

COVID-19 RESPONSE: UPDATE ON COUNCIL OPERATIONS

INFORMATION CURRENT - 13 NOVEMBER 2020

CUSTOMER SERVICE CENTRE - BROWN STREET

Doors are open for face-to-face transactions Monday to Friday 9:00am - 4:00pm with strict hygiene, social distancing and contact tracing practices in place. Residents are reminded to wear a mask when attending a Council service or facility. Staff remain on hand from 8:15am - 5:00pm for phone and email enquiries 5573 0444 or council@sthgrampians.vic.gov.au.

CUSTOMER SERVICE CENTRE - MARKET PLACE

Market Place customer service office will close for face-to-face contact from 5pm Wednesday 5 August. Our staff are onsite to answer calls and emails from Monday to Friday 8:15am - 5:00pm. Residents can continue to make enquiries via phone 5573 0444 or via email at council@sthgrampians.vic.gov.au.

VISITOR INFORMATION CENTRES

Visitor Information Centres are closed to the public but staff are on hand to take enquiries over the phone (1800 807 056) or email (hvic@sthgrampians.vic.gov.au). Updates are available via www.visitgreaterhamilton.com.au.

HAMILTON GALLERY

Open Monday - Friday 10:00am - 5:00pm, Saturday and Sunday 10:00am - 2pm. Restrictions on numbers apply.

HAMILTON CINEMA

Closed.

HAMILTON LIBRARY

Open Monday - Friday 10:00am - 4:00pm. Closed Saturday. Digital services are available through library memberships. Contact the Library on 5573 0470 for more information.

HAMILTON PERFORMING ARTS CENTRE

Closed.

HILAC OCCASIONAL CARE

Open as normal.

**Masks are required to be worn in all Council facilities and when receiving Council services

**For more information, please contact Council on 55730444 or
visit www.sthgrampians.vic.gov.au**

TRANSFER STATIONS	Operating as normal. Transfer Stations will accept electronic payments only - no cash payments will be accepted. Please note the number of people let inside the gates at any one time will be limited. See the Council website for all station opening hours.
HAMILTON REGIONAL LIVESTOCK EXCHANGE	Will remain open however access to HRLX weekly sales will be limited to buyers, stock agents, transport operators and council staff. The general public will not be able to attend, even if they are sellers.
HOME AND COMMUNITY CARE SERVICES	Operating as normal.
L2P PROGRAM	Operating as normal.
MEALS ON WHEELS	Service continues to operate as normal, however meals will be delivered to clients by Council staff only.
MATERNAL AND CHILD HEALTH	Phone only basis. Anyone who had a scheduled appointment will be contacted by the Maternal Child Health nurses. If face-to-face appointments are required (immunisations, key age and stage appointments) 15 minute appointments will be scheduled. If you are unwell please reschedule your appointment. Contact the Frances Hewett Community Centre on 5551 8480 for concerns or queries.
REGULATORY SERVICES	Contact 5573 0256 for an appointment.
PLAYGROUNDS & SKATE PARKS	Playgrounds and skate parks open.
LAKE HAMILTON	All public boat ramps, piers and jetties are open for recreational boating and fishing.
HILAC	HILAC is open for swimming and Vitality Gym is also open. Only 20 customers are allowed in each pool, and social distancing rules apply for those who are supervising their children. Additional easing of restrictions will be applied subject to State Government advice. Visit the HILAC Facebook page at www.facebook.com/HILACHamilton for further details regarding opening hours and access availability. No 24 hour Gym access.
CARAVAN PARKS	Open.

**Masks are required to be worn in all Council facilities and when receiving Council services

For more information, please contact Council on 55730444 or visit www.sthgrampians.vic.gov.au