

COVID-19 HARDSHIP ASSISTANCE POLICY

Council remains committed to providing support to ratepayers, residents, community members and groups, local businesses and industry through the challenges of COVID-19. Council has therefore allocated \$328,000 within the 2020/21 Budget as a COVID-19 Hardship Assistance Policy to assist the Southern Grampians community in relation to hardship applications.

Eligible residents may receive support in the following ways:

- Reimbursement of permit expenses for impacted businesses;
- Rate interest waiver for private residents and businesses (final instalment 2019/20 and all instalments 2020/21);
- Economic assistance for landlords who provided discounts to tenants;
- Assistance for customers already in arrears; and
- Individual assistance on a case-by-case basis.

Residents can apply online and find more information at: www.sthgrampians.vic.gov.au. Applications will be reviewed on individual merits. Those who are ineligible for assistance under the COVID-19 Hardship Assistance Policy may make an application under Council's General Hardship Application. For more information, contact Council on (03) 5573 0444.

CHANGES TO BROWN STREET CUSTOMER SERVICE CENTRE

Doors at Council's Brown Street Customer Service Centre will operate with revised opening hours for face-to-face transactions from **Monday 17 August** with doors open from **9:00am - 4:00pm** to the public. Staff will still be on hand from 8:15am - 5:00pm to answer telephone calls and emails. These revised hours will allow staff to implement thorough hygiene and cleaning practices to ensure the ongoing safety of community and staff. For more information, contact Council on 5573 0444.

CORONAVIRUS (COVID-19) RESPONSE: UPDATE ON COUNCIL OPERATIONS

Due to the recent Victorian Government announcement for regional Victoria to return to stage three restrictions, a number of Council facilities and services have now closed as of **11:59pm Wednesday 5 August 2020**. Changes will remain in place until at least **Wednesday 16 September 2020** when the Victorian Government will review the decision. Council will continue to be guided by the Victorian Government and the Department of Health and Human Services about appropriate actions going forward.

Council remains committed to help slow the spread of COVID-19 within our community, to protect our staff, volunteers and visitors, and to play our role in the national response to limiting transmissions during this pandemic and be guided by the Victorian Government and the Department of Health and Human Services about appropriate actions going forward.

Information correct at time of printing 15 August 2020.

Council is still here to help you. Visit sthgrampians.vic.gov.au for impacts on Council services or contact Council on 5573 0444 or via email at council@sthgrampians.vic.gov.au for more information.

SERVICE	OPERATION
Brown Street Customer Service Centre	Doors are open for face-to-face transactions Monday to Friday 9:00am - 4:00pm with strict hygiene, social distancing and contact tracing practices in place. Residents are reminded to wear a mask when attending a Council service or facility. Staff remain on hand from 8:15am - 5:00pm for phone and email enquiries 5573 0444 or council@sthgrampians.vic.gov.au .
Market Place Customer Service Centre	Closed. Staff are onsite to answer calls and emails from Monday to Friday 8:15am - 5:00pm. Residents can continue to make enquiries via phone 5573 0444 or via email at council@sthgrampians.vic.gov.au .
Hamilton Library	Closed. Digital services are still available through library memberships. Contact the Library on 5573 0470 for more information.
Hamilton Indoor Leisure and Aquatic Centre	Closed. Including all associated facilities including Vitality Gym and swimming pool.
Playgrounds and Skate-parks	Closed.
Transfer Stations (Hamilton and all towns)	Operating as normal. Transfer Stations will accept electronic payments only - no cash payments will be accepted. Please note the number of people let inside the gates at any one time will be limited. See the Council website for all station opening hours.

SERVICE	OPERATION
Hamilton Gallery	Closed.
Hamilton Cinema	Closed.
Visitor Information Centres	Visitor Information Centres are closed to the public but staff are on hand to take enquiries over the phone (1800 807 056) or email (hvic@sthgrampians.vic.gov.au). Updates are available via www.visitgreaterhamilton.com.au .
Performing Arts Centre	Closed.
HILAC Occasional Care	Open as normal. (For as long as the service remains viable).
Hamilton Regional Livestock Exchange	Remains open however access to HRLX weekly sales is limited to buyers, stock agents, transport operators and council staff. The general public are not be able to attend, even if they are sellers.
Home and Community Care Services	Operating as per normal.
L2P Program	Suspended.
Meals on Wheels	Service continues to operate as normal, however meals will be delivered to clients by Council staff only.
Family Day Care	Operating as normal.
Lake Hamilton	All public boat ramps, piers and jetties are open for recreational boating and fishing but limits of two people per vessel or family members only apply. People are permitted to canoe, kayak, row or paddleboard for exercise.
Kerbside Waste and Recycling Services	Services will continue as normal.
Regulatory Services	Contact 5573 0256 for an appointment.
Caravan Parks	Closed to tourists and new arrivals. Open to permanent residents.
Maternal and Child Health	Phone only basis. Anyone who had a scheduled appointment will be contacted by the Maternal Child Health nurses. If face-to-face appointments are required (immunisations, key age and stage appointments) 15 minute appointments will be scheduled. If you are unwell please reschedule your appointment. Contact the Frances Hewett Community Centre on 5551 8480 for concerns or queries.
Wannon Reserve and Nigretta Reserve	Open for viewing. No camping permitted.

CONTRACTS AND QUOTATIONS

No.	Name	Closing
Q516-20	Supply and Delivery of Signage for Rural Road Numbering	2.00pm Tuesday 25 August 2020
Q517-20	Supply and Delivery of Galvanised Star Pickets and Screws	2.00pm Tuesday 25 August 2020
22-20	Sealed Pavement Heavy Patching	2.00pm Monday 7 September 2020
32-20	Bridge Maintenance Program 2 (2020-2021)	2.00pm Monday 7 September 2020

Tender documents, including a full specification are available to download from the Council's website www.sthgrampians.vic.gov.au and submitted electronically via the e-tendering portal.

EMPLOYMENT OPPORTUNITIES

Southern Grampians Shire Council aims to attract and retain skilled, loyal and dedicated people by offering work-based training opportunities, flexible working arrangements and providing a great work / life balance. Our organisation is an equal opportunity employer and is committed to child safety. We currently have the following employment opportunities available:

- **MARKETING AND COMMUNICATIONS OFFICER - CULTURAL ARTS**

For further information and a copy of the position description, contact 5573 0431 or visit www.sthgrampians.vic.gov.au.