

Summary of Key Changes to the delivery of Council Services during Covid-19 (Coronavirus)



The Barossa Council

Effective from Wednesday 25 March 2020

All enquiries to be directed via our Customer Support Team who will direct as necessary.

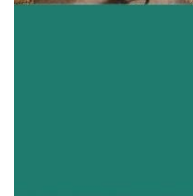
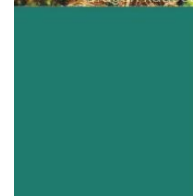
Phone: 8563 8444

Email: barossa@barossa.sa.gov.au

Social Distancing and good hygiene remain the immediate defence approach, along with evolving changes to face-to-face contact to minimise the risk to the community, customers and our staff and volunteers.

The following advice is correct as at 25 March 2020 until advised further.

Service	Action and change to service provision
Customer Support	<p>Effective from 11.59pm on 25 March, operating only from the principal office at Nuriootpa with increased signage, access to hand sanitiser and social distancing provisions remaining in place. Cashless payments are preferred.</p> <p>Customers are strongly encouraged to access services remotely via online services, email or telephone.</p> <p>To access online services click the following link:</p> <p>https://epayments.barossa.sa.gov.au/ePathway/Production/Web/default.aspx?js=-998744067</p>
Home and Community Care	<p>Operating as per normal with increased engagement with contractors to ensure adequate management of their own and client health and safety.</p>
Community Transport	<p>Shopping and social bus services are suspended. Community cars are operating as per normal with increased cleaning and supply of personal hygiene (hand sanitiser) provisions.</p>
Barossa Visitor Centre	<p>Reduced face-to-face access with services being offered through the 'barn' window on the side of the premises to achieve social distancing</p> <p>No internal public access to the building will be available.</p> <p>Increased efforts will be placed into online, telephone and future planning to ensure the industry continues to be supported.</p> <p>Cycle hire under review with contractor.</p>
Libraries	<p>Effective from 11.59pm on 25 March, all libraries will be closed to the public.</p>



premium wine food tourism heritage lifestyle community

	Digital services and programs will be available as will phone support: https://www.facebook.com/barossalibrary/ https://onecard.network/client/en_AU/barossa/
Barossa Regional Gallery	Closed.
Recreation and Sporting Parks and Ovals	Effective from 11.59pm 25 March, all non-essential Community facilities on Council land will be closed as per Commonwealth Government announcements.
Leisure Centre (Rex) and Pools (indoor and outdoor)	The Rex closed from 12 noon on 23 March 2020. Physiotherapy services via a private contractor and Vacation Care services (subject to continuity of staffing into the Easter Holiday period) operating from The Rex will continue to be provided. Outdoor pools will be closed from COB 25 March.
Parks, Gardens and Playgrounds	Effective from 11.59pm 25 March, all non-essential Community facilities on Council land will be closed as per Commonwealth Government announcements.
Public Conveniences	Operating as per normal with increased cleaning regime. Supplies of some cleaning products are becoming limited which may require us to close some public conveniences.
Event Management	All Council organised events are cancelled. All community event bookings at Council facilities will be cancelled. Customer Support will contact any existing bookings to inform and issue refunds where necessary.
Council halls (and leases and licences of these facilities)	Effective from 11.59pm 25 March, all non-essential Community facilities on Council land will be closed as per Commonwealth Government announcements. Lease and licence fee refunds will be considered by Council at the Special Council Meeting on 26 March.
Barossa Bushgardens	Public access as per normal, however, Commonwealth Government public gathering rules must be strictly adhered to. Nursery operations will continue to be supported, but reduction in additional activities to reduce the risk to our volunteers will be implemented.
Volunteer Support and Programs	No change, volunteers' exposure to risk will be managed on a case by case basis.
Caravan Parks	All public spaces and conveniences at Nuriootpa Caravan Park are closed. Accepting essential travellers only and NO patrons that need to self-isolate. Williamstown, Eden Valley and Mount Pleasant Caravan Parks will continue operations with permanent residents and amenities cleaning to be increased,
Youth Services	All Youth Advisory Committee (YAC) meetings, activities and events are cancelled.
Aged Care Services	No change at this time.
Men's Shed	Closed as of COB Wednesday 25 March.

Planning, Building and Health Services	Mandatory inspections – currently awaiting sector advice Barossa Assessment Panel – No legislative changes, however, advice will be sought regarding predicted attendance numbers and how this will be managed.
Public Safety, Dog and Cat Management, By-law Management, Parking	No change at this time.
Waste Management	No change to waste contract services. Suspension of school and community visits. Suspension of waste transfer station services at Springton.
Waste-water management	No change at this time.
Maintenance and Works such as road, footpath, parks and gardens	No change at this time.
Capital Programs and Projects	No change at this time.
Environmental Programs	Reduced Natural Resource Centre activities -No Natural Resource Management visits to schools and community.
Financial Process including payments and rates.	No change at this time.
Council meetings and workshops	Remote options are to being considered for essential matters. All non-essential briefing and reports will be postponed.

