

## NOTES FROM THE MAYOR

### HERE'S WHAT TO DO WHEN YOU HAVE A SERVICE REQUEST FOR COUNCIL

I have written about this before in Island News. I have recently been advised that many people do not know how Service Requests work, so I am including this information again.

### WHAT IS A SERVICE REQUEST?

When you want something done and it is a Council responsibility, such as a pothole in your road, then you make a Service Request to Council. It is very important you put in the Service Request yourself because Council will need your name, address, phone number and / or email address. This is so someone can get back to you to let you know if the request has been responded to. You can of course ask a Councillor to help you if you are not sure how to put a Service Request in.

### THERE ARE VARIOUS WAYS TO ADVISE COUNCIL OF YOUR SERVICE REQUEST:

1. Go to Council's web site; look for 'Service Request'; complete the form; click 'submit form'.
2. You can ring Council and let the receptionist know that you have a Service Request: Telephone 6359 5001.
3. You may write a letter or an email giving details of your Service Request. Emails should be addressed to [office@flinders.tas.gov.au](mailto:office@flinders.tas.gov.au) and letters should be sent to Flinders Council, 4 Davies Street, Whitemark, 7255. Remember to provide your name, address, phone number and description of the problem.
4. Of course, when Council reception reopens, you may call in and let the receptionist know of your Service Request.

### IF YOU HAVE A REQUEST FOR INFORMATION OR A COMPLAINT

You choose one of the methods above but say that you have a complaint or a request for information. An example of a complaint could be that you put in a Service Request a few weeks ago and you have not had this acknowledged.

### COUNCIL STAFF ARE VERY HELPFUL

Please do not be afraid to ring with a genuine complaint if you have one. **Council is a customer-focussed organisation.** How will Council know if you are unhappy with the service?

You may also ask one of the Councillors for help – but please only do this if you have tried yourself and had no success. You will find staff very helpful – I know this because I see the way they do their work.

### THE RUMOUR MILL SOMETIMES SAYS

That there is little point in complaining – the job will not be done. Sometimes the rumour mill says that some people have given up a long time ago – the job never gets done.

**This is definitely not the case!** Each time a person puts in a service request or a complaint the request / complaint goes into a computer report. That report is checked weekly to ensure that all reasonable requests are completed – so long as they are Council responsibilities. Customer service is very important to Council. Once a month, Councillors receive a copy of the customer service report and will ask questions if something looks awry.

### I WANT TO THANK SOME SPECIAL PEOPLE

On behalf of the Community, I want to thank the following:

- Island police officers
- BioSecurity Officers
- Emergency services volunteers such as SES and Ambulance
- Airport personnel
- Health and admin staff at Ochre and MPC
- Council staff
- Staff at FIAAI.

All of the above have been doing an excellent job keeping us all safe during this current health crisis.

They have:

- Kept pilots informed about who is allowed to land on the Island;
- Met incoming planes and ensured they are able to disembark on the Island;
- Checked on people in self isolation to ensure people are doing the right thing;
- Arranged for tele appointments;

- Delivered the flu vaccination to the homes of those at risk;
- Kept in touch with those in need;
- And lots more.

How good is that?

They have provided, and continue to provide, excellent service to our community. As a result, we have had no identified cases so far of the virus on the Islands.

### **I HAVE A STRONG BELIEF IN THANKING PEOPLE WHO HAVE GIVEN GOOD SERVICE**

If people are thanked, then they know their work is appreciated and they continue doing good work. I urge you to thank others when they do something good for you. It truly helps. I thank all of our community for doing such a good job and keeping our community healthy and well.

### **COUNCIL SPECIAL COMMITTEES HAVE NOT BEEN MEETING IN PAST MONTHS BECAUSE OF SOCIAL DISTANCING ETC**

As things re the coronavirus begin to change, these committees will begin to meet again. The committees are important because they are one way of Council being able to engage with the Community. I am sure committees will begin to meet again in the not-too-distant future.

### **COUNCIL SPECIAL MEETING**

On Tuesday 19 May, a Special Council Meeting was held. The two things on the agenda were important to current council / community work.

1. You will remember that Council has been offered a Federal Government grant for \$3 million dollars to build a modified safe harbour project. Getting grants such as this can take a long time. We finally received a letter on this at the beginning of this year. But we still must apply for the funding – it does not come automatically. In order to apply, Council must show evidence of:
  - a. Community support for the project;
  - b. Potential economic benefit of the project;
  - c. Potential social and community benefit of the project; and
  - d. Market research regarding the project.

