



Local Government Community Satisfaction Survey

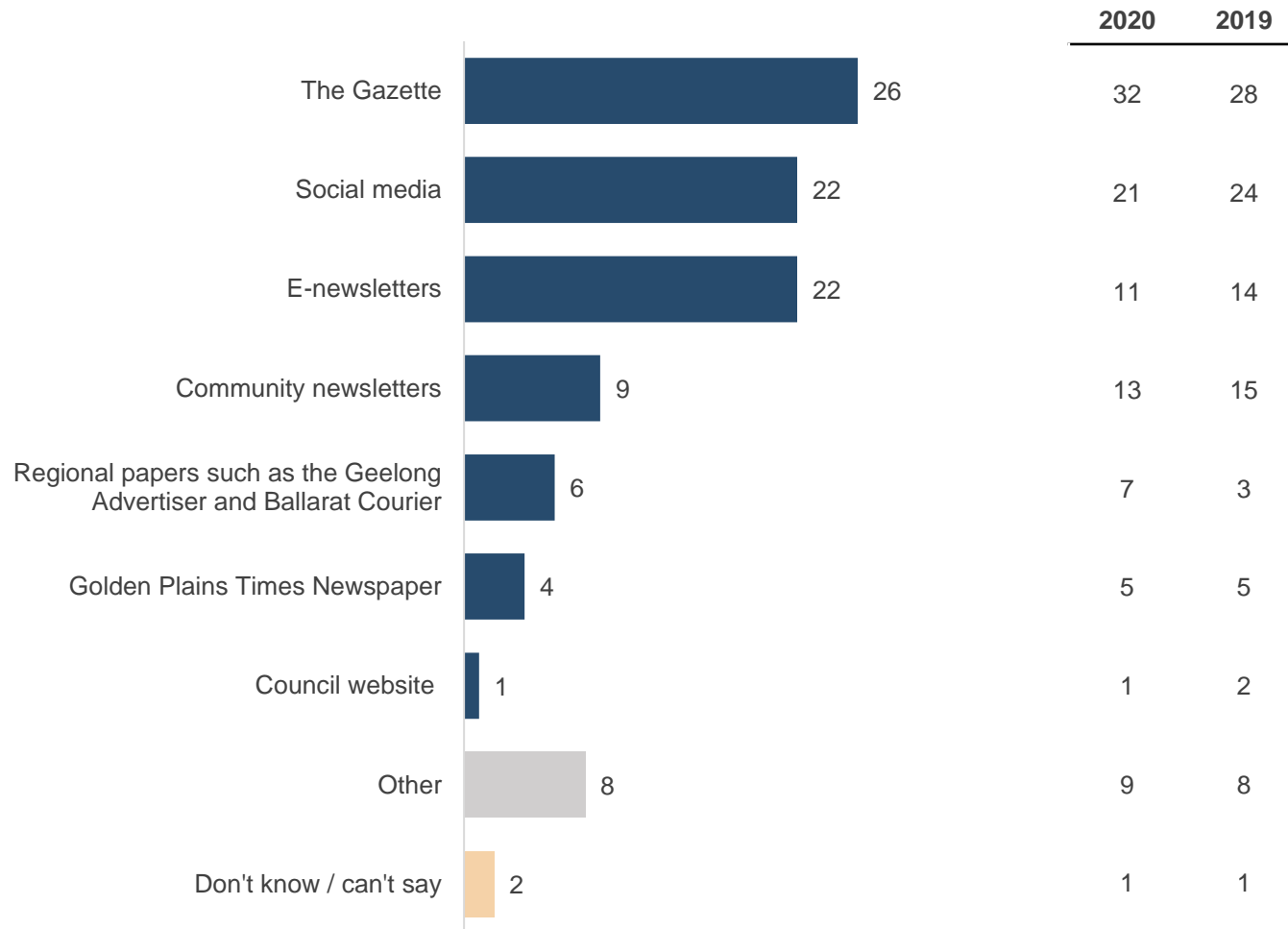
Golden Plains Shire Council 2021 Tailored Questions

Coordinated by the Department of
Environment, Land, Water and Planning
on behalf of Victorian councils



Communication channels – best way to communicate

2021 communication channels – best way to communicate (%)



GPQ13. If Golden Plains Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate and engage with you?

