



# From the Mayor



**It's been a busy few months for Council, with the Federal Election, valuable new funding announcements and the official openings of a number of recently completed projects.**

Advocacy is a key priority of Council and during the Federal Election, we were seeking bipartisan support for projects across Golden Plains Shire. Following the election, the Australian Labor Party (ALP) has formed government and will deliver \$3.61 million across 7 projects in Golden Plains Shire during their term (page 3).

The Victorian Government announced it will invest \$1.1 million in the new netball pavilion in Bannockburn and \$463,666 to deliver two new recreation projects (page 4). In addition, the State Government will fund the development of an integrated Water Management Plan for Bannockburn and the creation of a new public artwork in Linton (page 5).

These funding commitments were the culmination of months and years of Council sharing the stories of Golden Plains Shire with State and Federal Governments.

Even if your town is not on this list, every community benefits from every dollar Council secures, as it allows us to put Council's Budget into unfunded projects in our smaller towns. We can also deliver valuable funding directly to local groups through important programs such as the Community Strengthening Grants (page 10). In November, a State Election will be held and Council will continue to advocate to secure funding for more projects across Golden Plains Shire.

This year, we launched a new budget engagement initiative that provided residents with the opportunity to share their priorities for the Draft Budget 2022/23. Following engagement, the Draft Budget 2022/23 was placed on public exhibition, with all Golden Plains residents invited to make a submission. Council thanks the community members for their input into the development of the budget and Councillors were pleased to adopt the Council Budget 2022/23 at the meeting of Council on 28 June (page 9).

In this *Gazette*, we are also celebrating the opening of the upgraded Bannockburn Soccer Facility, new change rooms in Inverleigh and two important projects at the Linton Recreation Reserve (page 6 and 7). It's a great time to live in Golden Plains and we look forward to celebrating many more community project milestones in 2022.

**Cr Gavin Gamble – Mayor of Golden Plains Shire Council**

## Mental Health Support for Golden Plains Residents

**Council has partnered with the Barwon Child Youth and Family (BCYF) to provide free counselling for Golden Plains Shire residents.**

The program will provide free generalist mental health support and drug and alcohol counselling, available until 31 March 2023 at locations in Dereel, Meredith, Rokewood and Bannockburn.

In 2020, Council established the COVID Hardship Policy to support residents facing financial hardship due to the COVID-19 pandemic. In 2021, Council extended this commitment to include the development and implementation of a mental health program for Golden Plains Shire residents.

The free counselling program provides residents with easy access to mental health support without the need for a mental health care plan or general practitioner referral.

The free support service is currently available on Tuesdays at Dereel Community Learning Centre, 14 Swamp Road and Rokewood Community Health Centre, 55 Ferrers Street; Wednesdays at Meredith Community Centre, 4 Russell Street; and Thursdays at Bannockburn Physiotherapy Clinic, 9 High Street. Telehealth options are also available, where in-person sessions are not possible.

To make a booking, community members can contact BCYF at 0432 688 769 or 1300 022 293.

# Election Commitments for Golden Plains

Following the Federal Election on Saturday 21 May, the Australian Labor Party (ALP) has formed a majority government and will lead the country for the next three years.

## BALLARAT ELECTORATE

In the federal electorate of Ballarat, Catherine King MP of the ALP was re-elected. Ms King has been appointed as the Minister for Infrastructure, Transport, Regional Development and Local Government.

During the election campaign, the ALP committed to funding for three projects in Golden Plains Shire townships in the Ballarat electorate:

- \$750,000 towards the reconstruction of the Linton Recreation Reserve Oval
- \$500,000 towards the oval and netball lighting project at Woody Yaloak Recreation Reserve in Smythesdale
- \$350,000 towards the Maude Community Hub project

In the lead up to the election, Council advocated for bi-partisan commitments for valuable community infrastructure and important services across the Shire. Following a busy election campaign, the election of the ALP will see the government deliver on its commitment of \$3.61 million across 7 projects in Golden Plains Shire.

