Council's website on the Friday prior to the meeting.

For more information, visit: [goldenplains.vic.gov.au](https://goldenplains.vic.gov.au).



GOLDEN PLAINS SHIRE

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