



**From the Chief Executive Officer 25 March 2020**

**Dear Resident, Ratepayer, Team Member**

By now all of you would be aware of the announcement of a global pandemic by the World Health Organisation (WHO) relating to COVID-19. While the number of cases of COVID-19 is currently relatively small in Australia, it is possible that this situation could change at any time, and it is vital that you are prepared and have a plan in place for a change in situation. Symptoms range from a mild cough to pneumonia. Some people recover easily, others may get very sick very quickly. There is evidence that it spreads from person to person. Good hygiene can prevent infection.

Government agencies, including local councils, have been required to consider the impacts of the situation on services, balancing the need to provide and deliver critical and expected services against the need to protect the community at large and support adequate infection control. The City of Burnside is not immune. In our community we have over 46,000 residents from a wide range of diverse cultures as well as many businesses and key stakeholders who we interact with on a day to day basis, all choosing to call City of Burnside home or a place to do business in. We have a responsibility to you all.

Given the unfolding and fluid situation relating to COVID-19 in Australia and across the globe, we want to be proactive, responsible and clear about how we can stay healthy and mitigate the spread of the virus, allowing for business continuity where possible.

**I would like to reinforce that for most of those in our community and our workforce, business at present continues as usual, with the goal of minimal disruption to the running of Council.** However, in light of ongoing concerns and rapidly changing situations we will be implementing proactive approaches and some changes to the way we operate to ensure that the staff and our community remain as healthy and protected as possible; this is our responsibility and obligation.

**This guide serves to advise you of the changes being made as of Wednesday 18 March 2020 to a broad range of services including events cancellation and management, civic centre operations, library services and volunteer management.** I have also made a commitment to continuing to use our casual workforce as much as possible over this time to ensure no financial disadvantage to any of our employees. **In making these decision Council is putting you, as a resident, ratepayer, or employee first and at the forefront of decision making.**

We will continue to provide a 'hub' of resources and links to information which include the latest updates from the World Health Organisation (WHO), SA Health and the Federal Government, as well as any further updates on the actions we are taking in terms of our services and events.

Finally, Council reiterates that if you are feeling isolated and lonely please contact our chat line on 08 8366 4176 or alternatively please contact LifeLine on 131114 and BeyondBlue on 1300 224 636.

Please note if you have any COVID-19 questions please call your local doctor / medial practitioner or the National Coronavirus Information Hotline on 1800 020 080.

Kind regards

A handwritten signature in black ink, appearing to read 'Chris Cowley'.

Chris Cowley  
**Chief Executive Officer**

The following changes to the delivery of services and Council's operations are in place in light of the current situation regarding the Coronavirus (COVID-19) and various declarations by both the World Health Organisation and State and Commonwealth Governments.

This will be reviewed on a regular basis and amended as needed to reflect any government requirements. All changes made will be based on the advice of the State and Commonwealth Governments (and associated agencies and health professionals)

**CITY OF BURNSIDE – DELIVERY OF COUNCIL SERVICES DURING COVID-19**  
**(Coronavirus) CONSIDERATIONS– UNTIL FURTHER NOTICE**

**1. EVENT MANAGEMENT (INCLUDES BOTH COUNCIL MANAGED AND EXTERNAL, E.G. Hirer using council facility)**

<b>Action</b>	No events permitted
<b>Description</b>	Events will not be permitted and or hosted by Council; the focus will be on postponing events where possible. This will apply to any new requests as well as to existing events. Council will make contact with organisers as necessary. This allows for consistency of application across all events.  Refunds will be provided where required for events booked through Council or on Council property.
<b>Key contact</b>	Group Manager Community Connections 8366 4200 burnside@burnside.sa.gov.au

## 2. GEORGE BOLTON SWIMMING CENTRE and TUSMORE PARK WADING POOL

<b>Action</b>	The George Bolton Swimming Centre and Tusmore Park Wading Pool will be closed during this period.
<b>Description</b>	<p>Arrangements are being made to contact existing users (e.g. school carnivals etc.) to advise of closure.</p> <p>The on-site café is independently run and may choose to operate and service other non-pool patrons during this period.</p> <p>The Tusmore Wading Pool will be drained and remain closed over this time.</p> <p>Arrangements will be made to utilise staff across other areas of the business.</p>
<b>Key contact</b>	<p>Group Manager Community Connections</p> <p>8366 4200</p> <p>burnside@burnside.sa.gov.au</p>