With 56 communities in Golden Plains Shire, the commitments made during the Federal Election won't reach all the corners of the municipality, but every dollar of government investment secured saves money in Council's budget. This allows more money to be redirected to improving roads and delivering works in smaller townships that did not receive election commitments.

## CORANGAMITE ELECTORATE

In the federal electorate of Corangamite, Libby Coker MP of the ALP was re-elected to serve her second term.

During the election campaign, the ALP committed to funding for four projects in Golden Plains Shire townships in the Corangamite electorate:

- \$700,000 towards the Inverleigh Active Youth Space
- \$690,000 towards the project for a new netball pavilion at Victoria Park in Bannockburn
- \$450,000 towards the expansion of the Bannockburn Family Services Centre
- \$170,000 for an undercover basketball court at Inverleigh Primary School

*Pictured: Mayor Cr Gavin Gamble joined Catherine King MP and Woody Yaloak Football Netball Club players for the Federal Election announcement for new lights at the Woody Yaloak Recreation Reserve in Smythesdale.*



# Funding for Golden Plains Projects

Golden Plains Shire Council has secured six new grants from the Victorian Government, with a total value of more than \$2 million. The funding will deliver a diverse range of projects including recreation facilities, strategies for water management and tracks and trails, public artwork and crime prevention.

## ROKEWOOD RECREATION RESERVE NETBALL AND TENNIS COURT UPGRADE

The Rokewood Recreation Reserve Netball and Tennis Court Upgrade project includes the reconstruction of two new netball and tennis courts with lighting, as well as the installation of new fencing, undercover benches for players, coaches and timekeepers, and an extension of the current shelter to increase storage. The project will also address issues related to the current court's proximity to the adjacent creek.

The \$650,000 project has received \$433,666 from the Local Sports Infrastructure Fund's Female Friendly Facilities category. In addition, Council will contribute \$216,334 to complete this partnership project.

## GOLDEN PLAINS SHIRE TRACKS AND TRAILS STRATEGY

The \$60,000 Golden Plains Shire Tracks and Trails Strategy project will see the development of a plan to identify current and future track and trail opportunities and requirements across Golden Plains Shire. The strategy will provide direction for future advocacy and investment in a trail network to encourage safe, active transport.

Council has secured \$30,000 from the Local Sports Infrastructure Fund's Planning category, which will be matched by \$30,000 from Council to complete the project.

## A NEW NETBALL PAVILION FOR BANNOCKBURN



**On 2 June, Minister for Higher Education, Training and Skills Gayle Tierney was joined by Member for Geelong Christine Couzens and Mayor Cr Gavin Gamble to announce the Victorian Government's \$1.1 million funding commitment to the new Bannockburn Netball Pavilion at Victoria Park.**

The \$1.1 million commitment, funded in the Victorian Government's 2022/23 Budget, will be paired with \$690,000, promised by the Federal Government during the recent election campaign, to fully fund the pavilion project.

Council and the Bannockburn Football Netball Club have advocated for the new pavilion, which will feature female friendly change rooms, a social indoor space, public toilets, team and umpire change rooms, first aid and office areas. The pavilion will support current and future participation at the growing netball club, meeting demand in Bannockburn and surrounding towns of Golden Plains Shire.



## CELEBRATING WOMEN IN LINTON

On 13 June, Member for Buninyong Michaela Settle was joined by Deputy Mayor Cr Helena Kirby to announce funding for a new public artwork in recognition of the contributions of local women in Linton.

Council has secured \$116,811 from the Victorian Government’s Victorian Women’s Public Art Program for the creation of a 1.75m bronze sculpture to celebrate the contribution of Linton-born war surgeon and Director of Infant and Maternal Health, Dr Vera Scantlebury OBE. Council will also contribute \$39,575 (including \$9,680 in-kind contribution) to the project.