At the Council Meeting, Council agreed to conduct a community survey to determine the level of community support for the construction of a council-owned breakwater at Lady Barron (and additional associated structures if money allows). The survey will gain the evidence of community support required for the grant application for the \$3 million funding for the project. The survey will be posted in the coming weeks to all those on the current Flinders Council General Manager's roll and the Flinders Municipality sub-division of the state electoral roll.

2. Council facilities that were currently closed as a COVID-19 preventative measure are now in the process of being cleaned and reopened.

The Council Front Office is now open with restrictions of one visitor in the foyer area at any one time.

Council facilities are open for up to 10 people and users must adhere to social distancing practises.

These include:

- Lady Barron Public Toilets
- Whitemark Foreshore Toilets
- Whitemark Exercite Area
- Whitemark Playground
- Emita Hall Playground
- Lady Barron Hall
- FAEC Whitemark
- Giving Shed

Gyms to remain closed at this stage.

Indoor Sport & Recreation activities are scheduled to begin for up to 20 people on the 15<sup>th</sup> June.

### **ADVICE ABOUT TRAVEL RESTRICTIONS**

Islanders are beginning to ask when travel restrictions will be eased between Flinders and mainland Tasmania. This a State Government decision – it is not a Council decision.

I have had quite a few calls in the last week or so asking about this. However, the people to ask are our BioSecurity Officers: Sam Grace and John O'Dell. You can reach them on: 0477 442 993 for Sam or 0419 437 370

for John. You will find them helpful and in touch with up-to-date information on travel to and from the Islands.

**THANK YOU EVERYONE. STAY SAFE AND REMEMBER TO REMAIN VIGILANT AS RESTRICTIONS BEGIN TO EASE**

- Maintain 1.5 metres from people other than those you live with;
- Stay home unless for exercise and other essential things; and
- Keep up with the handwashing.

**ANNIE REVIE, MAYOR**

Tel: 0477 557 338

[annie.revie@flinders.tas.gov.au](mailto:annie.revie@flinders.tas.gov.au)

**ORDINARY COUNCIL MEETING**

Notice is hereby given that the next Ordinary Meeting of Flinders Council will be held at the Flinders Arts and Entertainment Centre, Whitemark, Flinders Island on:

**Tuesday 26 May 2020 at 9.30am.**

Public Question Time will be held between 9.30 – 10.00am.

The Agenda will be available for perusal from Thursday 21 May 2020 on the Council Website [www.flinders.tas.gov.au](http://www.flinders.tas.gov.au).

Warren Groves | **GENERAL MANAGER**

**NATIONAL VOLUNTEER WEEK**

It's National Volunteer Week and we'd like to acknowledge the generous contribution of our island volunteers. At this uncertain time we feel that it is more important than ever to recognise and say a BIG THANK YOU for the wonderful work our volunteers do for the Furneaux Islands Community.

**\*\*CHANGES TO COMMUNITY GRANT PROGRAM\*\***

Due to the impacts of COVID-19, Council will be giving preference to Community Grant Program applications from local businesses and not-for-profit organisations applying for funding to assist with COVID-19 recovery projects, such as conversion to a digital environment or recycling / reuse of resources.

Applications received will be considered by Council as part of the budget process for the next financial year. Written applications, using the forms available from the Council Office or the Council website

<http://www.flinders.tas.gov.au/community-grants-and-awards> , **have been extended to C.O.B. Monday 25 May 2020** and should be addressed to: General Manager Flinders Council PO Box 40 Whitemark TAS 7255 or send to [vicki.warden@flinders.tas.gov.au](mailto:vicki.warden@flinders.tas.gov.au)

**STAY INFORMED**

Visit the Tasmanian Department of Health coronavirus website at <http://www.health.tas.gov.au/coronavirus> or the Australian Government Department of Health website at <https://www.health.gov.au>

For general information about coronavirus call the National Coronavirus Information Line on **1800 020 080 (24 hours, 7 days)**

<b>Whitemark</b>	<b>Tip</b>	<b>Hours</b>
Sunday	1.30pm to	4.30pm
Monday	1.30pm to	4.30pm
Tuesday	7.00am to	10.00am
Wednesday	8.30am to	11.30am
Thursday	7.00am to	10.00am
Friday	1.30pm to	4.30pm

**Giving Shed – Open**