

Customer Service Counter

Frequently Asked Questions



South Gippsland
Shire Council

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

What changes are occurring to Council's customer service counters?

From 30 September Council's customer service counter days will change to the following:

Leongatha: Mondays and Wednesdays 10.00am to 3.00pm

Korumburra: Tuesdays and Thursdays 10.00am to 3.00pm

Closed: Both counters will be closed on Fridays.

A soft opening of the Korumburra counter is currently underway. Please call in and say 'hello'. During this time, the Leongatha counter will operate Monday to Thursday from 10.00am to 3.00pm.

Why is Council changing its customer service counter?

The change is occurring to provide residents with access to Council services in more locations.

The decisions to provide a Korumburra-based service was made during planning for the Korumburra Community Hub.

Where will the Korumburra customer service counter be located?

The Korumburra customer service counter is located at the Korumburra Community Hub which is located at 15 Little Commercial Street in Korumburra.

What services are provided at the Korumburra customer service counter?

The new counter will provide residents with a second location to access to 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.

Who will be staffing the new customer service counter in Korumburra?

The counter will be staffed by Council's existing customer service team who will work between the two locations. Accordingly, there is no additional cost to run the new location.

Why are the customer service counters closed on Fridays?

Over the last seven years, walk-in visitors to Council have decreased 70 per cent. Currently only around 35 people visit the current customer service counter per day. In contrast, usage of online services has increased. This includes website, email and Snap Send Solve. The reduction of face-to-face hours reflects how people use Council services.

Can I still meet with Council staff in person?

Meetings with Council staff are still possible and can be conducted via phone, online via teams or in-person. Council has recently commenced taking online bookings for some of our most regularly visited teams, such as Planning and Building. To find out more, please visit: www.southgippsland.vic.gov.au/customerservice