The artwork, by local sculptor Lucy McEachern, will sit in the historic township of Linton which is home to numerous memorials but none which recognise or represent women. The sculpture will be sited in the memorial Avenue of Honour and will sit opposite an existing memorial to the Linton men who served in World War 1.

## BUILDING SAFER COMMUNITIES

Council will deliver a new program to improve community safety and address the causes of crime, thanks to a \$299,000 funding grant from the second round of the Victorian Government’s Building Safer Communities program.

Minister for Higher Education, Training and Skills Gayle Tierney and Member for Geelong Christine Couzens announced the grant, following a recent visit with Mayor Cr Gavin Gamble at the Golden Plains Youth Hub in Bannockburn.

The grant will fund a dedicated youth professional for two years based at the Golden Plains Youth Hub, who will focus on programs and workshops, and support positive interventions that disrupt risk factors and improve protective factors for young people, including building young people’s resilience, education, employment and training pathways.

In addition to the Building Safer Communities funding grant, Council has provided an in-kind contribution of \$105,843 to deliver the crime prevention project.



## A PLAN FOR BANNOCKBURN’S WATER

Golden Plains Shire Council is set to develop the Bannockburn Integrated Water Management (IWM) Plan, thanks to a \$70,000 grant from the Victorian Government’s IWM Grants Program.

The Bannockburn IWM Plan will review water in the township and surrounding areas to establish a plan that improves the overall liveability of the town by ensuring there is enough water for waterways, residents, businesses and the agriculture sector in Bannockburn, while also maintaining green spaces.

The Bannockburn IWM Plan will provide a guide to help mitigate anticipated water related issues for the Bannockburn region. Water in the region is expected to be impacted by the population growth of Bannockburn and climate changes, with rainfall expected to decrease across Golden Plains Shire in the future.



## Play All Day in Linton

### LINTON PLAYGROUND

Local children in Linton have a brand new playspace to keep them active and entertained following the opening of the Linton Recreation Reserve Playground in June.

The \$213,064 replacement of the existing facility with the brand-new playground was funded by a \$153,064 contribution from Council and \$60,000 from the Australian Government's Local Roads and Community Infrastructure (LRCI) Program.



Complete with a bird nest swing set, slide, dynamic climbing features, monkey bars and natural play elements, the new playground will appeal to children of a range of ages. The upgrade also includes new soft-fall material and the installation of perimeter edging.

The Linton playground is the fifth playground to be upgraded with funds from the LRCI Program, following playgrounds in Enfield, Garibaldi, Dereel and Haddon upgraded in 2021. As part of the playground upgrade program, Council also funded the upgrade of the Rokewood playground last year.

### HOWZAT! NEW CRICKET NETS OPEN

On 13 May, Member for Buninyong Michaela Settle MP and Golden Plains Shire Mayor Cr Gavin Gamble were joined by Kirk McDonald, President of the Linton Cricket Club, to officially open the Linton Cricket Net Upgrade.

The project delivered the installation of an outdoor training net facility consisting of three synthetic bays. The new infrastructure will create more opportunities for female and beginner participation at Linton Cricket Club and provide increased training capacity and non-structured training opportunities for the Linton community.

The \$202,550 initiative was a partnership project, with the Victorian Government contributing \$100,000 from its Community Cricket Program and Council investing \$72,500, alongside a \$30,000 grant from the Australian Cricket Infrastructure Fund.



The Linton Cricket Net Upgrade follows the completion of a number of cricket infrastructure projects completed recently across Golden Plains, including new cricket nets in Lethbridge and the installation of new hard wickets in Shelford, Bannockburn and Ross Creek.

# Officially Open: New Sporting Facilities

## A NEW HOME FOR THE INVERLEIGH HAWKS

On 4 June, Victorian Minister for Community Sport Ros Spence officially opened the new and upgraded change rooms at the Inverleigh Sporting Complex, joined by Golden Plains Shire Mayor Cr Gavin Gamble and Inverleigh Football Netball Club President David Haste.

