



GLEN EIRA
CITY COUNCIL

MEDIA RELEASE

Monday 21 February 2022

Community Satisfaction Survey underway

Did you know that each year a statewide *Community Satisfaction Survey* is carried out throughout Victoria to help understand how residents rate their council's performance across a range of service areas?

Information received from the *Survey* helps us understand how our community rates our performance, and highlights opportunities to improve our service delivery. In 2021 Glen Eira's overall performance rating from the *Survey* was significantly higher than the state-wide average.

Until March your household may receive a call from independent market research agency, National Field Services, that has been commissioned to conduct the *Survey* on behalf of a number of councils.

Please be assured that your details and individual responses are confidential. Only the overall results are shared with us. If you have any questions, please don't hesitate to contact our Customer Service team on 9524 3333.

To view the results of last year's *Survey*, visit www.gleneira.vic.gov.au/about-council/our-performance/community-satisfaction-survey

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