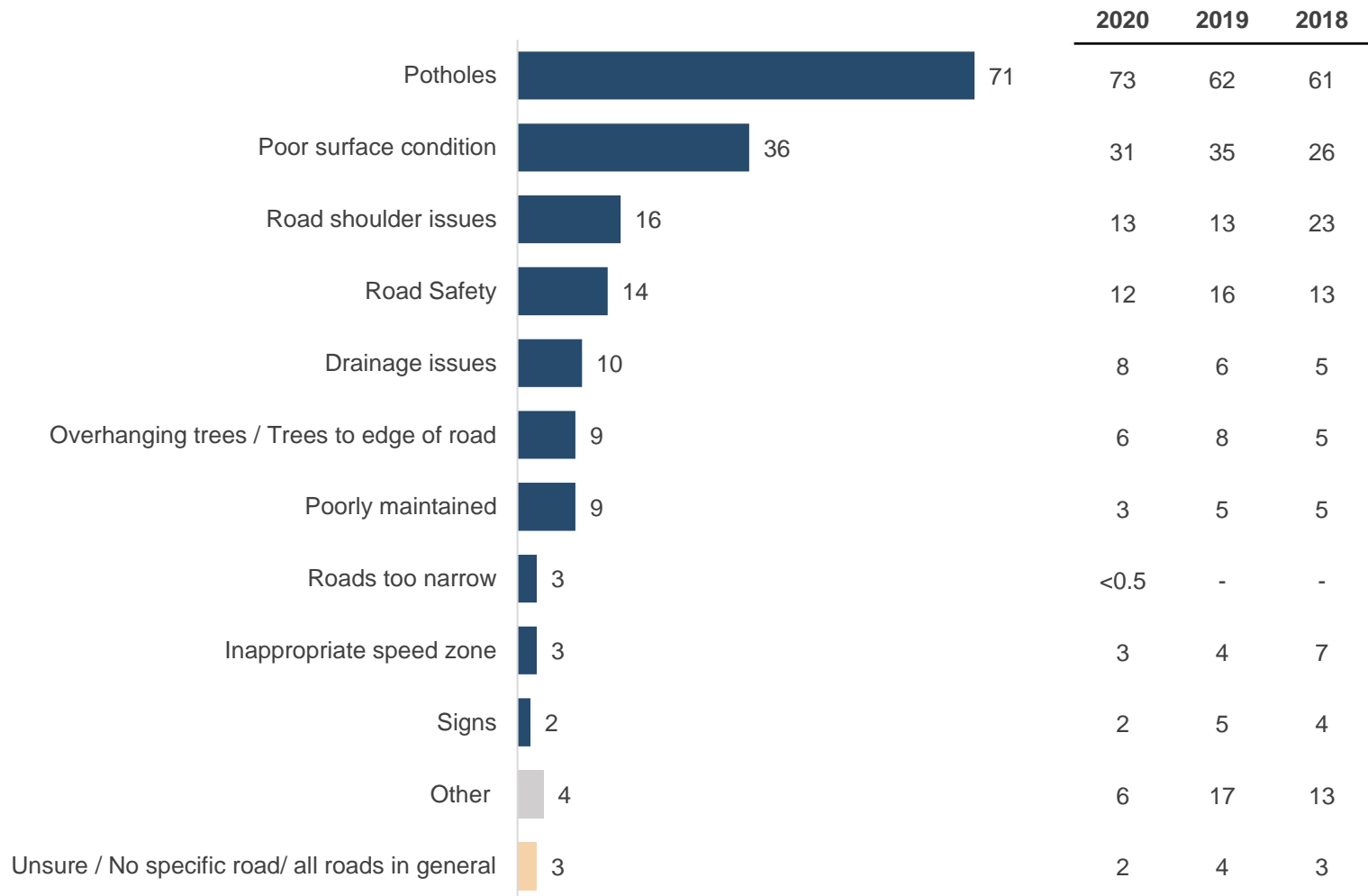
Base: All respondents (n=400).