Business Continuity Plan for Pandemic

Council has updated its Business Continuity Plan. Should there be insufficient staff available for work, or other instructions and directions are issued by the Commonwealth or the State, we may have to invoke our plan and restrict services to those that are most critical.

Communications

Council will provide relevant updates in relation to your services via:

- Facebook – Council, Library sites www.facebook.com.au/thebarossacouncil
- Website – <https://www.barossa.sa.gov.au/>
- Media Outlets
- Notices in Offices / Buildings

Commonwealth Department of Health – Covid – 19

For up to date information please refer to the following websites:

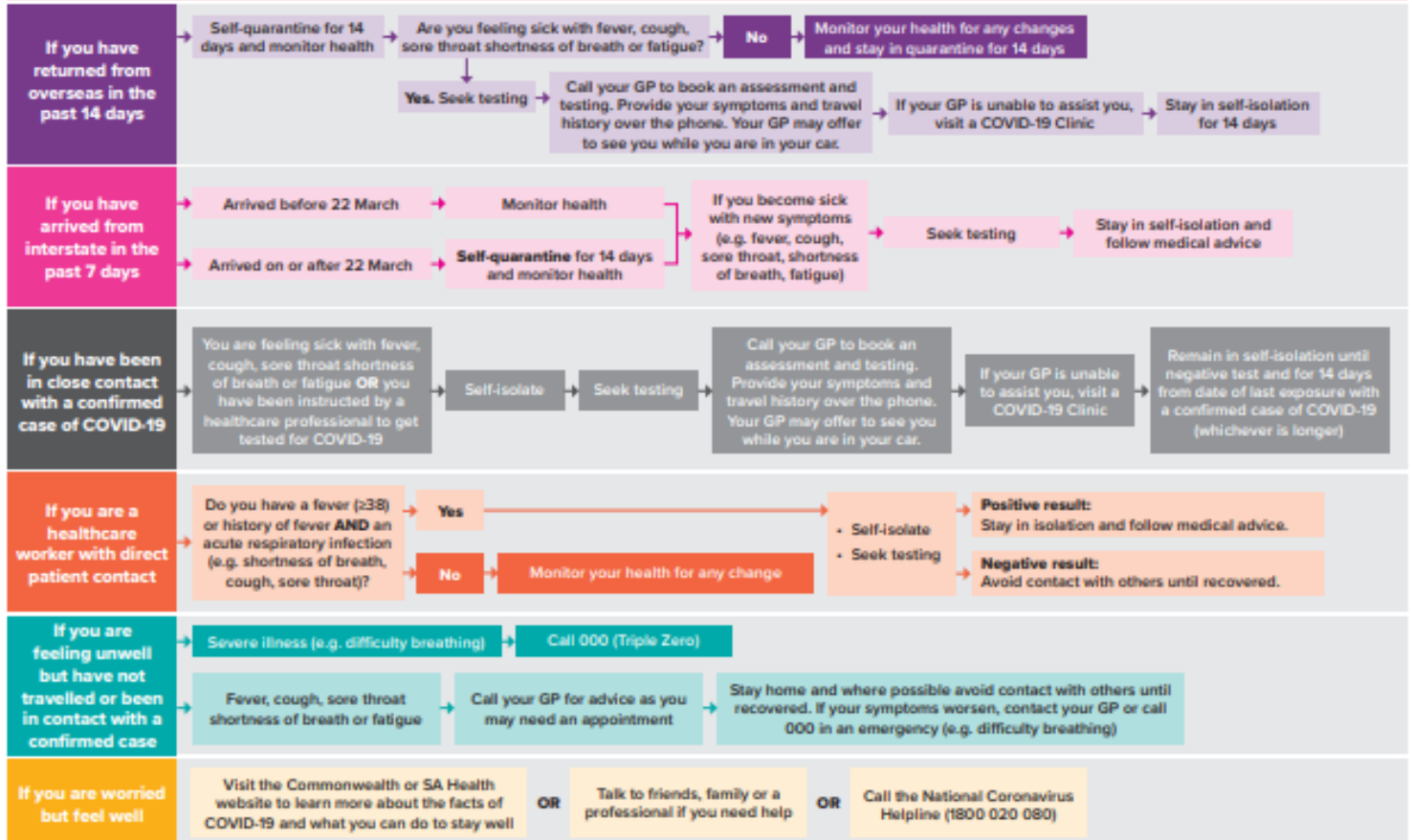
SA Health: www.sahealth.sa.gov.au

Department of Health: <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

Australian Government Coronavirus Measures: <https://www.pm.gov.au/media/update-coronavirus-measures>

WHAT SHOULD YOU DO...

COVID-19



UPDATED 23 MARCH 2020

sahealth.sa.gov.au/COVID2019



Government of South Australia
SA Health

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