



HINDMARSH SHIRE COUNCIL COVID-19 UPDATE

Council Customer Services

Due to the ongoing situation with the COVID-19 pandemic, all council buildings have been closed to the public, but urgent council services will be maintained in a limited capacity.

The council customer service telephone operating system will be closed from 12.00 noon Thursday 9 April 2020 over the Easter period and re-open at 10.00am Wednesday 15 April 2020.

Thereafter customer service phones will be operational between the hours of **10.00am and 3.00pm from Monday to Friday effective from 15 April 2020** until further notice.

These changes have been made as a result of council staff being relocated or redeployed in order to continue providing essential services to the Hindmarsh community.

For any queries, account payment or up to date information, phone our customer service centre on 03 5391 4444, email info@hindmarsh.vic.gov.au or visit our website <https://www.hindmarsh.vic.gov.au/covid-19-update>.

To assist residents with dropping off documents or payments council customer service centres now have document / payment mail recesses, including a new one in the Nhill office, facing the Western Highway (Nelson Street). Where possible please pay any accounts over the internet or by phone. If you are paying by cash, please phone beforehand and place the exact amount in a sealed envelope with your name and the bill being paid on it.

For afterhours emergencies please contact the following numbers:

- Infrastructure (roads, trees and drains) 0428 322 835
- Local Laws 0428 500 244
- Aged and Disability Services 0428 517 235

Leave a message and if the matter is deemed urgent, you will receive a phone call back. If the matter is not urgent, it will be followed up the next business day.

For more information about COVID-19, please visit the Department of Health Human Services at <https://www.dhhs.vic.gov.au/coronavirus>.

- For life threatening emergencies contact 000
- For COVID-19 information contact the hotline 1800 675 398
- General COVID-19 information contact 1800 020 080

Greg Wood

Chief Executive Officer