To further investigate the 8% 'Other' responses, please refer to verbatim responses in additional data file

Major complaint that influences rating of local sealed roads



2021 major complaint that influences rating of local sealed roads (%)



GP5. You earlier rated the performance of sealed local roads as [average / poor / very poor], what is your major complaint that influenced your rating of sealed local roads?

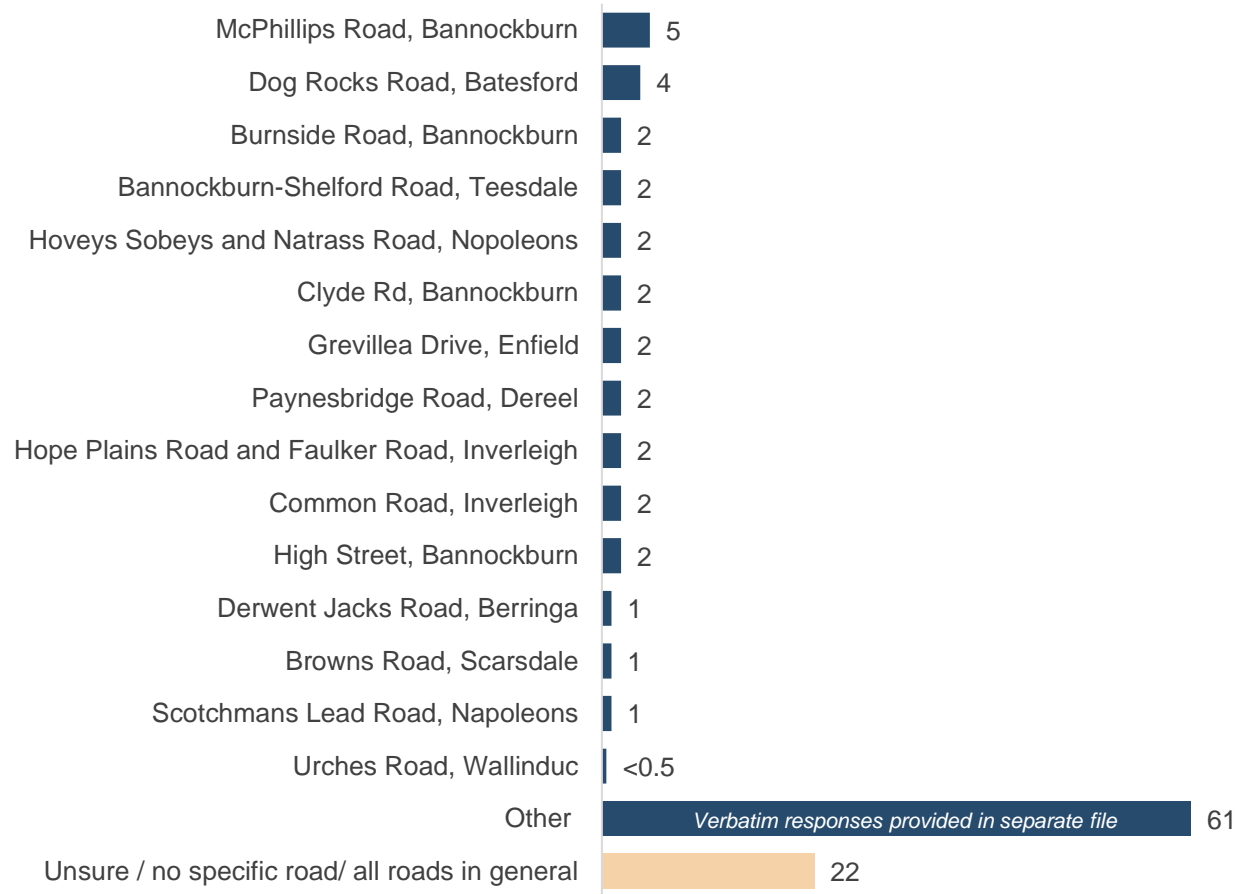
Base: Respondents who rated sealed local roads as average / poor / very poor (n=301).

