

Strathbogie
Shire Council

Responding to our community

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Strathbogie
SHIRE COUNCIL

A message from the Mayor and CEO

At Strathbogie Shire Council we are committed to making change.

To listening. To acting. To doing better.

Our commitment is based around key areas we call 'the four Cs'. Communications, consultation and engagement, community-based decisions and customer service.

This focus was established after receiving our 2020 Community Satisfaction Survey results. This survey saw our overall performance index score, drop to the lowest level since 2016.

A new Council, Chief Executive Officer and Executive Leadership Team has embraced the focus as has the entire organisation.

And it is working.

Our 2021 Community Satisfaction Survey results saw our overall performance rise by a statistically significant seven points to an all-time high of 57.

It told us our drive to improve communications, consultation and engagement, community-based decisions and customer service was working.

We have strengthened community representation in our decision making. We are making better decisions because we're working with our community.

Our communications have improved through our regular column in the local papers and the proactive information on our social media channels.

We revamped the MyStrathbogie Bulletin that's delivered to your homes twice a year; started a monthly eNews publication; and launched an online engagement platform www.share.strathbogie.vic.gov.au to share thoughts, feedback and advice.

Last year we even held our first ever deliberative forum to develop our Community Vision and Council Plan.

More recently we have launched a new website that is simple to navigate and easy to use.

This year's Community Satisfaction Survey results showed a consolidation of our results.

Our overall satisfaction remained steady, our communications and engagement results remained steady.

Our customer service results achieved a four-point increase, making it above the small rural Shire average, while our lobby results achieved a three-point rise.

We are proud to be able to consolidate many of the achievements made in community satisfaction in the previous 12 months.

Perhaps our biggest achievement is that we continue to close the gap between our performance compared to other small rural shires.

However, we're not going to rest. We want to continue to achieve great things with our community.

Our latest satisfaction survey results tell us we need to broaden our focus.

To continue work on 'the four Cs', but also to look at road maintenance and streamlining the planning process.

Our community wants us to get tougher in the local law department and do more when it comes to local streets and footpaths.

In response to this we have developed an Action Plan that will continue driving improvements.

We want to do better. We want to work with our community to achieve great things.

We ask for everyone's support – because we know with our community's help we will get there.

Cr Laura Binks
Mayor

Julie Salomon
Chief Executive Officer

2022 Community Satisfaction Survey Results

Council is proud to be able to consolidate many of the achievements made in community satisfaction in the previous 12 months.

The table below shows our results. Perhaps the biggest achievement for Strathbogie Shire Council is that we continue to close the gap between our performance compared to other small rural shires.

Service	Strathbogie 2022	Strathbogie 2021	Strathbogie 2020	Small Rural 2022
Overall performance	56	57	50	58
Value for money	42	41	-	51
Council direction	50	55	51	51
Customer service	73	69	72	67
Public areas	73	74	-	73
Recreational facilities	68	65	-	69
Arts centres and libraries	67	67		71
Waste management	67	67	62	68
Tourism development	62	61	62	62
Business / Comm Dev / Tourism	60	59	-	63
Environmental sustainability	59	57	56	59
Enforcement of local laws	57	61	59	62
Informing the community	55	56	55	59
Lobbying	54	51	50	54
Consultation and engagement	52	52	50	54
Community decisions	51	52	49	54
Local streets and footpaths	47	52	46	55
Sealed local roads	47	51	51	50
Planning and building permits	44	51	-	48
Unsealed roads	40	42	41	42

Purpose

This statement has been developed by Strathbogie Shire Council in response to our 2022 Customer Satisfaction Results.

Council has committed to a range of steps to help improve the capability and capacity of our organisation to deliver for our community.

We are committed to open and honest conversations, transparency, and working together.

Council aims to start by achieving more comparable results to other Small Rural Shires.

In return we would like to see support from our community to acknowledge our hard work, and to work with us to achieve great outcomes right across our municipality.

This action plan covers all areas of our response and is designed to:

- Continue our focus on the four Cs - communications, consultation and engagement, community-based decisions and customer service.
- Create a planning application process that better meets community needs
- Create a focus on sealed and unsealed road maintenance
- Proactively maintain local streets and footpaths
- Drive positive outcomes in Strathbogie Shire.

Measuring our success

Our performance will be measured annually through the results of following Community Satisfaction Survey. As we have in this action plan – we will continue to share our results and response to ensure continual improvement.

Road blitz

Strathbogie Shire Council manages 2204km of roads throughout our municipality - 1469km unsealed and 735km sealed – which is further than Euroa to Brisbane! It's a huge task managing this extensive road network – but we have heard we must make this a priority. Our commitments in this area are:

1. **Allocate more money.** Council will commit an additional \$1 million in Federal Government funding to roads in 2022/23.
2. **Enact the Special Charge Scheme.** This co-contribution arrangement will stretch funding further – meaning more road works throughout the Shire.
3. **Improve our maintenance schedule.** Reviewing our maintenance regime and service levels will establish better and more effective long-term outcomes.
4. **Share road management information better.** Develop an interactive website content that ensures our community knows what, when, where and how when it comes to road maintenance.

The 4 Cs - communications, consultation and engagement, community-based decisions, and customer service

The communications and engagement functions of our organisation have a significant impact on community satisfaction. In this area we commit to:

1. **Take Council on tour.** Build on the success of Talk to the Planner initiative by going bigger and better. We'll create a Talk to Council program that sees officers from across our organisation and Councillors hitting the streets and visiting townships throughout the Shire.
2. **Pop-up shops.** Develop a program of pop-up shops across the Shire to create engaging on-street engagement events, interactive activities and community consultation sessions that inspire and motivate participation.
3. **Innovative information sharing.** Launch monthly radio show with Seymour FM Community Radio, that can also be used as a podcast housed on our website – meaning people can listen from anywhere at any time.
4. **Increase Councillor social media presence.** Drive participation in Council engagement activities by sharing news and information.

Building, planning and local laws

1. **Streamline our planning process.** We'll create a Planning Delegations Policy that will mean speedier approvals for our community.
2. **Local laws on patrol.** We'll increase ranger patrols with a focus on:
 - Responsible pet ownership
 - Livestock on roads, and
 - Ranger walks in the main street.
3. **Taking permits and licences online.** We'll participate in a State Government pilot program to take local law pet registrations, permits and more online – making it quicker and easier for locals.