

# Administrators' Message



As 2020 comes to an end, we are approaching the fire season. From 14 December, the fire danger period begins. During this time, fires cannot be lit in the open air without a written permit from either the CFA or a Municipal Fire Prevention Officer.

During this fire danger period, we implore you all to stay safe and keep up to date on all emergency messages through the Vic Emergency app, website or your preferred source.

With our recent rain, our gardens are really taking off. There are some beautiful gardens about at the moment, so we encourage you to go out for a walk so you can stop and smell the roses as they say.

This week, we saw Wilsons Promontory on the ABC. Unlike recent times, this wasn't about the beaches and everything you can do down there. It was about the efforts a truly inspiring group of people have been making to ensure the Prom is around for years to come in the best state possible. It is a relatively short segment, but it highlights what working together can mean for our environment and the affects some plants can have on our ecosystem. If you haven't seen this already, please do jump online and look for *Preserving the Prom* on the ABC website. The scenery is lovely and it is great to see what goes on behind the scenes to keep the Prom pristine.

At South Gippsland Shire Council, we regularly monitor data to see how we have been tracking in meeting the needs of our community. Among the most important is data on the contact our customers make with Council.

Up to October, our Customer Service team have answered over 37,000 calls and over 10,000 written requests this year. Over the same period, Council's Facebook page has reached over 1.14 million people and the website has seen over 150,000 visitors. It has been gratifying to see that our Community Information team have delivered a really high level of service throughout the COVID crisis, continuing to support our community with advice, information and action as required.

A reminder that our Customer Service team is here to help you with any enquiries you may have, so please feel free to get in touch with us via phone, email or our website – whatever suits you best.

We wish you all a safe week as you travel to and from Christmas functions.

**Julie Eisenbise, Christian Zahra AM and Rick Brown – Administrators**