



# EMERGENCY AFTER HOURS

## Does your club know who to contact after hours if there is an emergency at the facility?

Clubs often experience emergencies that require the assistance of Council. This assistance is often required “out of hours’ eg. on weekends or evenings.

The after hours number is for emergencies **only** do not contact the after hours number for:

**General enquiries**

**OR**

**General maintenance requests**

Customer Services can be contacted during business hours Monday—Friday 8am—5.30pm, and until 7.15pm on Tuesday for these matters.

### PAVILION BREAK INS

Please report the break in to the after hours number on (option 4)

Also report the break in to the local police station and obtain a police report.

Council should be sent a copy of the report when the club receives it

To seek Council’s assistance after hours with an emergency you can call:

**9524 3333**

*In the event of a genuine emergency please listen carefully to the following message and you will be transferred to the appropriate After Hours Officer”*

.....

You will then be presented with a number of options – you can press the number at any time. Please allow a few moments to be transferred and connected to the relevant department. Below is a summary of the options for each number:

Choose an option applicable to the emergency

**1. Animal Management / Local Laws**

- Local Law issues
- Dog issues
- Unauthorised use of sports grounds

**2. Parks and Gardens**

- Fallen trees
- Problems with the irrigation system
- Vandalism in the parks

**3. Glen Works**

- General Flooding
- Footpath or kerb and channel emergencies
- Roadway emergencies

**4. Building and Properties**

- Damage to a Council owned building
- Plumbing and electrical emergencies
- Unable to access pavilion/function room for which you have a booking

**5. Parking Infringements**

- Illegally parked cars which will cause danger to vehicles and/or pedestrians