

PAYING YOUR ACCOUNTS AT COUNCIL



Southern Grampians
SHIRE COUNCIL

We will continue to deliver essential services to you.

Council offices are closed at the moment.

We know this makes things difficult for some of you to pay your accounts, but these are exceptional circumstances we are dealing with.

You can still pay your accounts online and we encourage you to continue to do this whilst we are working on other methods for you to pay accounts such as direct debit.

Emailing of invoices is also a priority for us, so you get your accounts faster and we can communicate with you more efficiently. Please let us know your email address if you haven't already.

If you're not able to pay online because you don't have access to the internet or you usually pay your accounts by cash at the office, please talk to us about making other arrangements.

For individual groups of debtors please see the information below:

Family Day Care Parents/Guardians

Your invoices are issued fortnightly. Please continue to pay in this same cycle. In coming weeks you will receive an option to commence direct debit of your fortnightly account from your nominated bank account.

Home & Community Care Customers (Home Care, Meals on Wheels etc)

We know this is extremely difficult not being able to pay by cash. You can still send us cheques in the mail, pay at Australia Post or ring us to talk about what else we can do. **Please DO NOT send cash in the mail.**

Animal Registrations

These are due on Friday 10 April 2020. Please continue to pay these on-line.

Rate Payments

The next instalment of rates is Due on 31 May 2020. Your instalment notice will be sent as normal around the end of April or early May.

Temporary Waste Customers

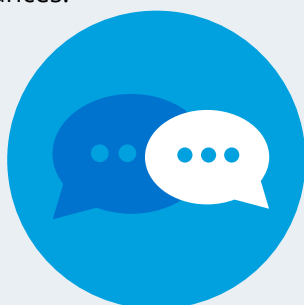
If you have been granted a "temporary" landfill account, please pay this promptly to ensure your account does not exceed the set credit limit. Limits have been set conservatively at this point in time, however customers can make payments ahead of use to keep their account within their credit terms.

Other Customers

Invoices will continue to be sent out monthly. Please pay before the end of the month.

Stay in touch.

We know some of you may have difficulty meeting your commitments over coming months. Please take the time to call us and let us know your circumstances. We will be as flexible as we can with your individual circumstances.



Contact us.

We know that these are difficult times for some, but the message is simple:

If you have the capacity and the means to pay your accounts – do so. If you are experiencing difficulty – contact us.

We will continue to deliver essential services to you.



accountsreceivable@sthgrampians.vic.gov.au



www.sthgrampians.vic.gov.au



5573 0434 for general accounts or 5573 0435 for rates customer enquiries