## 3. CIVIC CENTRE LIBRARY

<b>Action</b>	The Civic Centre Library will be closed during this period.
<b>Description</b>	<p>As part of the closure and resultant impact on our community Council will be arranging for resources to be diverted to alternative models of service delivery and provision. These are outlined below.</p> <p>To combat social isolation, which continues to remain a concern across local communities, the Library will also be hosting Live Chats, including Book Discussion Groups, Story Time and Baby Chat programs via our Facebook page online.</p> <p>The Library also has many online options available as Apps including BorrowBox, Libby and PressReader. If you need support with these applications please contact the Library on 08 8366 4280.</p> <p>Arrangements will be made to utilise library staff across other areas of the business if needed.</p>
<b>Key contact</b>	<p>Group Manager Community Connections</p> <p>8366 4200</p> <p>burnside@burnside.sa.gov.au</p>

#### 4. COMMONWEALTH HOME SUPPORT PROGRAM

<b>Action</b>	<p>To support our community Council will continue to provide essential wellbeing services for our Commonwealth Home Support Program (CHSP) clients, these will include:</p> <ul style="list-style-type: none"> <li>• Personal Care</li> <li>• Accompanied 1:1 shopping</li> <li>• Cleaning</li> <li>• Home maintenance and home modification</li> <li>• Respite</li> <li>• Medical appointments</li> </ul> <p><b>However, some services will <u>cease</u> until further notice given the nature of the service and associated risks when assessed overall. These include:</b></p> <ul style="list-style-type: none"> <li>• Social Support Groups / activities such as: <ul style="list-style-type: none"> <li>• Men's Shed / Men's Breakfast / Gents Day Out</li> <li>• Bus Trips</li> <li>• 3R's program</li> <li>• Come and Try (singing, Pilates, yoga)</li> <li>• Strength for Life</li> <li>• Knitting Group</li> <li>• Small Group Training</li> <li>• Boxing</li> </ul> </li> </ul>
<b>Description</b>	<p>Council <u>reiterates current best practice hygiene guidelines</u>, including hand hygiene and covering ones face when coughing or sneezing, and encourages all clients to be mindful of maintaining a suitable degree of <u>social distance</u> during these services, as outlined in the attached fact sheets.</p> <p>We will be expanding the Accompanied 1:1 shopping services and liaising with local supermarkets to ensure clients are supported and feel comfortable with their shopping supplies.</p> <p>Our Community Connections team will move to a centralised model / port of call and be located in the Civic Centre during this time.</p>
<b>Key contact</b>	<p>Group Manager Community Connections 8366 4200 burnside@burnside.sa.gov.au</p>

## 5. MANAGING OUR VOLUNTEERS AND THE VOLUNTEER PROGRAM

<b>Action</b>	Given the demographic and breadth of our volunteer cohort, and the responsibility Council has for these individuals, Council has determined to <u>temporarily cease all volunteer programs and their use during this time.</u> Importantly, this is not a reflection of our respected volunteer body. It is considered an essential move to mitigate risks and keep our volunteers safe and healthy.
<b>Description</b>	All volunteers will be advised of this change. Where volunteers provided critical services, e.g. medical trips, the existing casual Council workforce will be utilised to ensure continuity of service provision and work for our casual teams.
<b>Key contact</b>	Group Manager Community Connections 8366 4200 burnside@burnside.sa.gov.au

## 6. REGAL CINEMA AND THEATRE FACILITY

<b>Action</b>	The Regal Cinema and Theatre facility will be closed during this period.
<b>Description</b>	Refunds will be arranged for any tickets or previous bookings made.  Council will take advantage of the closure to dedicate resources to restoration and improvement / maintenance to this much loved facility, allowing for an enhanced user experience when it eventually reopens.
<b>Key contact</b>	Group Manager Assets and Infrastructure 8366 4200 burnside@burnside.sa.gov.au

## 7. PEPPER STREET GALLERY, MAGILL

<b>Action</b>	The Pepper Street Gallery will be closed during this period.
<b>Description</b>	There will be no exhibitions or art displays during this time.  Staff will be utilised to provide delivery of services in other areas.
<b>Key contact</b>	Group Manager Assets and Infrastructure 8366 4200 burnside@burnside.sa.gov.au

