

Community Satisfaction Survey Results

Action Plan

July 2023



Introduction

Local Government Victoria each year coordinates a Community Satisfaction Survey to rate the importance and performance of local government services across Victoria.

The 2023 Survey provided Council with a wide range of information covering community satisfaction, community sentiment, and involvement in services and facilities. The survey has highlighted several low performing areas that require redress. The results also confirm a continued longer-term downward trend of community satisfaction with services and facilities provided by Council.

Failure to take note of the results and improve services and facilities is likely to have continued significant reputational impact for the organisation but, more importantly, Council is not meeting the needs of our community through the services provided.

In response Council resolved to develop an action plan to seek to address these lower scoring areas as well as Council's corporate communications approach.

This document contains a set of initiatives and outcomes that Council will deliver over 2023 -2024 as the action plan to address the key areas of lower community satisfaction.



Communication

Initiative

Review the Communications Strategy for relevance, with emphasis on educating the community on what Local Government do, and services provided.

Outcome

Communications Strategy Review completed and presented to Council for endorsement.

Completed by

Communications by 30 June 2024.

Initiative

Deliver a centralised and consistent branding project to increase visibility of Campaspe's people, services, facilities and activities in collaboration with communication strategy review.

Outcome

Campaspe vehicles rebranded inline with communications strategy review recommendations.

Signage audit completed identifying former branding requiring removal.

Project construction site fence screening designed.

Completed by

Communications by 30 June 2024.

Initiative

Develop pre-paid postcards for letterbox dropping at the completion of local projects (e.g. local street resheeting) that offer a few tick boxes and free text area for residents to return about how the project was communicated and delivered.

Outcome

Post cards developed, incorporated in the project management process and rolled out for five projects.

Completed by

Communications & Major Projects by 30 June 2024.

Initiative

Partner with local community champions to celebrate achievements and the benefits to our community from the delivery of projects, services, programs, grants etc.

Outcome

One media campaign delivered per month incorporating community champions.

Completed by

Communications by 30 June 2024.

Initiative

Commence the delivery of an upgraded Request Management System.

Outcome

Request Management System upgrade commenced.

Completed by

Information Communication Technology by 30 June 2024.

Initiative

Continue to update key technology systems to improve customer interactions, for both external and internal customers.

Outcome

Transition to CiAnywhere for accounts payable and purchasing.

Completed by

Information Communication Technology by 30 December 2023.

Initiative

Deliver staff training on the use of the request management system.

Outcome

Refresher training on the use of Request Management provided to departments and staff who are identified as requiring this.

New staff who are expected to use Request Management to receive Request Management within two months of commencement.

Completed by

Information Communication Technology by 30 June 2024.



Communication

Initiative

Deliver customer service training to council staff with technical roles to improve communication and customer interactions, including outlining councils Customer Service Charter delivery promise.

Outcome

Training delivered.

Completed by

People and Culture by 30 June 2024.

Initiative

Deliver staff training on IAP2 model with specific focus on the different engagement approaches.

Outcome

Training delivered.

Completed by

People and Culture by 30 June 2024.

Initiative

Develop and implement a post service request closure survey to understand the customers journey and opportunities for improvement in the process.

Outcome

Survey developed, survey rollout plan prepared. Survey implementation completed in accordance with rollout plan.

Completed by

Office of the CEO by 30 June 2024.

Initiative

Deliver livestream community information (Q&A) sessions.

Outcome

Six sessions delivered.

Completed by

Office of the CEO by 30 June 2024.

Initiative

Review the customer experience journey across key community facing service areas, identifying touch points of weakness and improvement opportunities.

Outcome

Review completed and reported to Executive Leadership Team.

Completed by

Office of the CEO by 30 June 2024.

Initiative

Review community grant funding agreement to incorporate increased recognition and acknowledgment of Council's contribution to supporting the event.

Outcome

Review completed and reported to Executive Leadership Team.

Completed by

Office of the CEO by 30 June 2024.

Initiative

Investigate options for the establishment of community panels/reference groups and how they may be used to support improved community satisfaction with Council's services and facilities.

Outcome

Investigation completed, options identified and presented to Council for consideration.

Completed by

Office of the CEO by 30 June 2024.

Initiative

Increase the public face of the Council through Councillor /Executive community conversations/ listening posts.

Outcome

20 Sessions held (at least one per ward on a quarterly basis).

Completed by

Office of the CEO by 30 June 2024.



