

Communications and Engagement Survey

* 1. In 2025 Council conducted face-to-face and online surveys as part of the Council Plan 2025-2029 consultation process. We asked the community about how we communicate and engage with you and the following *key themes* emerged, you wanted more:

- *personalised communication options*
- *direct correspondence with community groups where issues affect specific communities*
- *regular community and Councillor engagement through physical meetings and dialogue (like the Councillor drop-in sessions held during the Council Plan consultation)*
- *council news from traditional media channels such as newspaper, radio or television*
- *in-person consultation.*

Regardless of whether you attended one of these sessions, to what degree do you agree that these remain the key themes in 2026?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

If you don't think they align with your current views, please add your comments about why this is the case (optional):

From these broad themes we are now seeking your feedback to help us target our resources to best meet your preferences for future communications and engagement.

* 2. What is your age demographic?

- ☐ Under 18
- ☐ 18-34
- ☐ 35-49
- ☐ 50-64
- ☐ 65-79
- ☐ 80+

* 3. Where in Towong Shire are you located?

- ☐ Corryong and surrounds
- ☐ Walwa and surrounds
- ☐ Koetong / Shelley and surrounds
- ☐ Mitta Valley
- ☐ Berringa Peninsula (Bethanga / Bellbridge / Talgarno / Granya etc)
- ☐ Tallangatta and surrounds
- ☐ I own property in Towong Shire but do not reside there full-time
- ☐ I do not live in Towong Shire

* 4. Thinking about how Council consults with the community on major projects or important proposals, how do you prefer Council reach you with information? *(rank these 1 to 5 where 1 is your most preferred and use the arrows or drag to change the order)*

-   Online/ internet
-   In writing e.g. mailbox drop
-   In person: in a public forum or community meeting
-   Via email
-   Via print media e.g. newspaper/s

5. Is there any other way we can reach you that is important to you and not in the above options? *(optional)*

* 6. On average how often do you feel you hear about Council or Council activities?

- ☐ Several times a week
- ☐ Around once a week
- ☐ Fortnightly
- ☐ Monthly
- ☐ Less frequently than monthly
- ☐ None of the above

* 7. To what degree do you agree with the following statement?

"I believe that I am informed about Council activities and projects that interest me, or know where to find information I need"

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

Additional comments (optional)

* 8. To what degree do you agree with the following statement?

"Overall, I receive timely, meaningful and useful information from Council"

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

Additional comments (optional)

* 9. Thinking about regular matters such as Council notices, news, updates and events, what are the best ways for Council to reach you? *(select 3 options)*

- ☐ Social media (Facebook, Instagram)
- ☐ Council's website
- ☐ Email via Council's fortnightly e-Newsletter
- ☐ SMS (text message)
- ☐ Television
- ☐ Radio
- ☐ Newspaper (print and online)
- ☐ Face-to-face with Council
- ☐ Hardcopy newsletter received in the post
- ☐ On community noticeboards
- ☐ Other (please specify)

* 10. Which of the following would you find most useful in the future? *(please rank 1 to 6 where 1 is most useful, use the arrows or drag to reorder)*

-   Hearing more about Council meeting outcomes
-   More public forums/ meetings with Council
-   A printed quarterly newsletter sent with your rates notice
-   More information about Council's advocacy activities e.g., better healthcare, better road conditions, improved telecommunications
-   More information about Council led/ supported projects
-   More information about how you can engage with Council's Tourism and Economic Development channels

11. Are there any other suggestions you would like to pass on to us to make our communications and ways of engaging with you better?

Competition entry and newsletter

12. Please add your email address if you'd like to go into the draw to win one of three \$150 IGA gift cards (so that we can contact you).

Entrants must be a resident or ratepayer of Towong Shire to be eligible to win a prize. The winners will be selected by random number draw on 2 November 2026. Maximum one prize per person. Winners will be notified by email. Prizes are not transferable or exchangeable for cash or other services.

Privacy policy and data

* 13. Would you like to register to receive Council's fortnightly newsletter?

Registration for the newsletter is not mandatory to enter the competition.

- ☐ Yes
- ☐ No