To further investigate the 4% 'Other' responses, please refer to verbatim responses in additional data file



Sealed local roads of concern

2021 sealed local roads of concern (%)



GP5.1. Can you specify which particular sealed local road or roads are of concern?

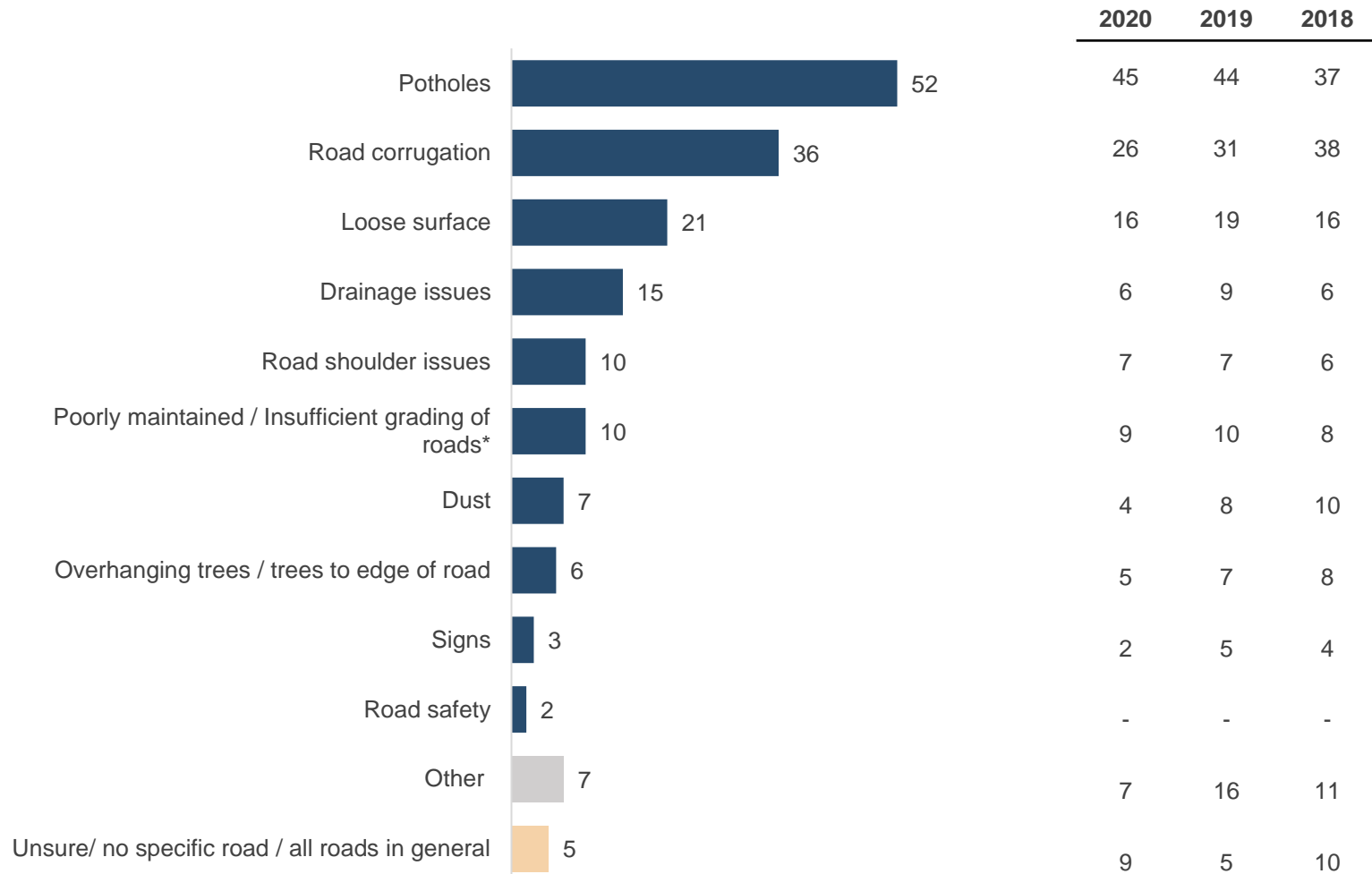
Base: Respondents who rated sealed local roads as average / poor / very poor (n=300)

To further investigate the 61% 'Other' responses, please refer to verbatim responses in additional data file



Major complaint that influences rating of unsealed roads

2021 major complaint that influences rating of unsealed roads (%)



GP7. You earlier rated the performance of unsealed local roads as [average / poor / very poor], what is your major complaint that influenced your rating of unsealed roads?

