



Local Government Community Satisfaction Survey

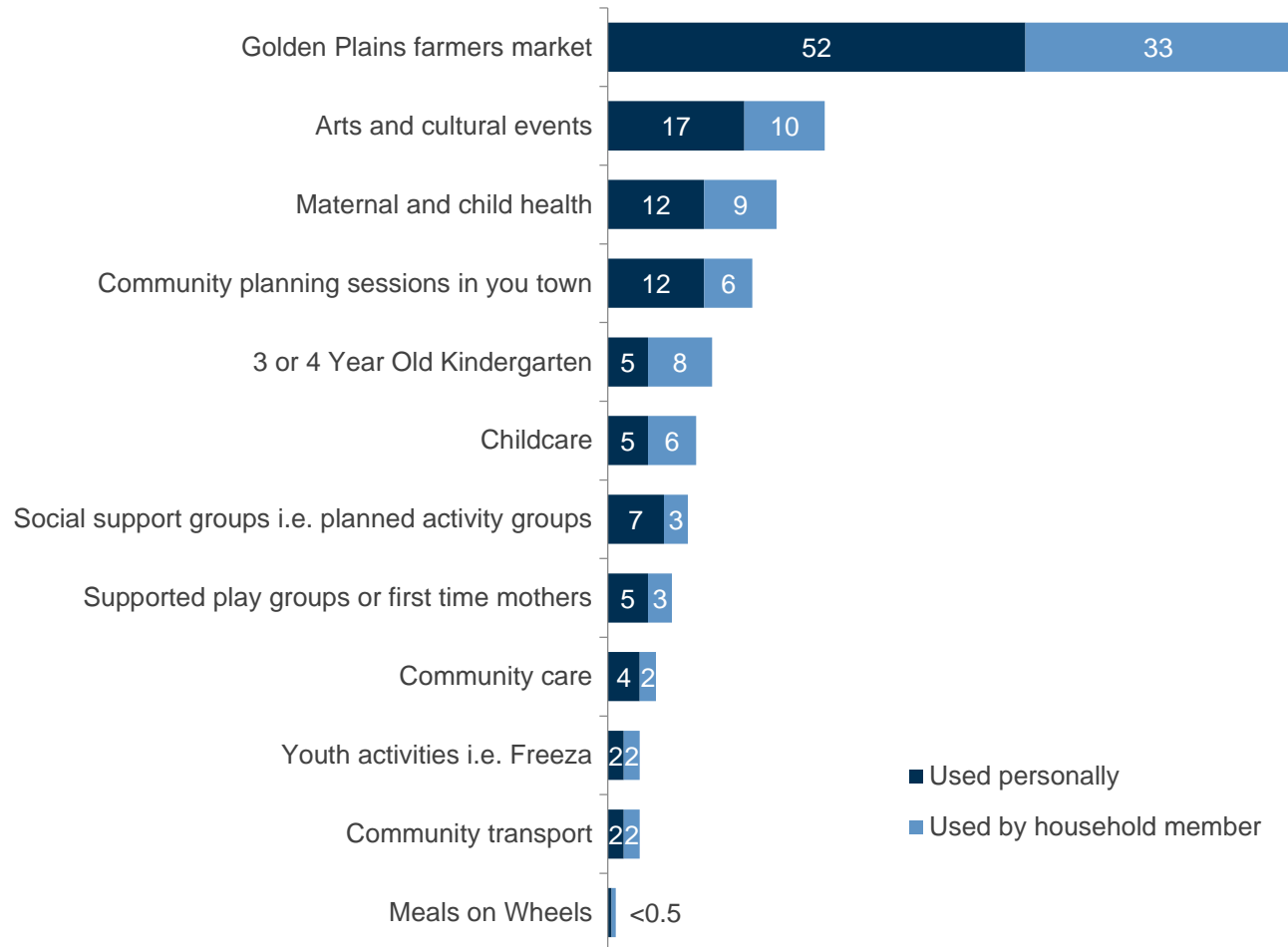
Golden Plains Shire Council 2019 Tailored Questions

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



Usage of Council provided services

2019 usage of Council provided services (%)

