

FIND COVID-19 SUPPORT SERVICES FAST

COVID-19 COMMUNITY ASSISTANCE DIRECTORY



To help Golden Plains Shire residents quickly find information on support services available during the Coronavirus (COVID-19) pandemic, Council has developed a Community Assistance Directory.

The extensive resource contains helpful links and contact information related to:

- Government COVID-19 Updates
- Emergency and Essential Support
- Aged and Disability Services
- Health and Medical Services
- Family Services and Support
- Financial Support
- Children and Youth Services

Residents can access the Community Assistance Directory online at goldenplains.vic.gov.au/community-assistance. There is a printed version to download or if you would like a copy, please contact Council's Customer Service on 5220 7111.

Council continues to deliver its many community services across the Shire and we encourage residents to seek the support of the services in the directory, as needed.

CORONAVIRUS UPDATE



Golden Plains Shire Council has implemented a number of changes to its operations to reduce the risks to residents, staff and volunteers during the Coronavirus (COVID-19) pandemic.

Council's Bannockburn, Linton and Smythesdale Customer Service Centres are closed for face-to-face interactions. Customers are still able to contact the Customer Service team by phone at 5220 7111, email at enquiries@gplains.vic.gov.au, or online at goldenplains.vic.gov.au/forms/portal.

Essential services of Council that require physical contact including immunisation, Maternal and Child Health Services, Delivered Meals (Meals on Wheels), childcare, Community Care, and food safety inspections will continue to operate on a priority basis and subject to staff availability.

This weekend's scheduled Golden Plains Farmers' Market on Saturday 2 May has been cancelled, in line with the social distancing recommendations of the Australian Government and to contribute to minimising the potential spread of COVID-19.

This information is current as of 27 April 2020. For up-to-date information on the status of Council's services, operations and events, visit goldenplains.vic.gov.au/coronavirus, or follow Council on Facebook, Twitter and LinkedIn.

NEW ONLINE BUILDING PORTAL

Interacting with Council's Building department is now easier thanks to a new online building portal.

The new Permit Manager portal will allow residents and builders to do all building-related submissions at the one time. Customers now only need to register once to be able to lodge, submit and pay for permits, all through the portal.

In December 2019, Council began trialling the Permit Manager system in response to new pool and spa regulations brought in by the Victorian Government. Following the success of the new system, it has now been expanded to also include:

- Notifications of appointment
- Building permits from private building surveyors, with all relevant documentation and payments
- Certificates of Final Inspection
- Occupancy permits
- Amendments to building permits and relevant documentation
- Property information requests and payments
- Report and consent applications and payments

Previously, residents and builders needed to lodge building permits and forms with Council either in person, via mail or by email. If payment was required, they would often also need to contact Council's Customer Service team as well.

The new building portal is available at goldenplains.greenlightopm.com. Customers without access to internet can still request hard copies of forms by contacting Council's Building team at 5220 7111.

COUNCIL SUPPORT FOR THE COMMUNITY

Earlier this month, Council confirmed a COVID-19 package of financial relief options for residents, ratepayers and businesses to support the Golden Plains community.

For ratepayers and residents facing financial hardship, this includes:

- A COVID-19 Financial Hardship Policy available at goldenplains.vic.gov.au/coronavirus
- Suspension of all current debt recovery action for unpaid 2019/20 rates through to 30 September 2020
- Waiving interest on overdue 2019/20 rates through to 30 September 2020
- Waive penalties for late payment on pet registration fees through to 30 September 2020
- New payment plans available for animal registration renewals

For more information on the support package or to read the Financial Hardship Policy, visit goldenplains.vic.gov.au/coronavirus.

RATES PAYMENTS: MAY

Notices for the fourth rates instalment and final notices for overdue 2019/20 rates have been sent in the mail.

Residents who have joined the rates instalment program are reminded that the fourth instalment is due by 31 May 2020.

If you are experiencing financial difficulty, and would like to apply for Council's COVID-19 Financial Hardship Policy, call Council's Rates team at 5220 7111 for a confidential conversation.

