



Hindmarsh Shire Council | PO Box 250 | 92 Nelson Street Nhill VIC 3418 | Ph: 03 5391 4444 |  
Fax: 03 5391 1376 | Email: [info@hindmarsh.vic.gov.au](mailto:info@hindmarsh.vic.gov.au)

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## **MEDIA RELEASE**

### **Community Satisfaction Survey to commence in Hindmarsh Shire**

The annual Community Satisfaction Survey will be conducted during February and March 2019. Residents in Hindmarsh Shire Council may receive a call from an independent market research agency, National Field Services, who have been engaged to undertake the survey.

The survey is conducted across a large number of Victorian Councils and is designed to assess the performance of Hindmarsh Shire against a range of measures to identify ways to provide improvement or more effective service delivery to residents.

Cr Ron Ismay said “The Community Satisfaction Survey allows Council to see where we are doing well within our community, and where we can improve.”

He added “details and individual responses are kept confidential, and only overall results are shared with Council.”

Results from the 2018 survey showed Hindmarsh Shire scored significantly higher than the average of all small Victorian rural councils in consultation and engagement, lobbying, informing the community, local streets and footpaths, elderly support services, recreational facilities, appearance of public areas, waste management, planning permits, and making community decisions.

Cr Ron Ismay said “We are looking to build on the results from last year, with Council focusing on the condition of sealed roads over the past twelve months as a direct result of our community asking for improvement in this area.”

For more information, please contact Monica Revell, Director Corporate & Community Services on 03 5391 4444.

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Greg Wood  
**Chief Executive Officer**