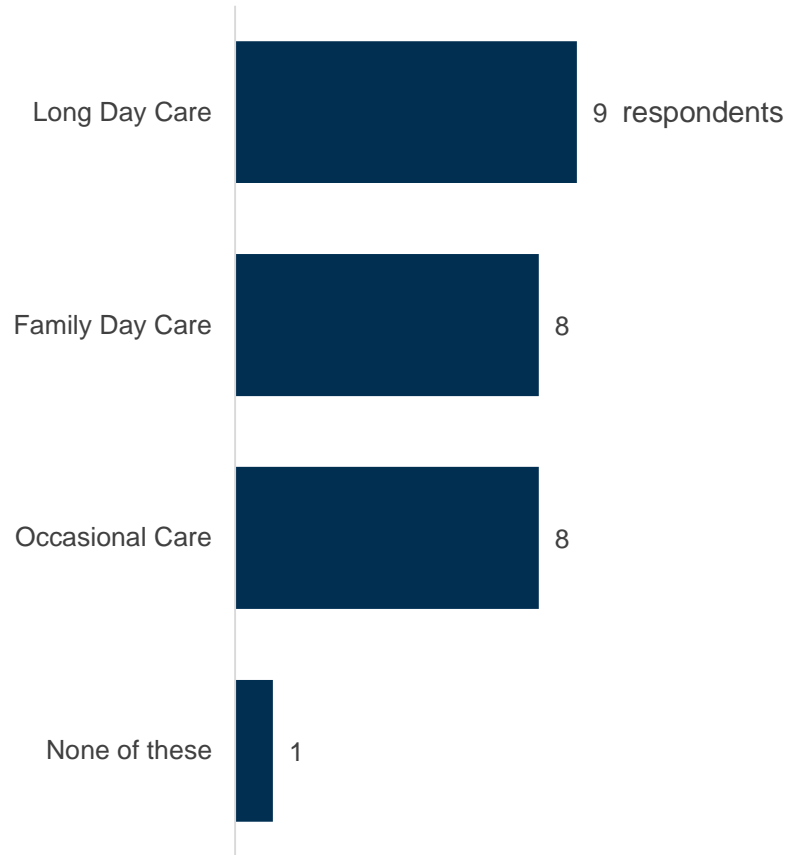


GPQ4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Golden Plains Shire Council?
 Base: All respondents (n=400).



Type of Council provided childcare used

2019 type of Council provided childcare used
(number of respondents)*



*Caution small sample size (n=19)

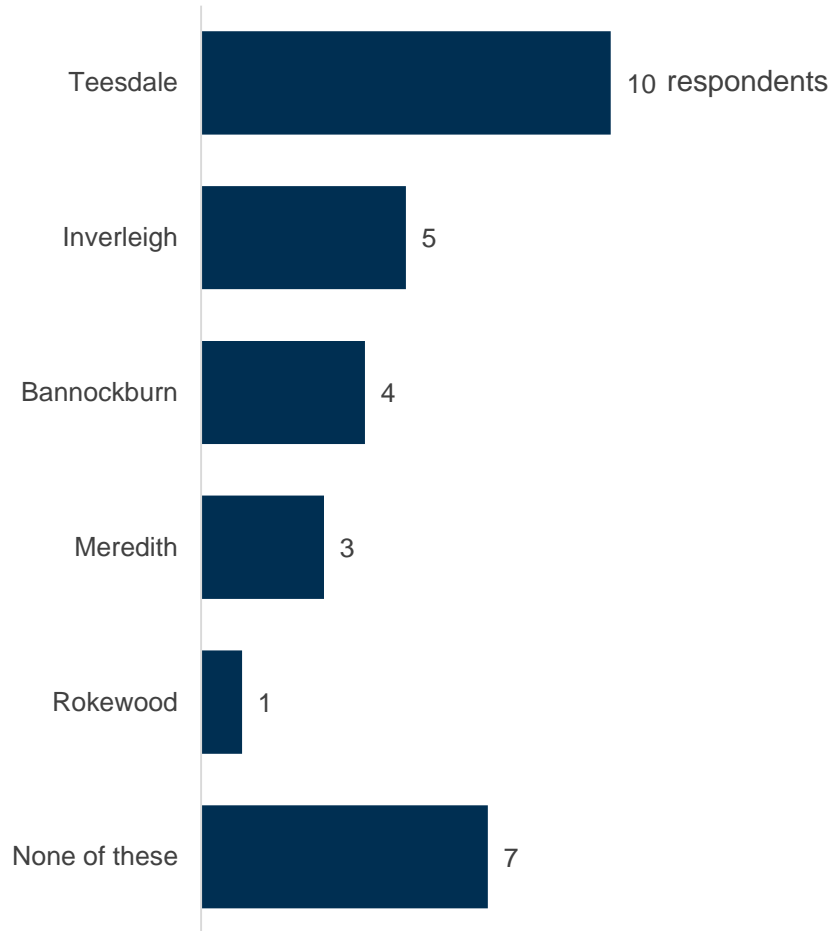
GP14A. You mentioned [you/ a household member] used Golden Plains Council provided childcare. What type of childcare was it?