Roads

Initiative

Complete the Toolleen Axedale Road widening project.

Outcome

Road widening completed and project closed.

Completed by

Major Projects by 30 June 2024.

Initiative

Continue stage two of the Rushworth Streetscape renewal project.

Outcome

Stage 2 works completed and project closed.

Completed by

Major Projects by May 2024.

Initiative

Deliver our road resheeting and resealing programs.

Outcome

Road resheeting and resealing program for 2023/24 completed and project closed.

Completed by

Major Projects by 30 June 2024.

Initiative

Purchase new plant and equipment, made up of the following, to maintenance of roads and public open spaces:

- One grader
- Five Utes
- Two truck and dog trailers
- Tractor and roller
- Prime mover and water cart
- Fuel cart
- Excavator and trailer
- Four trucks (8 & 12 tonne)
- Stump grinder and chipper
- Weed spraying equipment.

Outcome

New plant and equipment purchased.

Completed by

Major Projects by 30 June 2024.

Initiative

Review the gravel roads maintenance program to incorporate a “zoned grading” approach and newly purchased plant and equipment for increased efficiency.

Outcome

Review completed and Council briefed.

Completed by

Engineering by 30 June 2024.

Initiative

Commence review of the Road Management Plan.

Outcome

Review commenced.

Completed by

Engineering by 30 June 2024.



Drainage

Initiative

Complete storm water pump well renewal at Colbinabbin and Echuca.

Outcome

Renewal projects completed at Gamble Court and Mt Terrick.

Completed by

Major Projects by 30 June 2024.

Initiative

Complete the Integrated Water Management project at the Echuca Aquatic Reserve drainage basin.

Outcome

Works at the Echuca Aquatic Reserve completed and project closed.

Completed by

Major Projects & Recreation & Leisure by 30 January 2024.

Initiative

Investigate and renew high priority rural drainage culverts in accordance with adopted budget.

Outcome

Renewal works completed.

Completed by

Operations by 30 June 2024.

Initiative

Complete a review of the drainage inspection procedure.

Outcome

Procedure reviewed and signed by required parties, staff trained and implemented.

Completed by

Operations by 1 April 2024.



Footpaths & Shared Paths

Initiative

Complete the construction of Breen Ave Shared User Path (Kyabram).

Outcome

Construction completed and project closed.

Completed by

Major Projects & Recreation & Leisure by 30 January 2024.

Initiative

Complete the Rushworth (Waranga) Rail Trail.

Outcome

Construction completed and project closed.

Completed by

Major Projects & Recreation & Leisure by 30 June 2024.

Initiative

Undertake a review of the shared path network across the shire.

Outcome

Review completed and Council briefed.

Completed by

Integrated Planning & Recreation & Leisure by 31 March 2024.

Initiative

Continue to review and update wayfinding signs across the shire.

Outcome

Review completed and Council briefed on updates required.

Completed by

Major Projects & Recreation & Leisure by 30 September 2023.

Initiative

Commence preliminary investigation and detail design for the Riverboat Dock to Victoria Park shared path.

Outcome

Project scope and charter submitted.

Completed by

Recreation & Leisure by 31 October 2023.

Initiative

Complete the construction of the Echuca East Recreation Reserve pump bike track.

Outcome

Construction completed and project closed.

Completed by

Major Projects & Recreation & Leisure by 30 June 2024.



Public Toilets

Initiative

Renew three existing public toilet facilities.

Outcome

Construction completed and project closed.

Completed by

Major Projects by 30 January 2024.



Emergency Management

Initiative

Conduct a review on Council's response during the flood, including community consultation and engagement exercise, with a view to release an open report, with actions attached.

Outcome

Review completed and reported to Council.

Completed by

Emergency Management by 30 December 2023.

Initiative

Establish a Recovery Hub, for a period of 2 years to ensure Community has access to services and support post floods.

Outcome

Recovery Hub established and operational.

Completed by

Emergency Management by July 2023.

Initiative

Improve Council's internal preparedness to an Emergency, including its Emergency Management Structure, Policies and Procedures.

Outcome

Preparedness review completed and recommendations reported to Council.

Completed by

Emergency Management by July 2024.

Initiative

Establishment of a Municipal Recovery Committee to guide Recovery, made up of community members and agency staff

Outcome

Municipal Recovery Committee established.

Completed by

Emergency Management by July 2023.