



Shire of Northam
Heritage, Commerce and Lifestyle



COVID-19 Community Support

An overview of what we're doing to help during this time of crisis

Overview

The Coronavirus COVID-19 pandemic is representing a significant challenge for the worldwide community. The Shire of Northam in responding to this pandemic has implemented a range of initiatives to respond to the environment we all find ourselves in.

The Shire of Northam is focused on ensuring that as a community we work together in two main areas; community and economy.

Community

Council has moved to put a range of important initiatives in place, in partnership with other human services providers in Northam in addition to those detailed below

COVID-19 Community Support Hotline

If you are confused by COVID-19 and where to turn to for help, the Shire has established a local community support telephone hotline. The telephone operator will be there to help connect you to your required service.

The telephone hotline will be available during the hours of 8.00am – 5.00pm (Monday-Friday), and can be reached on **6608 0613**.

Please note that this number is not to be used for general Shire business; the Shire of Northam Administration Centre can be reached on 9622 6100.

Assistance for the vulnerable

The Shire of Northam is aware that a number of our residents may fall into the vulnerable category, with very little regular support around them. We are putting measures in place to cover everyone the best we can, and have introduced the following initiatives to assist those in need:

Neighbourhood Assistance

Through our neighbourhood assistance program we are connecting the elderly and vulnerable who are in need of help with those who are able to provide it. Forms are available from the COVID-19 portal on our website, or you can call **6608 0613** to register. We'd like to hear from both those in need of help, and those who can provide it.

Whilst we are working hard to ensure we reach all vulnerable members of our community, you can help by reaching out to your own neighbours by printing our neighbourhood assistance cards and dropping them off to your neighbours (being careful to observe social distancing and practising good hygiene). These cards are also available on our online portal <https://www.northam.wa.gov.au/coronavirus-covid-19.aspx>

Community Outreach Service

We are currently identifying all vulnerable community members for a newly implemented community outreach service. We will be calling these community members to check in on them regularly to ensure that they are not struggling alone.



Economy

We realise that everyone in our community is affected by this crisis in some way, and that many are feeling the pressure financially. As such, Council have passed a range of initiatives to assist the community. These include:

- Committing to a nil rate increase in 2020/21
- There will be no increase in fees or charges in 2020/21
- There will be no interest charged on overdue rates (it was 11%p.a) from 1 April 2020 until February 1, 2021 (Council will review its position in January 2021)
- There will be no payment of administration fees or interest charged for ratepayers who choose to pay their 2020/21 rates by instalment
- A 5% discount will be offered to ratepayers who pay their 2020/21 rates in full by the due date

Council has also taken a number of steps to adjust our internal processes and policies to provide even stronger support to our local businesses. This includes making it easier for local business to submit quotes and tenders for Council projects, including removing the requirement for formal written quotes in some circumstances, allowing for quotes only to be obtained from local providers in some circumstances, positioning Council to offer more local price preference.

How you can communicate with us

Online

www.northam.wa.gov.au/coronavirus-covid-19.aspx

This online portal is updated regularly with all of the latest information that you may need. It contains a wealth of local information on how you can get support if needed, and general information on COVID-19 related matters.

Social

www.facebook.com/shireofnortham

Connect with us on Facebook for our latest important updates and initiatives.

By Phone

COVID-19 Community Support Hotline- 6608 0613

This hotline will be available between the hours of 8am and 5pm (Monday-Friday), and can be used if you are looking for support services in Northam.

General Shire Business- 9622 6100

This number will connect you to our Administration Centre, who will be able to assist you with your general Shire business enquiries.

By Email

records@northam.wa.gov.au

This email is manned during business hours only.