Base: Personally used/ household member used childcare.



Council provided kindergarten used

2019 Council provided kindergarten used
(number of respondents)*



*Caution small sample size (n=28).

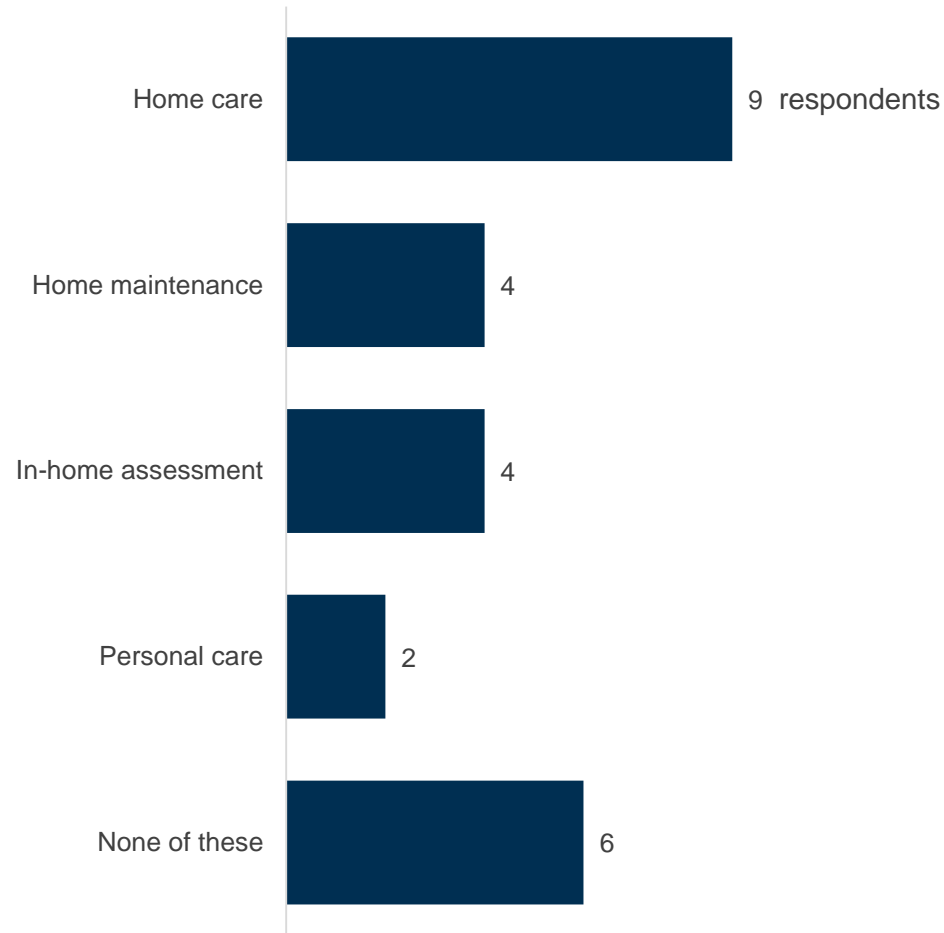
GP15A. You mentioned [you/ a household member] used Golden Plains Council provided 3 or 4 Year Old Kindergarten. Which Kindergarten was it?