The Inverleigh Change Rooms Project has delivered the construction of two new female friendly/unisex change rooms, the refurbishment of two existing player change rooms, new umpire change rooms with supporting amenities including first aid, massage and storage spaces; and the installation of a new septic system at Inverleigh Sporting Complex.

The upgraded change rooms complement the new club rooms which were opened in April 2021 and the new netball courts completed last year, solidifying Inverleigh Sporting Complex as a first-class sporting facility for the community.



The \$1.6 million project was majority funded by \$1,527,300 from the Victorian Government's 2020 Community Sports Infrastructure program, with contributions of \$42,000 from the Inverleigh Sporting Complex and \$30,000 from the Inverleigh Football Netball Club.

## KICKING GOALS IN BANNOCKBURN

On 15 May, Mayor Cr Gavin Gamble joined Senator for Victoria Sarah Henderson, Member for Geelong Christine Couzens and Golden Plains Soccer Club President Anthony Vanjek for the official opening of the Bannockburn Soccer Facility Upgrade.

The upgrade project included the construction of two new female friendly change rooms, a referee change room, first aid room and storage to service the recently constructed second soccer pitch and support current and future participation in junior and senior soccer in the growing south of Golden Plains Shire.

The project also included the installation of sports pitch lighting and perimeter fencing.

The upgrade completes Stage Two of the Bannockburn Recreation Precinct Masterplan, following the construction of the Bannockburn Soccer Pavilion in 2017 and the second pitch in 2019, and provides a purpose-built home for the Golden Plains Soccer Club as it continues to grow with a strong membership of male and female senior and junior players from many towns in the Shire.



The Bannockburn Soccer Facility Upgrade was funded by \$832,000 from the Australian Government's Community Grants Program and \$464,535 from the Victorian Government's 2019-20 World Game Facilities Fund.

## Volunteers in Action

Community members from Golden Plains are being celebrated in the Volunteers in Action photographic exhibition.

The Volunteers in Action exhibition aims to capture moments that often go unnoticed and highlight the everyday contributions made by volunteers in Golden Plains Shire.

The photographs in the exhibition were captured by 2021 Spring in the Shire photography winner Lyn Steel, who visited volunteers in their communities to photograph them doing what they love and showcase the spirit of volunteerism.

The Volunteers in Action exhibition is on display at the Bannockburn Cultural Centre, 27 High Street, until Friday 26 August before moving to The Well, 19 Heales Street, Smythesdale, open from Thursday 1 September until Wednesday 30 November.

For more information, contact Council's Community Partnerships Officer on 5220 71111 or email [arts.culture@gplains.vic.gov.au](mailto:arts.culture@gplains.vic.gov.au)



## Quick and Easy Online

Council is making it easier for residents to access community facilities and find funding opportunities, with the implementation of new online booking and grant finder systems.

### INTRODUCING GRANT GURU

Online platform, Grant Guru, provides a comprehensive list of grant and funding opportunities for local community groups, businesses and individuals, with search and filter features that make it quick and easy for residents to apply for grants that meet their specific funding needs.

The platform features email alerts for new grants, options for favourites and tips to improve applications for increased grant success.

To access Grant Guru, visit [goldenplains.vic.gov.au/grants](https://goldenplains.vic.gov.au/grants). For support, contact Council's Community Development team at [enquiries@gplains.vic.gov.au](mailto:enquiries@gplains.vic.gov.au) or 5221 7111.

### A NEW WAY TO BOOK

The implementation of the new SpacetoCo online booking system makes it easier for community members to book Council-managed community facilities.

With a streamlined booking process and browsable facility library, the SpacetoCo system provides residents with better access to local community spaces and aligns with Council's commitment to encouraging local participation.