* 2018 – 2020 data shows 'insufficient grading of roads' responses.

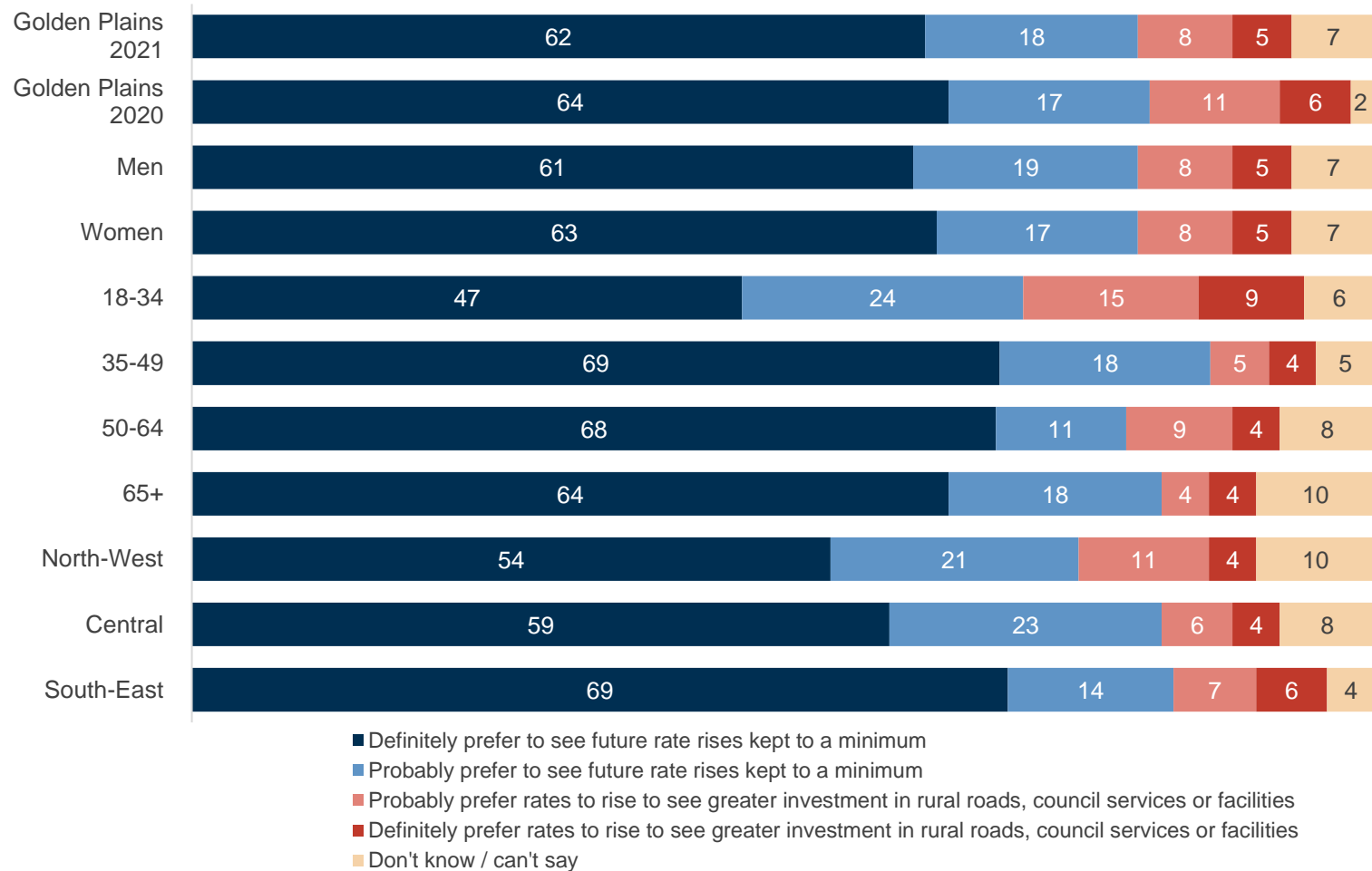
Base: Respondents who rated unsealed local roads as average / poor / very poor (n=317).