Base: Personally used/ household member used 3 or 4 Year Old Kindergarten.



Council provided community care used

2019 Council provided community care used
(number of respondents)*



*Caution small sample size (n=23).

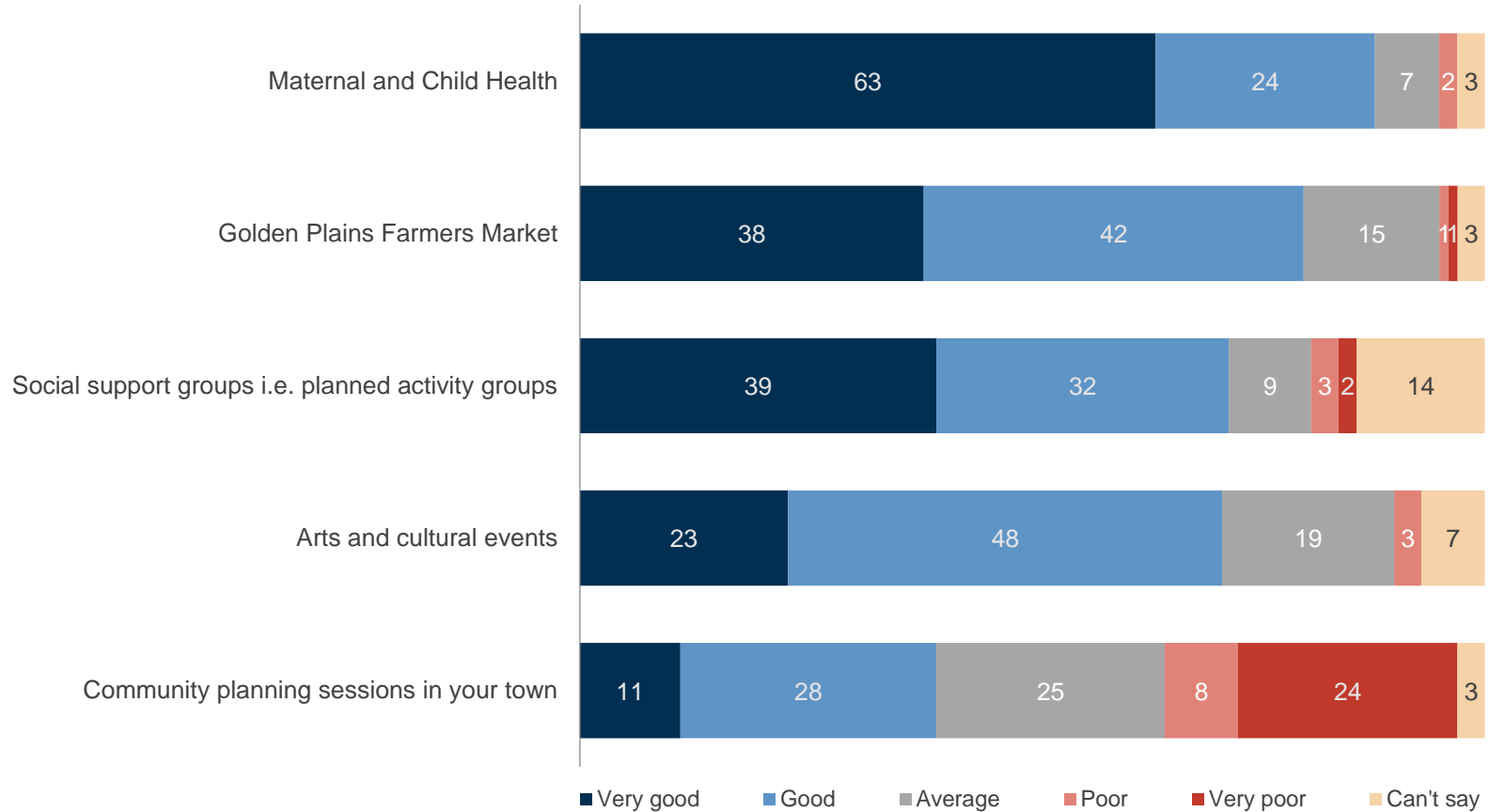
GP17A. You mentioned [you/ a household member] used Golden Plains Council provided Community Care. What type of Community Care was it?

