

# Coronavirus or COVID-19 and Mansfield Shire Council

This is the first in a weekly update for the community.

Please note that advice changes rapidly and the latest Council information and links to government information are available on the Emergency page on Council's website.

## Public notices

COVID19 is a rapidly changing situation. For regular updates and reliable advice the best source is the Department of Health and Human Services (DHHS). [www.dhhs.vic.gov.au/coronavirus](http://www.dhhs.vic.gov.au/coronavirus)

### WHAT COUNCIL IS DOING

Council's priority is always the health and safety of both our staff and the community as we continue to work through uncertain times and deliver vital and key services.

Mansfield Shire Council is closely monitoring the coronavirus outbreak to ensure that we are best prepared to respond to any suspected or confirmed cases within our community.

Mansfield Shire Council is taking a number of precautionary steps to protect our community, staff, volunteers and visitors.

### CHANGES TO COUNCIL SERVICE

In line with Federal and State Government recommendations, Council is supporting social distancing and cancelling some non-essential gatherings.

Given the rapidly evolving situation, there will be other changes. You can keep up to date via the Emergency page on Council's website. [www.mansfield.vic.gov.au/emergency](http://www.mansfield.vic.gov.au/emergency) and Council's Facebook Page @mansfieldshirecouncil

The following changes to our services are current as of 12pm, 20 March 2020

#### • Closure of Municipal office at 33 Highett Street

The reception at the Municipal Office in 33 Highett Street will be closed for face-to-face service. Residents and ratepayers are asked to discuss their Council matters over the phone or send an email. For those able to do Council business online, Council's website also has a Submit a Request capability and residents can easily lodge requests or complaints this way.

#### • Payments to Council

With the reception at the Municipal Office closed, Council reminds residents that Council offers payment by BPAY, credit card over the phone or via our website and direct debit. Cheques can also be mailed, or deposited in the mail slot outside the front door of Council's municipal office.

For customers who pay cash please contact your local bank branch to find out what services and assistance they can provide to facilitate payments.

If you are experiencing financial difficulties and wish to set up payment arrangements or apply for relief, please contact Customer Service on 5775 8555.

#### • Library

The Mansfield Library is closed until further notice. In an effort to support the community, loan periods will be extended from 4 to 8 weeks, fines for overdue items will be suspended and library staff will remain available via phone or email to respond to library related enquiries during standard library hours.

#### • Youth programs

The Youth Centre and all youth programs including L2P, the school holiday program and the Scooter Jam are cancelled.

#### • Home and Community Care

Home and Community Care package elements of Planned Activity Groups, Spring Club, Thursday Social Group, Men's Group, EasyMovers, AquaMovers and the Community Bus are cancelled.

All clients participating in these programs have been notified and we will continue to communicate with these clients during this period to understand their needs and provide appropriate support.

#### • Volunteers

Council has an incredible team of volunteers, however the majority of the volunteers are within the most at-risk age category for COVID19. Council will not be using volunteers to deliver services during this period and Council staff will be redeployed to undertake essential activities such as meals-on-wheels deliveries.

### WHAT HAS NOT CHANGED?

As of 9am, 23 March 2020, most other Council services remain operational with some changes to reduce person-to-person contact as well as triaging essential and non-essential components.

• Elements of the Home and Community Care packages such as personal care, respite, home maintenance, meals-on-wheels and transport that are essential to support clients to live independently in their home, will continue. The Regional Assessment Service (RAS) will be modified to reduce person to person contact.

• Integrated family services, financial counselling and maternal child health will continue with

modifications to support increased home visits and/or other methods which have reduced person to person contact.

- Whilst schools remain open, our schools crossing supervisors will assist students.
- Your bins will be collected as normal and the Resource Recovery Centre will be open, with some changes to eliminate cash handling.
- Permit applications will be assessed.
- Public toilets will continue to be cleaned, roads, community infrastructure and parks and gardens will be maintained and capital works will continue.
- The Mansfield Swimming Pool is a seasonal pool and the season will not change, closing on Sunday, 22 March.

### BUSINESS SUPPORT

Businesses across the state can now access information on dealing with COVID-19 by calling the Business Victoria hotline on 13 22 15.

The hotline will provide the latest information on the response to COVID-19 and how this affects businesses, including how to access financial support available through the national stimulus package.

Other useful information sources includes:

#### Workplace impacts

- [www.victorianchamber.com.au/business-support/crisis-information/covid-19-coronavirus-resources](http://www.victorianchamber.com.au/business-support/crisis-information/covid-19-coronavirus-resources)

#### Financial impacts

- [www.ausbanking.org.au/wp-content/uploads/2020/02/ABA-Financial-Difficulty-Fact-Sheet-A4.pdf](http://www.ausbanking.org.au/wp-content/uploads/2020/02/ABA-Financial-Difficulty-Fact-Sheet-A4.pdf)
- [www.sbms.org.au/](http://www.sbms.org.au/)

- [www.business.vic.gov.au/disputes-disasters-and-succession-planning/cope-with-stress-and-anxiety](http://www.business.vic.gov.au/disputes-disasters-and-succession-planning/cope-with-stress-and-anxiety)

- [www.headsup.org.au/healthy-workplaces-for-small-businesses](http://www.headsup.org.au/healthy-workplaces-for-small-businesses)

#### Tourism businesses

- [www.australia.com/en/travel-alerts/coronavirus.html](http://www.australia.com/en/travel-alerts/coronavirus.html)
- [www.health.gov.au/resources/publications/coronavirus-covid-19-information-for-hotels-and-hotel-staff](http://www.health.gov.au/resources/publications/coronavirus-covid-19-information-for-hotels-and-hotel-staff)
- [www.health.gov.au/resources/publications/coronavirus-covid-19-information-for-hotel-guests](http://www.health.gov.au/resources/publications/coronavirus-covid-19-information-for-hotel-guests)

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[www.mansfield.vic.gov.au](http://www.mansfield.vic.gov.au)

Sign up for Email Notices   
[www.mansfield.vic.gov.au/forms/notices-email](http://www.mansfield.vic.gov.au/forms/notices-email)

YOUR  
COUNCILLORS:

Cr Marg Attley OAM (Mayor) - Tolmie Ward  
Cr Peter Olver (Deputy Mayor) - Mansfield Ward  
Cr Paul Sladdin - Bonnie Doon Ward

Cr Paul Volkering - Mansfield Ward  
Cr Harry Westendorp - Jamieson Ward  
Enquiries for Councillors can be emailed to: [council@mansfield.vic.gov.au](mailto:council@mansfield.vic.gov.au)