To further investigate the 7% 'Other' responses, please refer to verbatim responses in additional data file



Rate and investment trade-off

2021 rate and investment trade-off (%)



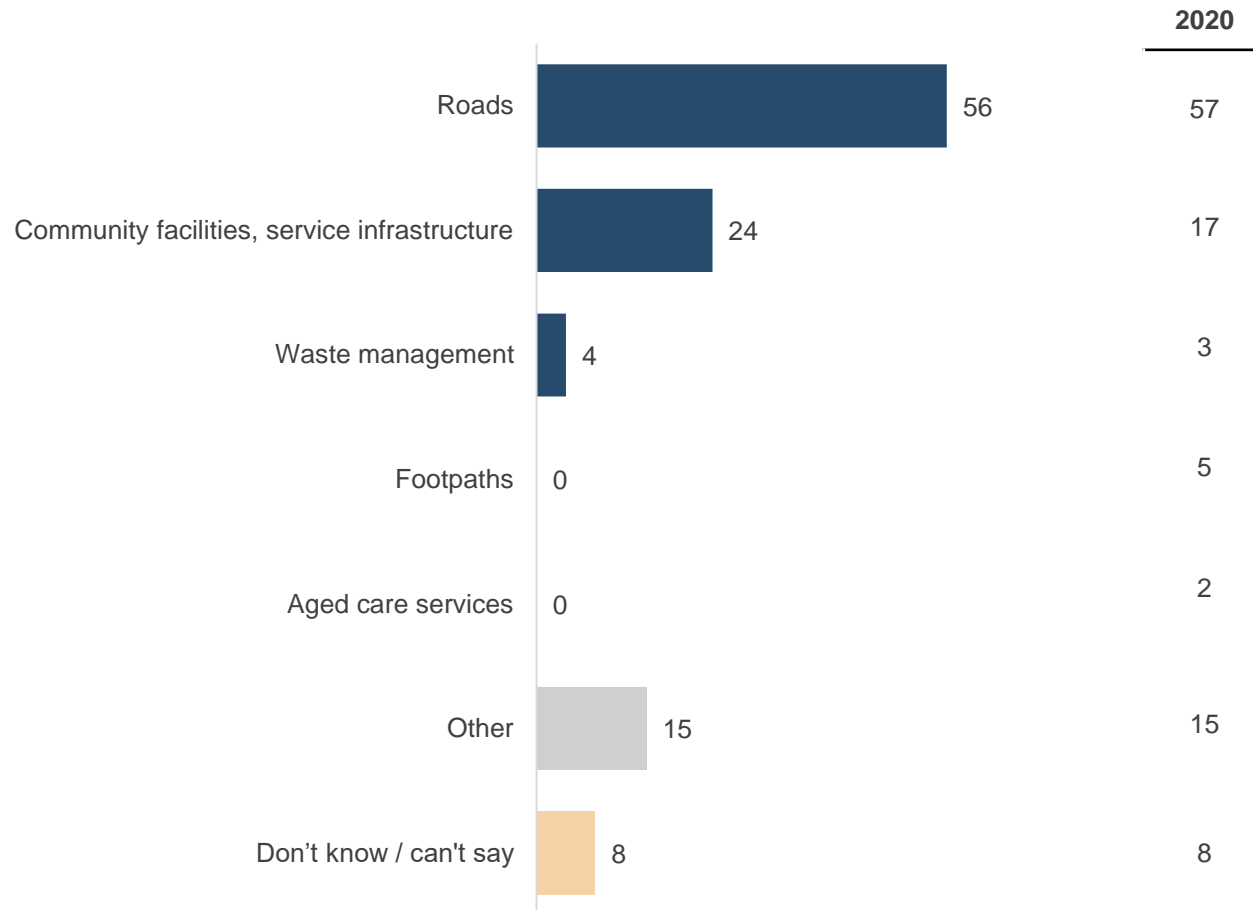
GP30. If you had to choose, would you prefer to see council rates rise to improve rural roads, council services or facilities OR would you prefer to see future rate rises kept to a minimum? IF HAVE A PREFERENCE SAY: Is that definitely or probably prefer a RATE RISE / RATES KEPT TO A MINIMUM?