Base: Personally used/ household member used Community Care.



Council performance on responsibility areas

2019 Council performance on responsibility areas (%)

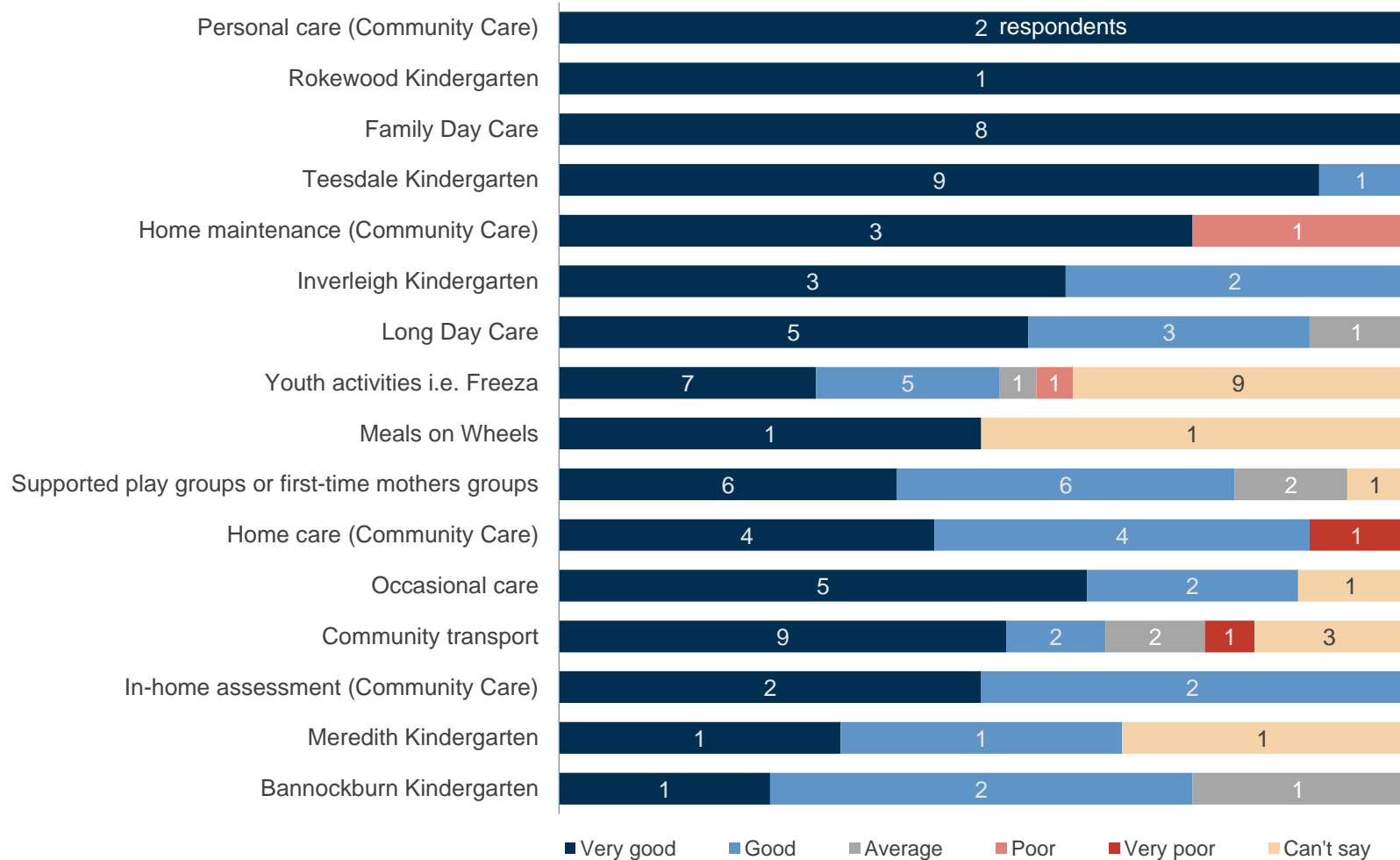


GPQ2. I'd now like you to RATE THE PERFORMANCE of Golden Plains Shire Council over the last 12 months for the areas of performance you've used or experienced. Please keep in mind that the focus is on the performance on that responsibility area by Golden Plains Shire Council.
 Base: Users of each area.



