

Newsletter

A Message from the Mayor



It is a very different world since our last newsletter!

The Coronavirus (COVID-19) pandemic is a global crisis, and our Council has a key role to play in limiting the spread and impact of it!

To everyone providing a service to our community during the COVID-19 pandemic, I would like to say thank you.

While it is difficult to grasp this “new normal”, it is important that we support each other and look out for the most vulnerable in the community.

Council has monitored the situation very closely, with our primary focus being to protect the health of our community members, visitors and staff and to help minimise the spread of COVID-19. Evidence from around the world has shown that pre-emptive measures are extremely effective in containing the spread of the disease, and we have seen this in the State’s response to the crisis.

Our Management Team are keeping up to date on the latest advice from the State and Federal Governments and the Australian Government’s Department of Health and continually reviewing how this is impacting on all of our operations.

We are encouraging our residents to also play their part – observe stricter personal hygiene and social distancing, stay away from public places if you’re unwell, be respectful to our staff and others working under stressful conditions and look out for the vulnerable members of your community.

The COVID-19 pandemic has been unprecedented and has required a huge amount of work and consideration across every facet of the business to deal with the ramifications and impact of the virus. Council’s focus from the outset has been to:

- Protect the health and well-being of staff and the community
- Reduce the spread of COVID-19
- Continue to provide essential services to the community
- Provide support to those impacted by the pandemic

As we continue to adjust to these uncertain times, we encourage residents and the community to:

- Follow all State and Federal Government advice
- Implement social distancing measures, but not social isolation
- Look out for each other, check on your neighbours and provide assistance where necessary

For those who are feeling overwhelmed, or needing some additional support in relation to the COVID-19 pandemic, you can call the SA Health’s COVID-19 Mental Health Support Line on 1800 632 753. Support available includes support over the phone and video, and a call-back service. Other support services include Lifeline, Beyond Blue and Relationships Australia.

Given the rapidly changing situation, Council will continue to update the community on any changes to services via our website, Facebook page, noticeboards, through local media and over the phone in response to caller inquiries.

Refer over the page to find out what we are doing in relation to our services and the steps we are taking to support the community in these unprecedented and challenging times.

It is extremely important that we be grateful and appreciative to those around us, and to those who assist us. I encourage you to use social media to share uplifting stories, humour and valuable information. It is not time to be a critic, it’s time to be the positive influence.

I’m sure we will be a stronger, more appreciative community once the COVID-19 pandemic is over. We will value those providing services to the community even more – whether that is those working in our supermarkets, takeaway food businesses or health, medical and emergency services.

This is a time to share “acts of kindness” and be grateful for what we have around us.

Best wishes and stay healthy.

Mayor Dave Burgess

Council response to COVID-19

Our focus from the outset has been the health and well-being of our staff and community and as a result, in line with State and Federal Government advice, we had to make the decision to close a number of our facilities. This was done to limit the spread of the virus and to protect the community.

We are still offering most of our services, we have just had to modify and be innovative how we deliver these in the current operating environment. For example, social distancing is being maintained in the workplace; we have moved to EFTPOS payments only, but will always support those customers where cash is their only means; payments over the phone and via our website have increased making it possible for everyday transactions to take place without coming into the council offices; transfer stations are still operating so every day waste management needs can be achieved; and whilst some of our public toilets have been temporarily closed this allows us to keep the remaining amenities open for your convenience, whilst providing a high standard of cleanliness.

Community Support

Do you, or someone you know need some practical support during the COVID-19 crisis; such as community connection, mental health, food, accommodation or financial support?

If the answer is yes, then Council is here to assist by connecting you to the right services within our region. Please follow Council's Facebook page for regular updates, call us on 8569 0100 or email us at postbox@mid-murray.sa.gov.au to be added to our support network.

Extraordinary Hardship Relief Plan and Council Rates

Council is seeing the financial impact COVID-19 is having and has implemented a number of financial relief measures for our affected ratepayers. These measures include; supporting local businesses by reducing payment terms for suppliers to fast-track payment to businesses; commercial leasing relief consideration in negotiation with its tenants; giving consideration on application by community groups whose income has been reduced for assistance with ongoing expenses (utilities costs, repairs, etc.).

If you are struggling to pay the June and September 2020 rate instalments due to COVID-19, please reach out to council before 5 June 2020. We do not want you going through hardship alone and are here to support you. You may fit the criteria for a variety of payment arrangement options that are now available. Late payment fees will also be waived for June and September 2020 payments, as long as the repayment plan is honoured.

Rate relief forms are available on our website under the Council/Rates tab. Council must receive these completed forms no later than 5 June 2020 to be considered. If you are unable to access the internet, please phone our office and we will post you out a hardcopy.

Moving forward council will always have the best interest of its staff, volunteers and the community in mind with respect to all decisions made regarding COVID-19. Keep up to date with all the latest information via our website or Facebook site.

Additionally, do not forget to read our Mid Murray on the Move! E-Newsletter on our website. This will provide you with further information on Economic, Tourism and Development news and support available for businesses.

South Australian Government Website – Information and Support

www.covid-19.sa.gov.au or SA COVID-19 Information Line – Ph 1800 253 787



Stop the Spread in SA



Travel restrictions



Business restrictions



Common questions



Support for individuals



Support for business



Dedicated COVID-19 Clinics



Declarations and Directions

For the health and safety of staff please do not come into our offices unless it is essential. Call us first to see if we can help you over the phone.

Did you know you can pay your rates & dog registrations over the phone or via our council and DACO websites!

