

## FAQs - New Nagambie Office Space

### **Strathbogie Shire Council is extending its customer service offering in Nagambie.**

#### **Where will the new office be located?**

The new Council office will operate out of the former Goulburn Shire offices, and more recently the former Nagambie Library building, at 352 High St, Nagambie.

#### **How many staff will operate out of the building?**

The new offices will house up to 26 staff.

#### **Will Customer Service move from its current site at the Visitor Information Centre to the new office?**

Yes. Council is excited to be extending our customer service offering by adding an additional office location in Nagambie. Not only will customer service operate from the new offices, it also means Council officers across all areas – from planning, to waste, to environment, to communications and community development – will be on hand to provide support, advice, and service to the community.

#### **What will happen to the Visitor Information Centre?**

The Visitor Information Centre will continue to operate from its current location where visitors can seek helpful information about the area from our dedicated volunteers.

#### **Will I be able to access all services from the new Nagambie office?**

Yes. Council is excited to be extending our customer service offering by adding an additional office location in Nagambie. Not only will customer service operate from the new offices, it also means Council officers across all areas – from planning, to waste, to environment, to communications and community development – will be on hand to provide support, advice, and service to the community. It's a one stop shop for Council contact in Nagambie.

#### **Why were the Nagambie Library required to move out of this building?**

The building located at 352 High St, Nagambie most recently housed the Nagambie Library which shifted locations in July 2023 due to a structural assessment of the building which determined it was heaving.

The Nagambie Library relocated to Shop 5/267, High St, Nagambie and has been operating out of this site since.

#### **Why is the building habitable now?**

Further structural assessments of the building were undertaken every three months following the initial assessment. The third assessment revealed the building had ceased heaving.

#### **What will happen to the Nagambie Library now?**

Nagambie Library were contacted to ask if they would like to return to the building, however, advised that they did not wish to reoccupy the building. They are happy with their current location for now.

The future of a location to house Nagambie Library is one of the elements featured in the detailed options and design study for Council's Civic Accommodation and Outdoor Operations by Workshop Architecture Pty Ltd.

**Why are staff moving to a new site when an options and design study on Council's accommodation and outdoor operations taking place?**

Council undertook a building compliance assessment in late 2022 of the municipal office located at 109 Binney St, Euroa against current building code regulations and relevant standards.

A report was presented to Council identifying the building's level of compliance against the provisions and standards set but Deemed-to-Satisfy requirements of the Building Code of Australia and the Disability (Access to Premises – Buildings) Standards 2010

The report concluded the various buildings that make up Council offices at 109 Binney St, Euroa were no longer suitable for users after being modified over time to meet the growing demand for office accommodation space.

The report concluded the buildings had generally reached their end of design-life.

Council took immediate action following the report and supported the proposed relocation of officers that were situated in areas of non-compliance to areas that were compliant.

This resulted in a reduction of desk spaces and therefore a solution to this problem was required.

**Why is Council also spending funding on an options and design study on Council's accommodation and outdoor operations?**

Council recently awarded a tender to Workshop Architecture Pty Ltd. to undertake a detailed options and design study for Council's Civic Accommodation and Outdoor Operations into the longer term.

These new arrangements will inform that work, however, the study goes far beyond office arrangements – also including Council's outdoor operational depots as well as Nagambie Library.

**What will the hours be at the new Nagambie office?**

The office will be open from 9am to 5pm, Monday to Friday. The same offering as at the Euroa Civic Centre.

**When will staff move into the new office?**

Council expects the new Nagambie office will open in May/June 2024 and we'll keep the community informed. Stay tuned for another update closer to the office's opening.

**Will the Euroa office still operate?**

Yes, of course. The Euroa office will still operate as per usual.