

Fact Sheet

Accessing Council Services during the pandemic

Strathbogie Shire has now finalised its Mandatory Vaccination Policy, meaning all employees, contractors and visitors must be COVID-19 vaccinated.

The policy also means people must be vaccinated to enter all Council buildings – including our Customer Service Centres, cinema and community halls.

There are only two exceptions to this policy.

These being our transfer stations where unvaccinated people will need to practice social distancing that is appropriate to each site and our maternal health nurses who will still be able to visit unvaccinated people's homes, but they will need to be wearing full PPE.

It's important to note this policy does not apply to anyone under the age of 16, so anyone younger will have full access to Council buildings and services.

These frequently asked questions can provide you with further information on accessing our services.

How do I access the customer service team to pay my rates or register my pet if I'm not vaccinated?

As we've worked through the coronavirus (COVID-19) pandemic we've managed lockdowns without impacting customer service.

For those who are not vaccinated this will not change, we'll be available over the phone to take payments, or you can go online to www.strathbogie.vic.gov.au to pay your rates and register your pet. You can also use BPay or go to the Post Office for payments.

If you want to talk to one of our staff, such as a planner or engineer, we can arrange to meet you outside or onsite, subject to you wearing a mask and social distancing. We can also arrange online meetings with our staff if that is more convenient for you. Remember you can contact us via:

Phone: 1800 065 993

Email: info@strathbogie.vic.gov.au

Facebook:

www.facebook.com/StrathbogieShireCouncil

Can I visit a resource recovery centre (transfer station) if I am not vaccinated?

You can because this is an essential service as some of our residents don't have a kerbside waste collection service.

We will need to practice social distancing that is appropriate to each site, and we will require you wear a mask and use sanitiser for your hands. At some sites you may be asked not to approach the bins until others have left the area.

We encourage you to visit our website to learn more about resource recovery centre opening hours.

Can I visit the Euroa Community Cinema?

Our cinema is now open for vaccinated residents. In line with the Victorian Government restrictions, you will need to check in when you arrive and show your double vaccination status.

Are there any changes to Maternal and Child Health (MCH) services?

MCH services will return to normal, providing services for all key age and stages visits. For vaccinated residents your service will not change, for unvaccinated parents we will provide home visits, but we must keep our team safe, so they will be wearing full PPE and take other measures, which we will explain to you when you make your appointment with us.

Can everyone use outdoor play equipment?

Our playgrounds will be open to all. The expert advice is the risks of coronavirus spreading outside are significantly reduced. We just ask that you remember to check in using the QR code on the gate and keep yourself and others safe by staying at least 1.5m from others.

Is the Off-Leash Dog Park in Euroa open?

It sure is. The expert advice is the risks of coronavirus spreading outside are significantly

reduced. We just ask that you remember to check in using the QR code on the gate and keep yourself and others safe by staying at least 1.5m from others.

How do I seek more information about a Council service?

Our Customer Service Team can be reached by:

Phone: 1800 065 993

Email: info@strathbogie.vic.gov.au

Facebook:

www.facebook.com/StrathbogieShireCouncil