To make a booking at a Council-managed facility or browse available spaces, visit [goldenplains.vic.gov.au/community-facilities](https://goldenplains.vic.gov.au/community-facilities). For more information on community facilities, contact [communityfacilities@gplains.vic.gov.au](mailto:communityfacilities@gplains.vic.gov.au) or call 5220 7111.

# Adopted: Council Budget 2022/23

At the June Council meeting, Council adopted the Golden Plains Shire Council Budget 2022/23 and the Revenue and Rating Plan 2022/23.

**ADOPTED**



## Key Features of Budget 2022/23

- \$45.7 million to deliver more than 70 services to the Golden Plains community
- \$18.8 million investment in capital works, which is Council's largest ever annual program
- \$1 million for resealing local roads
- \$800,000 for improvements to local roads
- \$700,000 for gravel re-sheeting of local roads
- \$400,000 for stormwater drainage improvements and \$250,000 for kerb and channel projects
- \$1.1 million for community safety
- \$838,000 for community development
- \$513,000 on youth development

## New Initiatives in Budget 2022/23

- \$800,000 for landfill rehabilitation works in Teesdale
- \$500,000 for drainage and car park works in Inverleigh township
- \$100,000 for cypress tree replacement program

## What's New in Council's Budget 2022/23

- Rate Cap: 1.75% rate cap in 2022/23.
- Municipal Charge: \$250 per household
- Waste Management Charge: \$389 per household in 2022/23

In February, Council launched early budget engagement with a community survey and online engagement sessions with Councillors. The Draft Budget was endorsed by Council in April for public exhibition and was open for submissions from 29 April to 30 May. Five written submissions were received, and there were no requests by submitters to present their submissions to Councillors at a Special Budget Meeting on 7 June.

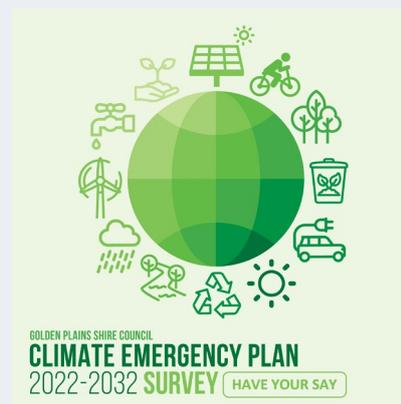
The final Council Budget 2022/23 is available at [goldenplains.vic.gov.au/budget](https://goldenplains.vic.gov.au/budget).

## COMMUNITY CONTRIBUTIONS SHAPING GOLDEN PLAINS

Following community feedback, Council recently adopted its Asset Plan 2022-2032, Customer Experience Strategy 2022-2026 and the Northern Streetscapes Framework Plan 2022.

Community members also had their say on the Climate Emergency Plan 2022-2032, Economic Development Tourism and Investment Attraction Strategy 2022-2032, Inverleigh Tree Succession Plan, Woody Yaloak Equestrian Centre Masterplan and the Golden Plains Transport Connections Study.

The feedback provided by community members throughout these consultations will now be used in the development of upcoming draft plans and strategies.



HAVE YOUR SAY

**GOLDEN PLAINS  
TRANSPORT  
CONNECTIONS  
STUDY**



Thank you to the many locals who have made a positive contribution to our communities by having their say and sharing their ideas. If you want to have your say, sign-up for Council's Engage e-newsletter or keep informed about Council consultations at [goldenplains.vic.gov.au/consultations](https://goldenplains.vic.gov.au/consultations).

# Funding for Community Projects

Sixteen Golden Plains community groups have been awarded funding in Round One of the 2022 Community Strengthening Grants program.