Base: All respondents (n=400).



Services or facilities where would like greater investment

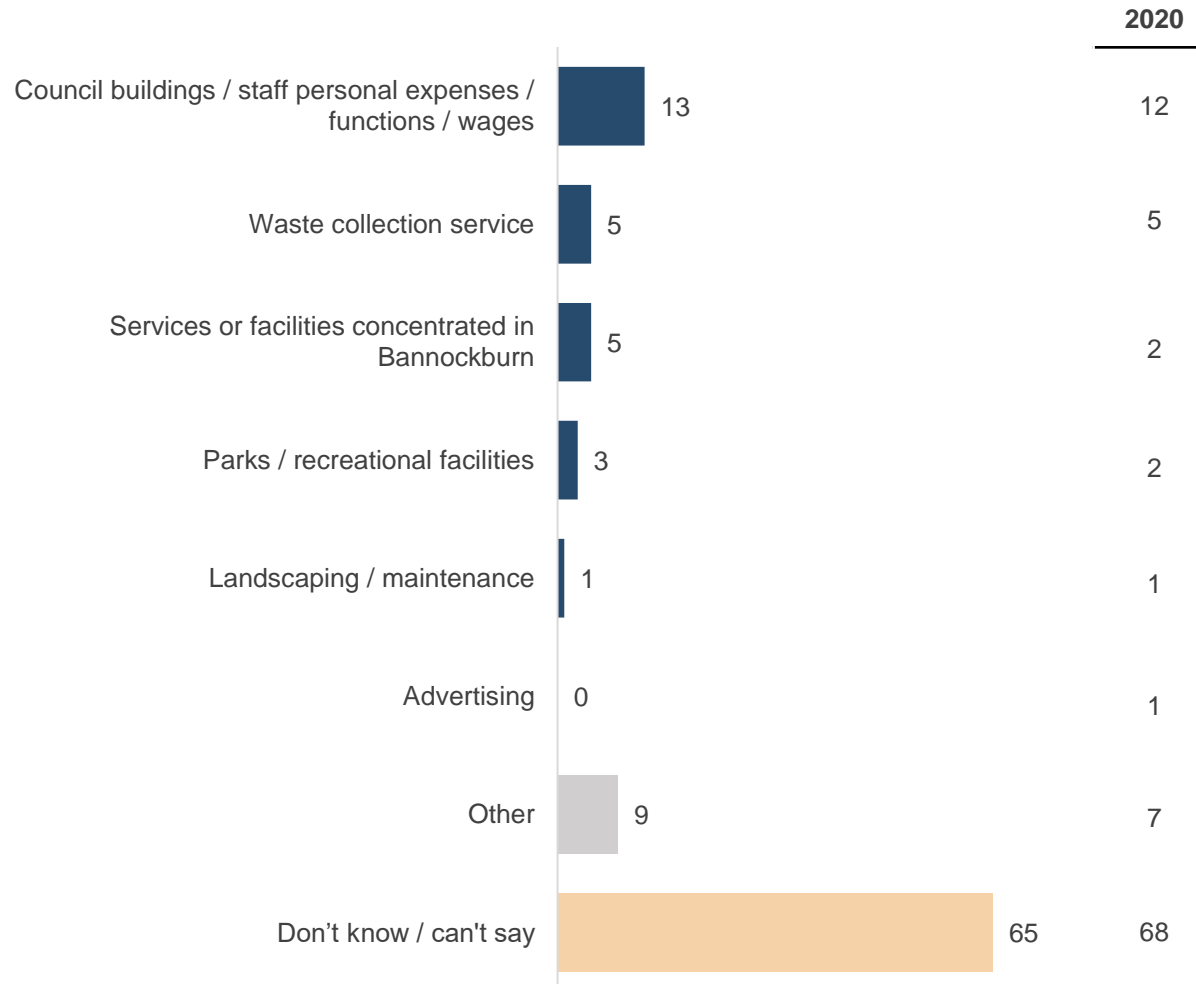
2021 services or facilities where would like greater investment (%)





