



South Gippsland Shire Council Customer Service Changes

From Monday 1 September, South Gippsland Shire Council will return to a single customer service counter in Leongatha, following a review of service usage and community feedback.

Over the past 12 months, Council has operated customer service counters in Leongatha and at the Korumburra Community Hub. While the Korumburra Community Hub provided an additional option for making payments and lodging service requests, in-person meetings with staff were not possible, as staff were not based onsite.

After reviewing community feedback and attendance patterns, Council has determined that consolidating services at a single location — with extended opening hours — will deliver a more consistent, efficient, and straightforward experience for residents.

From 1 September, the Leongatha customer service counter will be open:

Monday to Thursday, 9.00am to 4.00pm

There will be no change to Council's phone-based services, which remain available Monday to Friday, 8.30am to 5.00pm. Council's website also continues to offer 24/7 access to a wide range of services and information.

Quote attributable to Allison Jones, CEO South Gippsland Shire Council:

"The second customer service counter was a genuine effort to improve resident access to services. However, after carefully reviewing community feedback and usage patterns, it's clear that a single, centralised service point provides a more efficient and simpler experience for our community."