Council performance on responsibility areas* (n<30)

2019 Council performance on responsibility areas* (number of respondents)



GPQ2. I'd now like you to RATE THE PERFORMANCE of Golden Plains Shire Council over the last 12 months for the areas of performance you've used or experienced. Please keep in mind that the focus is on the performance on that responsibility area by Golden Plains Shire Council.

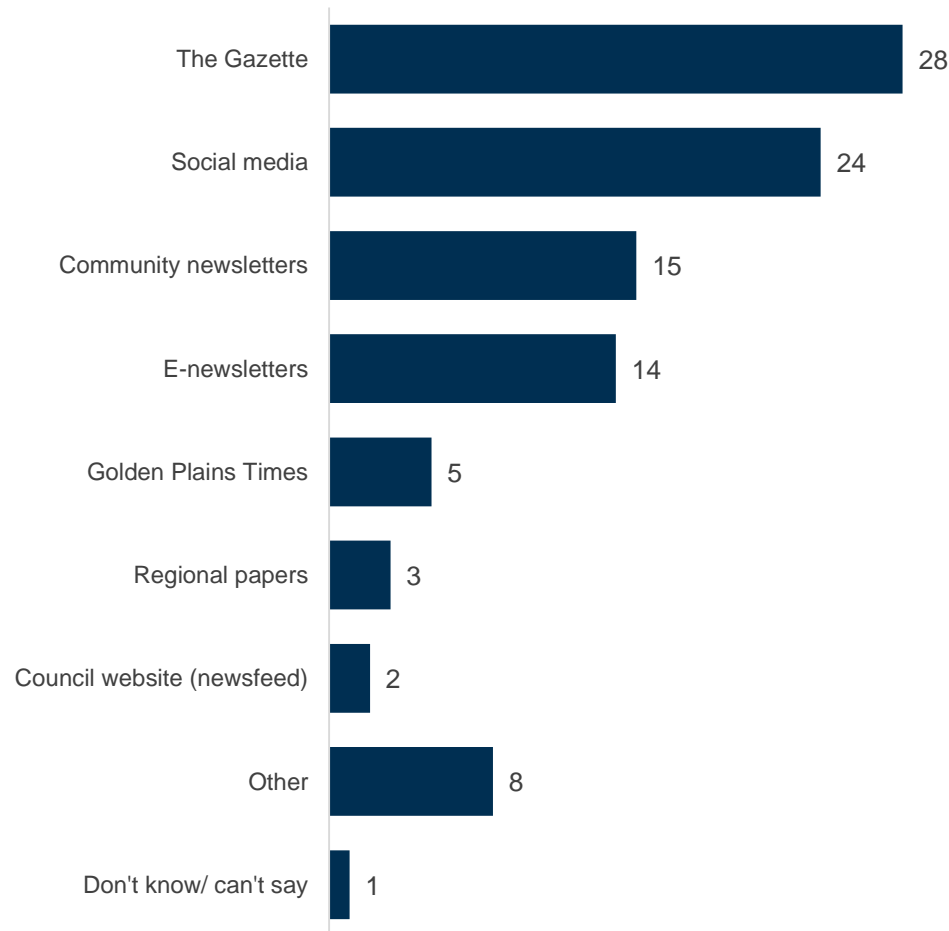
Base: Users of each area.

*Caution small sample size (n<30) for each area.



