

FOURTH RATES INSTALMENT NOTICES OUT NOW

Rates instalment notices will be delivered to residents over the coming weeks. Whilst face-to-face payments are currently not possible due to COVID-19 social distancing restrictions, residents can still pay rates instalments by any one of the following methods:

- Direct Debit
- B-Pay
- Cheque payment through mail
- Payment through Australia Post

Council understands that coronavirus has caused significant impacts across the community and that some residents may struggle to meet commitments. If you have the capacity and the means to pay accounts – do so. If you are experiencing difficulty – please contact Council. Council will be as flexible as possible with individual circumstances and will continue to deliver essential services.

Contact Council on 5573 0444 for more information.

*The fourth rates instalment is due on 31 May 2020.

OLDER PERSON'S COVID-19 SUPPORT LINE - 1800 171 866

If you are a senior community member who is feeling lonely or distressed, who would like to talk to someone about COVID-19 and your circumstances, or you are struggling to access online information and would like some up-to-date advice, contact the Older Person's COVID-19 Support Line.

The Support Line has been set up to support older Australians during the COVID-19 pandemic with COTA Australia, National Seniors, Dementia Australia and the Older Person's Advocacy Network coming together with the Government to provide this service. Senior Australians, their families and carers can freecall on **1800 171 866**.

Senior Australians, families and carers can contact the freecall number if they:

- Would like to talk with someone about what COVID-19 means for them or a loved ones.
- Are feeling lonely or distressed.
- Are caring for a someone and need some information or a listening ear about what COVID-19 means for your circumstances.
- Are worried about COVID-19 means for their usual aged care service.
- Are worried about a friend or family member living with dementia.
- Are unable to access information on the internet and would like up-to-date advice.

Home care services providers can also call to refer home care clients who would like a call from an independent organisation to check on their wellbeing. The service will provide contact, reassurance and practical advice on connecting to services to maximise social engagement and wellbeing whilst at home.

If you know of an older person who needs support, please refer them to this support line.

CONTRACTS AND QUOTATIONS

No.	Name	Closing
24-20	Disaster Recovery as a Service	2.00pm Monday 25 May 2020

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

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

To remain in line with the extended Victorian State of Emergency as announced on 12 April 2020, the following changes to Council services will remain in place until at least **close of business Friday 15 May 2020**. Council will continue to be guided by the Victorian Government and the Department of Health and Human Services about appropriate actions going forward.

The Council has taken these steps as a precautionary measure 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.

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

Please note information was current at time of printing Saturday 2 May 2020. For more and up-to-date information, please visit Council website on sthgrampians.vic.gov.au or contact Council on 5573 0444.

The following measures have been implemented as of 5.00pm Friday 20 March 2020.

SERVICE	OPERATION
Customer Service Centres	Brown Street and Market Place offices will be closed to the public but staff are on hand to take enquiries over the phone 5573 0444 or via email council@sthgrampians.vic.gov.au .
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 .
Hamilton Gallery	Closed.

SERVICE	OPERATION
Hamilton Cinema	Closed.
Hamilton Library	Closed. Scheduled events and programming, including school holiday programs will not proceed. This includes the Greater Hamilton Mobile Library. Digital Services are still available to borrow through library memberships. Items currently on loan will not have a due date and overdue fines will not apply during this close down period. Out of hours return chute is currently open for returns.
Hamilton Performing Arts Centre	Closed.
Hamilton Indoor Leisure and Aquatic Centre	Hamilton Indoor Leisure and Aquatic Centre (and all associated facilities and programs including Vitality Gym), and all outdoor pools throughout the Shire will be closed.
Outdoor Pools	Closed, including early morning swimming.
Hamilton Regional Livestock Exchange	Will remain operational however access to HRLX weekly sales will be limited to buyers, stock agents, transport operators and council staff. The general public will not be able to attend, even if they are sellers at the sale.
Home and Community Care Services	Operating as normal.
Meals on Wheels	Service continues to operate as normal, however meals will be delivered to clients by Council staff only.
Senior Citizens Centre	Flu vaccination programs will not be provided through the senior citizens centres this year, to avoid large gathering of at risk persons in one place.
Family Day Care	Family Day Care will remain available until the Department of Education advises that the service should not be operated.
HILAC Occasional Care	Closed.
Maternal and Child Health	Phone only basis. 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.
L2P Program	Suspended.
Council Meetings and Engagement Sessions	The next Council Meeting will be held Wednesday 13 May 2020. The meeting will be live-streamed via council's Facebook page. We encourage you to engage with the meeting in this format. All other Council organised engagement sessions and events (eg Listening Posts, community meetings) will also be cancelled for the foreseeable future.
Playgrounds	Closed.
Regulatory Services	Market Place office will be closed to the public. Services will be by appointment only. Please contact 5573 0227.
Kerbside Waste and Recycling Services	Services will continue as normal.
Transfer Stations (Hamilton and all towns)	Hamilton Transfer Station open Saturdays 9.30am - 4.15pm and Wednesdays 8:00am - 4:00pm. Other Shire Transfer Stations are closed to the general public but remain open to account holders and commercial operators on weekdays only. Anyone who is adversely affected should contact 5573 0444 to discuss.
Lake Hamilton	All public boat ramps, piers and jetties are closed for recreational boating and fishing. This does not apply to commercial or emergency boating. Piers and jetties are still permitted to be used by walkers or people actively exercising. People are permitted to canoe, kayak, row or paddleboard for exercise, so long as this activity is undertaken alone and that any equipment used by a subsequent person is appropriately cleaned and disinfected. *Please note that during algae blooms, residents are reminded not to use the Lake for recreational activities.
Caravan Parks (Penshurst and Coleraine)	Closed