



17 April 2024



MEDIA RELEASE

2024 Annual Community Survey to gather feedback from residents

Council's annual Community Survey, aimed at gathering feedback about what Council is doing well and where it can improve, is now open. The survey covers a range of topics, including services provided by Council, ideas for improvement and how people want Council to communicate with them. All residents and ratepayers are encouraged to participate to ensure the survey is truly reflective of the broader community's views.

"Listening to the community is such an important part of Council's job, and our first survey in 2023 gave us some valuable insights about what our residents need and expect from us. We introduced some positive changes off the back of our last survey such as:

- *Keeping the community informed online about operations activities*
- *Introducing Community Listening Posts*
- *Council agenda reports considering the "community impact" of Council decisions*
- *Earlier community engagement in business planning and budget development*
- *Review and improvement of the customer service request process*
- *Council newsletters focussing on strategic issues and projects*
- *Promotion of Elected Members answering questions received at community question time,*

and I'm looking forward to hearing more from the community about what we're doing well and what we still need to focus on" said Mayor Stephen McCarthy.

More than 100 residents completed the survey in 2023 and Council is keen to hear from as many people as possible this year.

"Whether its roads, footpaths, parks or ovals, almost everyone in the community would use a Council service on a daily basis. That's why we want everyone to have a say about what is important to them. There is a lot of local knowledge and expertise within our community, and the survey provides an easy way for people to share that with us and help Council prioritise its limited resources", said CEO Sam Johnson.

The 2024 annual survey is available on Council's website: [Annual Community Surveys | District Council of Mount Remarkable \(mtr.sa.gov.au\)](https://www.mtr.sa.gov.au) and will remain open until 17 May.

"We understand that people lead busy lives, but we hope that everyone will take a few minutes to complete the survey. Feedback is a powerful tool and is incredibly important to us" said Mayor Stephen McCarthy.

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