Communication channels – best way to communicate

2019 communication channels – best way to communicate (%)

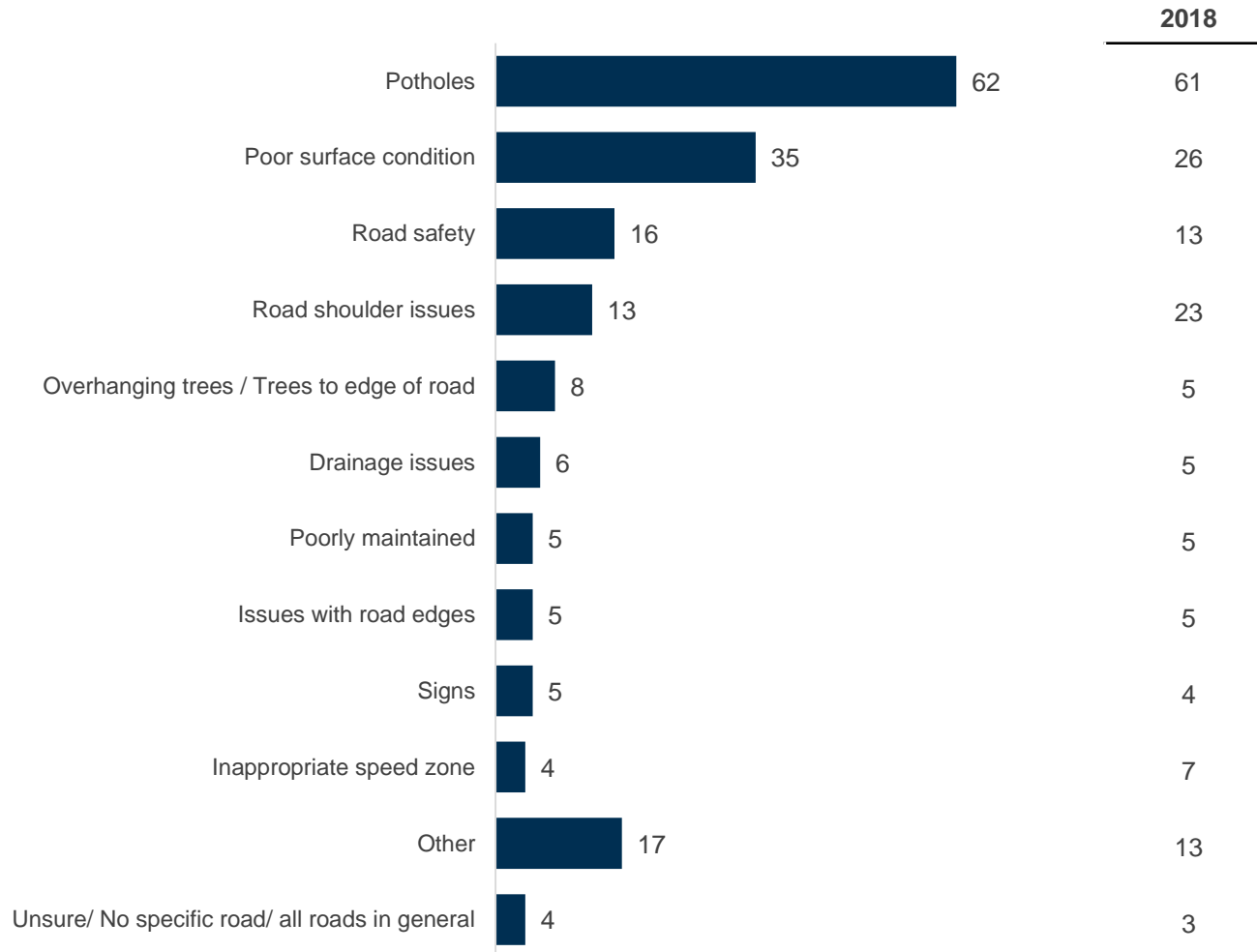


GPQ13. If Golden Plains Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate to you?
 Base: All respondents (n=400)

Major complaint that influences rating of local sealed roads



2019 major complaint that influences rating of local sealed roads (%)



