

21 February 2012

## More than 600 responses so far to Council survey

More than 600 residents across Indigo Shire have returned their Council surveys so far.

Each year the Council conducts a survey to measure its progress against the Council Plan, which residents helped develop three years ago.

Indigo Mayor Cr Larry Goldsworthy said the 621 surveys received so far was an excellent response given that the closing date for the surveys is still a few weeks away, on Friday 9 March.

“Last year we had 673 responses, almost double the number required for statistical relevance. This included over 100 responses online via the link on our website. We could easily get higher than that this year. The more responses we get from as many areas as possible within the Shire the better,” Cr Goldsworthy said.

“We revamped the survey this year with the major change being an expanded list of services residents are asked to consider.

“We are asking residents to rate whether a particular service is Excellent, Good, Adequate, Needs some improvement etc but we also want people to tell us how important the service is to them.

“For example, it may be that a resident believes the home care services we provide are excellent, but those services may not be very important to them personally. Or someone may feel the appearance of public places is great but this may not matter as much to them as the number of parking places in their town. These changes to the survey will help us determine the level of service we provide and what those services are.”

Cr Goldsworthy said the survey was an important mechanism that helped the Council track its progress. “We are always trying to improve how we do business and we need input from residents to help us do that,” he said.

The survey closes on Friday 9 March. People can fill out the survey in a number of ways:

- Online via Survey Monkey. Type in [www.surveymonkey.com/s/GXQ5M9N](http://www.surveymonkey.com/s/GXQ5M9N) into your browser. You can print off your responses page by page as you complete the survey.
- Visit Council’s website [www.indigoshire.vic.gov.au](http://www.indigoshire.vic.gov.au) and follow the link in Council Updates at the bottom of the home page.
- Obtain a copy of the survey from Customer Service Centres in Beechworth, Yackandandah, Chiltern and Rutherglen.

END

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