

Council has made changes to respond to Stage 3 Restrictions in Regional Victoria.

Pyrenees Shire Council is contactable via 1300 797 363. Resource Centre or Library queries to 5349 1183. Our email address for all services is pyrenees@pyrenees.vic.gov.au.

Customer Service

Customer Service interactions with the public will be by phone and email. A secure drop box is in our foyer at Lawrence Street, Beaufort for the lodgment of documents and cheque payments during business hours. Payments of rates, animal registrations and debtor statements can be made via telephone, BPAY or Australia Post. Please utilise BPAY where possible. Our website is available at www.pyrenees.vic.gov.au for information and interaction with the public.

Planning and Building

Planning and Building services will remain available via phone and via web conferencing facilities. Lodgment of applications via our website or by mail will remain. Applications will be processed as normal.

Works and Road Maintenance

Works and road maintenance will continue with staff practicing social distancing and following health guidelines. This includes parks and gardens maintenance.

Rubbish Collection

Rubbish collection will continue as per normal and mitigations will be put in place should our contractor no longer be able to provide this service.

Transfer Stations

Transfer stations will remain open as normal.

Environmental Health

Essential environmental health services will be maintained with adherence to social distancing practice and following health guidelines. Environmental Health Officers will provide ongoing communication to proprietors regarding COVID-19.

Community Safety and Amenity

Community Safety and Amenity Officers will continue essential work in accordance to OH&S regulations and with adherence to social distancing practice and following health guidelines.

Project Delivery

Council plans to continue with delivery of projects where safely possible and while contractors remain available.

Community Engagement

Council encourages community engagement on projects and activities via digital communication, phone and written resources.

Maternal and Child Health

Mothers of new babies will be contacted by phone to arrange an appropriate appointment. Maternal and Child Health Services key ages and stages will continue via telehealth means. The Maternal and Child Health information line is available on 13 22 29 and Nurse On Call is available on 1300 60 60 24, both are 24 hour services.

Immunisations

Public immunisation sessions are cancelled, immunisations will be carried out on an appointment based system.

Supported Playgroup

Council's Supported Playgroup in Beaufort and Avoca are suspended indefinitely.

Libraries

Libraries are closed, however contactless loans will be available. Please contact the library on 53491183 to reserve your items. A designated pick up point and time will be arranged.

Caravan Park

Council managed Caravan Parks (including the Beaufort Caravan Park) are closed to public bookings. The Parks will remain available for workers and permanent residents.



Pyrenees Community Care

Funded Services provided by Pyrenees Shire Council that importantly support people to remain living independently in their own homes by trained and qualified professionals are:

- **Personal Care** services will continue to be provided. Staff will follow best practice guidelines in protecting themselves and their clients from transmission of any disease, including the wearing of masks and other PPE as required.
- **Meals on Wheels and Meal Voucher Program** will continue as an essential service.
- **Social Support Activity Groups** have been cancelled until further notice. In home Activity packs are available for those registered for Social Support Groups.
- **Social Support Individual** as an alternative to groups is now being provided to support those that are socially isolated.
- **Domestic care** will continue to be delivered but dependent on need and staff availability.
- **Home modifications.** Requires Occupational assessment.
- **Goods, equipment, and assistive technology.** Requires Occupational assessment.
- **Flexible Respite**, most important for carers so that they can have a break. Recharge themselves so that they can continue the very important role as a carer.
- **Transport** for medical appointments and shopping but dependent on car and staff availability.

Assessments and reviews for aged care services will be done by phone.

Eligibility: In order to access any funded services, you are required to register with My Aged Care on 1800 200 422 if you are over the age of 65 years.

For those under the age of 65 please call Pyrenees Shire Council and ask for Marina.

Beaufort RV Park

The free campsite for recreation vehicles is closed.

Public Toilets

Public toilets will remain open as per normal. The cleaning regime has increased in our high use public toilets.

Playgrounds, Skateparks, Exercise Equipment and Barbecues

Playgrounds, skateparks, exercise equipment and communal public facilities such as barbecues are closed to the public.

This information is correct at time of printing. For up-to-date information please refer to our website www.pyrenees.vic.gov.au