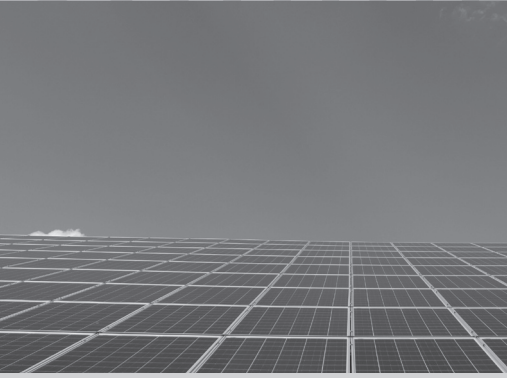


COMMUNITY UPDATE



Be Aware of Sales Practises

There have been reports of dodgy solar sales practices taking place in the Buloke area.

Some of the issues arising include:

- Inappropriate or unaffordable finance being offered to purchase solar systems. These deals lock the customer in to high interest repayments or other unreasonable payment schemes.
- Misleading and high-pressure sales tactics that typically happen door to door; this can be a demand to make a down payment on that day or 'sign up now' to avoid missing out on rebates which are not in fact disappearing.
- Pretending to be a Council backed or community organisation program such as a solar bulk buy.

To protect yourself, never accept door to door sales or unsolicited phone calls from solar companies.

If you have a genuine interest in solar, and why wouldn't you, get three quotes. You can find a list of approved retailers at www.solar.vic.gov.au/find-authorized-retailer or you can talk to Solar Victoria for advice by calling 1300 376 393.

Remember, if you have any issue with a solar sales company that you think is illegal or unfair please get in touch with the Consumer Action Law Centre on 03 9670 5088.



Help Us to Help You

Council is committed to our customers and to providing efficient and responsive services, whilst always striving for improvement. Council takes an all of organisation approach to Customer Service and values your feedback.

But Council often needs your help. We need you to help us to help you. Council formed a Customer Service Charter, which we work under, to deliver both an excellent service level for our customers and to ensure a safe environment for our staff.

Excellent Customer Service outcomes are built on two way relationships. Council staff are members of your community, we work and live with you.

As Council staff endeavour to satisfy each customer inquiry, we also ask customers treat Council staff with respect, honesty and courtesy.

Abuse of Council staff, in any form, will not be tolerated. Action may be taken against those who engage in such behavior.

Council has the obligation to provide a safe working environment for its staff and for other customers.

So, help us to help you. Provide accurate and (where possible) complete information. Be sure to respect the rights of other customers and remember to inform Council of any change of your details.



Pool Season Extended

Council's Swimming Pool season will be extended and will now conclude on Sunday 15 March 2020.

Council has banked days throughout the season when the pools didn't open due to low temperatures in line with our Cold Weather Policy.

So now there will be six extra days to enjoy some free fun at your local pool if the warmer weather continues.



Employment Opportunities

Buloke Shire Council is an equal opportunity employer. Our roles are non-gender specific and Council encourages all suitably qualified applicants to apply.

School Crossing Supervisor – Casual Position

Council is seeking a friendly, reliable and responsible individual to assist children to travel safely to and from school. **Applications close Friday 28 February 2020.**

Independence Support Carers – Casual Positions

Council is seeking Independence Support Carers who have excellent interpersonal and communication skills to assist our clients to remain living independently within the community. **Applications close Friday 20 March 2020.**

Maternal Child Health Nurse

Council is seeking a highly motivated and enthusiastic Nurse to provide high quality services to young families in the Buloke Shire. **Applications are now open.**

You can download a position description for these roles at www.buloke.vic.gov.au or call Human Resources on 1300 520 520.

HOW TO APPLY: Send an email with a copy of your resume to recruitment@buloke.vic.gov.au or forward to: **Human Resources, Buloke Shire Council, P.O. Box 1 Wycheproof, Vic 3527. Buloke. Shaping our future together.**



Notice of an Application for a Planning Permit

The land affected by the application is located at **11 Peel Street, Charlton.**

The application is for a permit for the **removal of 2.1 metres of hedge in a Heritage Overlay.**

The applicant for the permit is **John Spain.**

The application reference number is **PPA 840/20.**

You may look at the application and any documents that support the application at the office of the Responsible Authority, **Buloke Shire Office, Wycheproof.**

This can be done during office hours and is free of charge. Any person who may be affected by the granting of the permit may object or make other submissions to the Responsible Authority.

An objection must be sent to the Responsible Authority in writing, include the objectors name and contact details, include reasons for the objection, and state how the objector would be affected. An objection form is available on the Planning and Building page of the Buloke Shire Council website.

The Responsible Authority will not decide on the application before 11 March 2020.

If you object the Responsible Authority will tell you its decision.