Council awarded a combined total of \$78,346 to the successful groups to deliver 17 projects. The recipients of the first round of Council's Community Strengthening Grants 2022 are:

 <b>Healthy Active Living Grants</b>		
Ross Creek Tennis Club Incorporated	Ross Creek Social Pickle Ball	\$3,120
Haddon Community Learning Centre Inc	Blue Collar White Collar High Vis Meals – Healthy Eating at Work	\$4,480
Golden Plains Arts Inc	Journal To The Self	\$2,900
Bannockburn Inclusive	Bus trip and outing to Werribee Open Range Zoo	\$2,645

 <b>Creative Community Grants</b>		
Linton and District Historical Society Inc.	Restoration of Linton Library Stage 2	\$10,000
Golden Plains Arts Inc	Echoing Landscape: A creative learning experience	\$7,167.50
Inverleigh Historical Society (sub-committee of the Inverleigh Public Hall Committee)	Inverleigh Community Stories	\$5,416
Wallinduc Community Group Inc	Wallinduc Welcome Rock Sculpture	\$4,950
Smythesdale Progress Association	Eagle Tree Project	\$1,000
Turtle Bend Committee Incorporated	Live@Turtle Bend 2022	\$7,000

 <b>Environment and Sustainability Grants</b>		
Ross Creek Landcare Group	Bridge over creek, Ross Creek Reserve	\$5,500
Friends of the Woody Landcare Group	Smythesdale Woody Yaloak River Community Project	\$2,294.75
Inverleigh Golf Club	Chipper Project	\$3,100
Geelong Landcare Network Inc.	Wildlife Hollows and Nesting Box Building Workshops	\$3,500

 <b>Community Safety Grants</b>		
Napoleons Memorial Hall Committee Ltd	Heating Napoleons Hall	\$7,628
Woody Yaloak Historical Society Inc	Market Equipment Upgrade	\$2,645.37
Bicycle Network Incorporated	Great Victorian Bike Ride 2022	\$5,000

# Apply for Community Grants

Golden Plains Shire community groups are encouraged to apply for funding in September, with grants available under two Council programs.

## COMMUNITY STRENGTHENING GRANTS ROUND TWO 2022



Applications for the second round of Council's Community Strengthening Grants Program will open on Thursday 1 September and close Friday 30 September.

To support community groups applying for a Community Strengthening Grant, Council will run drop-in sessions across the Shire:

- Meredith Community Centre, 4 Russell Street: 3 to 5pm, Monday 5 September
- Rokewood Mobile Library, Ferrars Street: 11am to 1pm, Thursday 8 September
- Bannockburn Library, 25-27 High Street: 3 to 5pm, Tuesday 13 September
- The Well, 19 Heales Street, Smythesdale, 10am to 12pm, Friday 16 September

The following drop-in sessions will also be held online via Zoom:

- Thursday 25 August, 6 to 7:30pm
- Thursday 22 September, 6 to 7:30pm

A link to online sessions will be shared on Council's website on the day of the session.

For more information about the Community Strengthening Grants or drop-in sessions, visit [goldenplains.vic.gov.au](https://goldenplains.vic.gov.au) or contact Council's Council Planning and Grants Officer at 5220 7111 or [communitygrants@gplains.vic.gov.au](mailto:communitygrants@gplains.vic.gov.au).

## BERRYBANK WIND FARM COMMUNITY GRANTS

Applications for the inaugural Berrybank Windfarm Community Grants Program, administered by Council, are open from Thursday 1 September to 2pm, Friday 30 September.

Delivered in partnership with Berrybank Development Pty Ltd, the Berrybank Wind Farm Community Grants Program provides funding opportunities to support local events and projects in Golden Plains.

Applicants will be eligible to apply for grant funding in two categories:

- Economic Development and Tourism projects and events; or
- Community projects and events over \$10,000 with one-off and recurring funding available.

Groups must match the amount of funding sought to a maximum of \$10,000, either in cash or through in-kind contributions, such as in-kind volunteer support.

The initial funding pool is \$60,000, and it will change annually, with the grant program schedule available over the next 15 years in cooperation with Berrybank Development Pty Ltd.