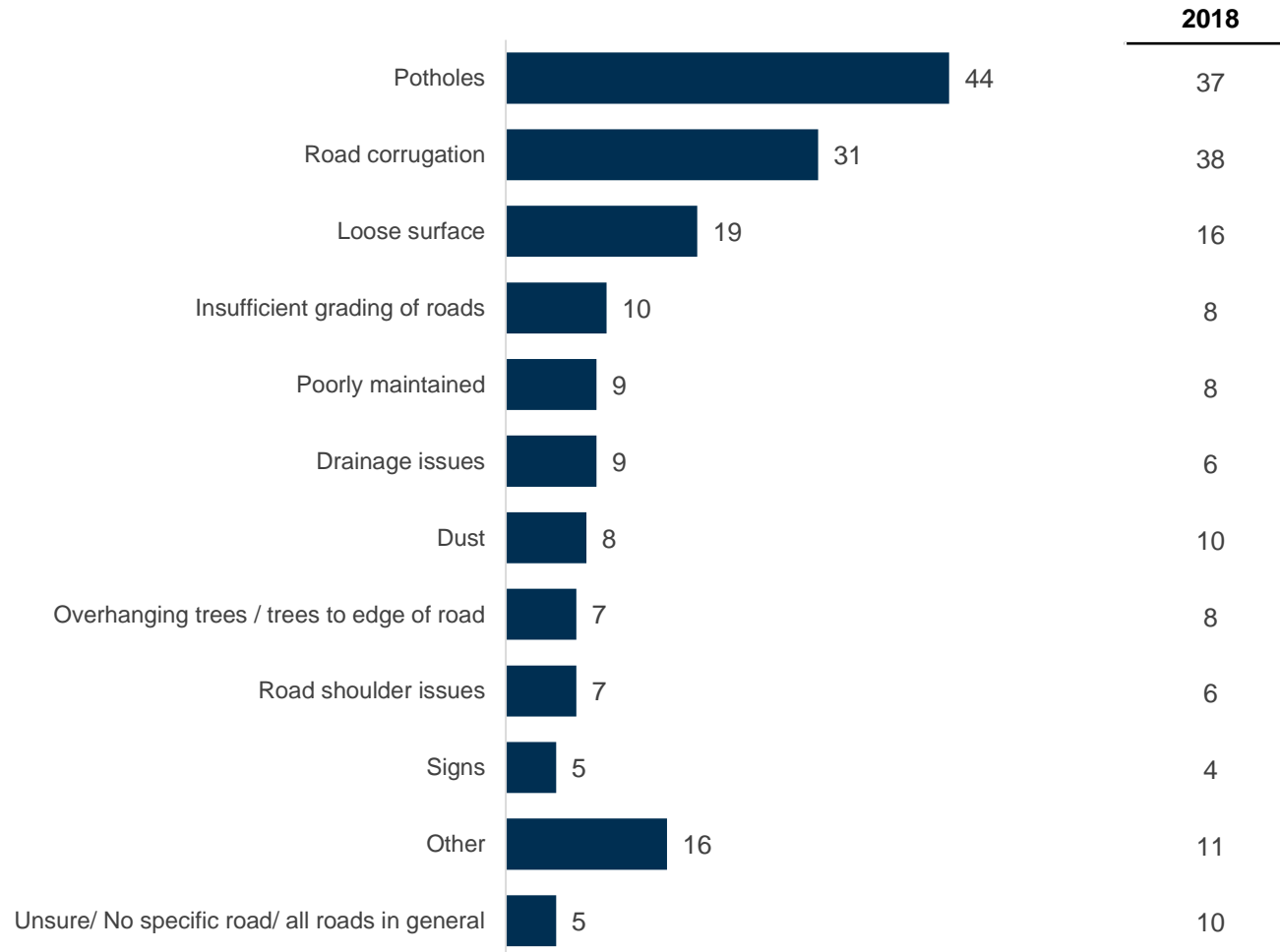
GP5. You earlier rated the performance of sealed local roads as [average/ poor/ very poor], what is your major complaint that influenced your rating of sealed roads?

Base: Those who rated sealed local roads as average/ poor/ very poor (n=278).



Major complaint that influences rating of unsealed roads

2019 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?

Base: Those who rated unsealed local roads as average/ poor/ very poor (n=293).

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

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



Contact us
03 8685 8555



Follow us
[@JWSResearch](#)

John Scales
Managing Director
jcales@jwsresearch.com

Mark Zuker
Managing Director
mzucker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com