Areas for greater investment

2021 services or facilities prepared to see reduced (%)



GP30b. What services or facilities would you be prepared to see reduced?

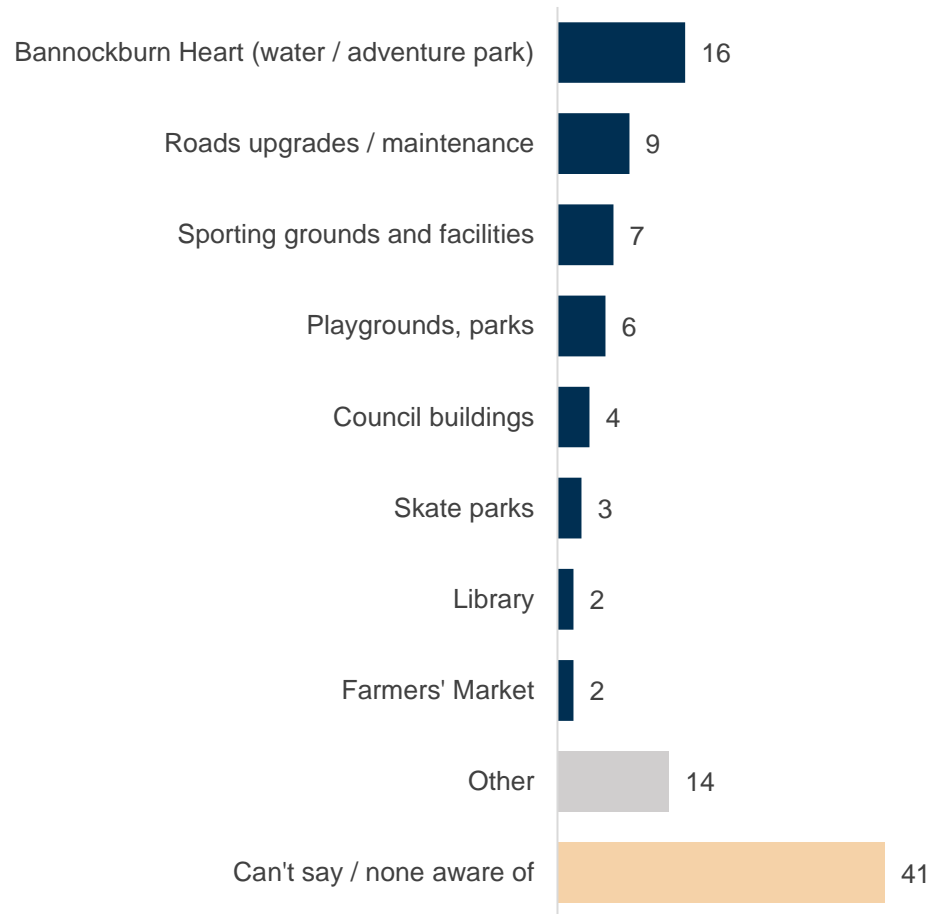
Base: Respondents who would prefer to see future rate rises kept to a minimum (n=324).

To further investigate the 9% 'Other' responses, please refer to verbatim responses in additional data file

Best achievement or project that Council has delivered in recent years



Best achievement or project that Council has delivered in recent years (%)



**THERE ARE
OVER
6 MILLION
PEOPLE IN
VICTORIA...**

**FIND OUT
WHAT THEY'RE
THINKING.**



Contact us
03 8685 8555



Follow us
[@JWSResearch](#)

John Scales
Founder
jscales@jwsresearch.com

Mark Zuker
Managing Director
mzucker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com

