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19 March 2020

MEDIA RELEASE

Hindmarsh Shire Council - COVID-19 Community Update

As has been widely reported the COVID-19 (Coronavirus) pandemic situation is changing rapidly.

Hindmarsh Shire Council CEO Greg Wood said “As I have previously advised, Council’s priority is the safety and wellbeing of community, volunteers and staff. Because of the rapidly changing nature we need to adapt the delivery of our services to minimise the risk of infection and transmission of the virus”.

“The information provided below is correct as at 12.00noon Thursday 19 March 2020 and we will continue to keep the community updated of changes on a daily basis via our website and social media platforms” said Mr Wood.

FACILITIES AND SERVICES

The following locations will close to the public from 4.00pm Thursday 19 March 2020 until further notice.

- **Customer Service Centre – Nhill**
- **Customer Service Centre/ Library – Dimboola**
- **Customer Service Centre – Jeparit**
- **Customer Service Centre - Rainbow**

Services will still be available on-line and by phone by contacting the Customer Service Team via the following methods:

Phone: Customer Service – 5391 4444 (Monday to Friday between 8.30am and 4:30pm)

Email: info@hindmarsh.vic.gov.au

Online: Faults can be reported via our ‘Report an Issue’ page on our website

www.hindmarsh.vic.gov.au/report-an-issue.

Mr Wood added “Customers requiring urgent face-to-face communication (including payments), can phone 5391 4444 and a staff member will discuss whether an appointment should be made. It is important to note that face-to-face customer service will not be provided unless the matter is urgent and an appointment has been made”.

The following services within Hindmarsh Shire will remain operational, but will be continually reviewed.

- Meals on Wheels
- Home and Community Care
- Waste Collection
- Transfer Stations

“The above closures will remain in place until further notice. Council will continue to monitor the COVID-19 pandemic while working closely with appropriate state government departments.

GENERAL ADVICE

For the latest and most up-to-date information regarding COVID-19 visit www.dhhs.vic.gov.au/coronavirus

If you cannot find the information you are looking for on this website, please email Infectious.Diseases@dhhs.vic.gov.au

As a last resort, please call the dedicated hotline on 1800 675 398.

Greg Wood
Chief Executive Officer