

Customer Service Counter Changes for Council

South Gippsland Shire Council is changing its customer service counter opening times to accommodate a new customer service counter in Korumburra.

Located at the Korumburra Community Hub, the new counter will be open on Tuesdays and Thursdays between 10.00am and 3.00pm, officially commencing Tuesday 17 September. The current customer service counter, located at the main Council office in Smith Street, Leongatha will open on Mondays and Wednesdays between 10.00am and 3.00pm.

A soft opening of the Korumburra counter is currently underway until the official commencement date. Opening hours at Leongatha will remain unchanged until 16 September.

There will be no change to phone-based services which will continue to be available Monday to Friday between 8.30am and 5.00pm. Council's website is also available 24/7.

The new counter in Korumburra will provide a second location for South Gippsland residents to access Council information, log service requests, submit registrations and make payments. The counter will be staffed by Council's existing customer service team who will work between the two locations.

For more information on the new customer service counter opening times, please visit:

www.southgippsland.vic.gov.au

Quote attributable to Tony Peterson, Acting CEO South Gippsland Shire Council

"The customer service counter at the Korumburra Community Hub will provide a new way for Council and community to connect. Currently, Council welcomes around 35 walk-in customers to the Leongatha customer service counter per day, with most people now opting to make contact via phone or website. It is hoped that the second location will make Council services more accessible to more people."

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