For more information about the Berrybank Windfarm Community Grants Program, visit [goldenplains.vic.gov.au](https://goldenplains.vic.gov.au), contact Council's Council Planning and Grants Officer at 5220 7111 or [communitygrants@gplains.vic.gov.au](mailto:communitygrants@gplains.vic.gov.au) or attend one of the Community Grants drop-in sessions above.



## Customer Hubs

### BANNOCKBURN

8.30am to 5pm, Monday to Friday  
2 Pope Street, Bannockburn  
Victoria, 3331.

### SMYTHESDALE

8.30am to 5pm, Monday to Friday  
19 Heales Street, Smythesdale  
Victoria, 3351.

### PHONE

P: 5220 7111  
F: 5220 7100

### POSTAL ADDRESS

Golden Plains Shire Council  
PO Box 111, Bannockburn,  
Victoria 3331.

### EMERGENCY CONTACTS

P: 1300 363 036  
P: 5220 7111 (24 Hours)

To receive a copy of the *Gazette*  
in large print, call 5220 7111.

**Council's Customer Hubs and  
offices will be closed for the AFL  
Grand Final Parade Day on Friday  
23 September, 2022.**

*COVER: Beth of the Beautiful  
Bannockburn volunteer group,  
photographed as part of the  
Volunteers in Action photography  
exhibition.*

## INTRODUCING THE CUSTOMER EXPERIENCE TEAM

## RATES NOTICES 2022/23

All Golden Plains Shire ratepayers will receive their 2022/23 Rates Notice in August 2022. With the notice is the **Your Rates Explained 2022/23** brochure that details how rates are charged and the meaning of the information and figures on the notice.

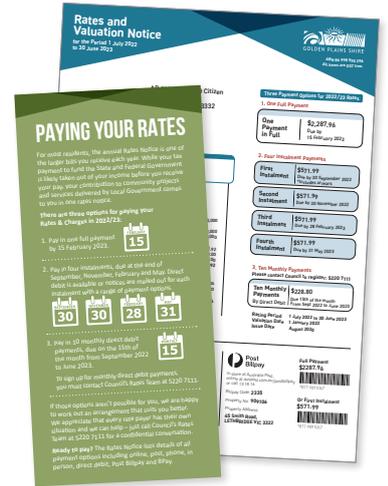
If you have a question and the answer is not in the brochure, please call Council's Rates team at **5220 7111**.

There are three ways to pay your Rates & Charges 2022/23:

1. Pay in one full payment by 15 February, 2023.
2. Pay in four instalments, due at the end of September and November 2022, and February and May 2023. Direct debit is available or notices are received for each instalment with a range of payment options.
3. Pay in 10 monthly direct debit payments, due on the 15th of the month from September 2022 to June 2023. Please note: to sign-up for the monthly payments or direct debit for the instalment program, you must contact Council's Rates team at **5220 7111**.

If your Rates Notice has a red box with arrears carried forward on the front page, this overdue amount is due immediately. If you have any concerns about this payment, please call the Rates team at **5220 7111**.

If you disagree with information on your Rates Notice, Council's Rates team will review your situation and work to find a solution. If the issue cannot be resolved, you have the right to appeal and the appeal process is detailed on the back of the notice. For more information or any questions about rates, please call Council's Rates team at **5220 7111**.



Adopted by Council in April, the Customer Experience Strategy 2022-2026 (Strategy) details Council's clear commitment to its customers, aligning with the Council Plan 2021-2025 and reflecting the Vision and Values of the organisation.

A reflection of the Strategy's dedication to developing the customer-first organisation, the Customer Service team at Council will now be known as the Customer Experience team and the Customer Service Centres in Bannockburn and Smythesdale will be named Customer Hubs.

These changes are an important step to strengthen Council's delivery of quality customer experiences and build accountability to service standards and timely responsiveness, as outlined in the Strategy and the Council Plan 2021-2025.

