

Monday 29 August 2022

Customer service rating increases in annual survey

Glen Eira City Council has recorded an improvement on its good customer service rating in the latest annual *Community Satisfaction Survey Report*.

The *Survey* measures Glen Eira's performance in a range of services against other councils across Victoria and the metropolitan area.

Our results show an increase on last year's figures and Council's overall performance is higher than the statewide and metropolitan group averages.

Council's best performing areas were customer service, the appearance of public areas, followed by our recreational facilities and arts centres and libraries.

Glen Eira Mayor Cr Jim Magee said the City's engagement with the community was another area where we scored above the statewide average.

"Informing our community about what we are doing and including community members in the decision-making process through consultation and engagement helps us to ensure we are giving our ratepayers what they want," Cr Magee said.

"We ranked above the statewide and metropolitan averages on value for money, customer service and overall performance. Council's focus on environmental sustainability has also increased our ranking to above average for the metro group."

Glen Eira went against the downward trend of the metropolitan and statewide 2021 results in most areas.

"This is a vibrant community and we want to make sure that this is reflected in the facilities and services we provide, that we are approachable and create a place that they continue to love living in."

The aim of the annual Local Government Victoria *Community Satisfaction Survey* is to assist councils in their strategic planning and meeting their community consultation obligations to the State Government. It asks for the opinions of 400 locals across broad demographics about where they live, work and play.



View the full results at <https://www.gleneira.vic.gov.au/about-council/our-performance/community-satisfaction-survey>

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