## 8. CIVIC CENTRE SITE (ADMINISTRATION AND CUSTOMER SERVICE)

<b>Action</b>	<u>The Civic Centre will be closed to the public during this time – council staff will still be able to access to undertake their duties as needed.</u>
<b>Description</b>	<p>As there will not be a front customer service area, extra resources will be diverted to the call centre facility to respond to resident queries and requests.</p> <p>Council will also arrange for the provision of two internal call centre physical locations from a risk and business continuity perspective.</p> <p>Residents and ratepayers will still be able to contact staff by phone and email during this time and make alternate arrangements should small informal meetings be required.</p> <p>Small meetings with external parties can occur on an as needs basis; and arrangements will be made to escort external visitor to meeting rooms.</p> <p><b><u>PAYMENT OF ACCOUNTS AND SUPPLIER PAYMENT ARRANGEMENTS</u></b></p> <p><b><u>All creditors will be paid within 14 days to drive small business cash flow.</u></b></p> <p><b><u>In addition, recognising the view of these unprecedented circumstances, Council has determined not to impose any late fines or interest on the fourth rates instalment for 2019/20; due on 01 June 2020.</u></b></p> <p>This initiative seeks to assist ratepayers affected due to the Coronavirus outbreak and it is expected that late payment penalties and interest charges will re-commence from the 2020/21 financial year.</p> <p>Council will ensure that residents are not disadvantaged during this period in terms of payment of rates (for those who choose to pay cash).</p> <p>The Coronavirus outbreak is having an immediate impact on our economy and Council is keen to support local businesses wherever possible. As such, until 30 June 2020, Council is amending its payment terms from '30 days after end of month' to '14 day payment terms' for 'ALL' its suppliers.</p>
<b>Key contact</b>	<p>Chief Executive Officer</p> <p>8366 4200</p> <p>burnside@burnside.sa.gov.au.</p>

## 9. LEASE MANAGEMENT – SPORTS, CLUBS, HIRERS, COMMERCIAL OPERATORS

<b>Action</b>	Clubs and Sporting Associations will be asked to abide by the advice of their official professional body and the Federal Government.
<b>Description</b>	<p>This may include having no spectators at games, limited access to change rooms and game activity only – no pre or post events.</p> <p>Council is also in the process of seeking advice about certain leases and responsibilities / powers in terms of tenant management and compliance.</p> <p>In addition, if any Council decision impacts on a commercial operator within Council premises a 'rent amnesty' will apply during this period.</p>
<b>Key contact</b>	<p>Group Manager Assets and Infrastructure</p> <p>8366 4200</p> <p>burnside@burnside.sa.gov.au</p>

## 10. RANGER SERVICES AND COMPLIANCE / FIELD SERVICES FROM DEPOT / RAPID RESPONSE / WASTE COLLECTION AND MANAGEMENT

<b>Action</b>	These will continue on a 'business as usual' basis.
<b>Description</b>	<p>From a risk and health management perspective Council <u>reiterates current best practice hygiene guidelines</u>, including hand hygiene and covering ones face when coughing or sneezing, and encourages all clients to maintain a suitable and appropriate <u>social distance</u> during these services, as outlined in the attached fact sheets.</p>
<b>Key contact</b>	<p>Group Manager City Development and Safety (Rangers, Compliance and Development)</p> <p>Group Manager Operations and Environment (Field Services)</p> <p>8366 4200</p> <p>burnside@burnside.sa.gov.au.</p>

## 11. COUNCIL / COMMITTEE MEETINGS

<b>Action</b>	These will continue on a 'business as usual' basis for the interim period.
<b>Description</b>	<p>However, the Chamber will be secured with the public gallery / public area kept separate from the main open Chamber. Meetings will continue to be live streamed via Council's website and adequate viewing facilities will be available on site.</p> <p>Council attendance in terms of staff will be limited to the Chief Executive Officer, General Managers, Principal Executive Officer and other urgent ad hoc support which may be needed.</p> <p>The Local Government Association SA is currently liaising with the State Government on potential Ministerial exemptions / legislative changes potentially needed.</p>
<b>Key contact</b>	Principal Executive Officer 8366 4200 burnside@burnside.sa.gov.au.

## 12. GLENUNGA HUB / OTHER COMMUNITY CENTRE SITES

<b>Action</b>	The Glenunga Hub and other community centres will be closed during this period.
<b>Description</b>	Staff normally located at these sites in terms of administrative duties will be based at the Civic Centre to provide delivery of services in other areas.
<b>Key contact</b>	Group Manager Community Connections 8366 4200 burnside@burnside.sa.gov.au

## 13. CHAT LINE

<b>Action</b>	A new chat line is in place for ANY City of Burnside resident to call during business hours.
<b>Description</b>	To assist in overcoming social isolation a Chat Line, 8366 4176, is in place for ALL Burnside residents to call if they are feeling lonely and would like someone to talk to.
<b>Key contact</b>	Group Manager Community Connections 8366 4200 burnside@burnside.sa.gov.au