

Community Bulletin

COVID-19 Information

Central
Coast
Council



Issue 1 - 21 April 2020

MAYOR'S MESSAGE

Welcome to the first edition of our Community Bulletin.



The Community Bulletin is to keep you updated about Central Coast Council's response to the evolving Coronavirus (COVID-19) situation and guide where you can find out important information to support your families, friends, neighbours, business colleagues and members of your community during this challenging time.

There are many government, non-government and community organisations working together to support communities.

I encourage you to share this information.

Mayor Lisa Matthews
Central Coast Council

STAY INFORMED

We are adding to our online information resources daily. Stay up-to-date with the latest information at

centralcoast.nsw.gov.au/COVID-19

Contact Council

With Council offices currently closed to the public, get in touch with us by:

- contacting Customer service via phone **1300 463 954**
- going to the 'Report an issue' page at **centralcoast.nsw.gov.au**

BUY LOCAL SUPPORT LOCAL LOVE LOCAL



#LOVECENTRALCOAST

YOUR BUSINESS

Council has released a Community and Business Support Package to help local businesses get through this period, including waiving fees and offering payment arrangements for people experiencing financial hardship. Find out more at

centralcoast.nsw.gov.au/COVID-19

The Federal government has also announced a range of specific support measures. Find them at australia.gov.au.

Love Local Guides

You can do your bit to support your local business during these tough times and buy local where you can. The Love Local guides can help you find local businesses that have shifted their services and sales online, or are safely providing their goods via takeaway or home delivery.

There are five Love Local guides:

- Shopping - Our boutiques and bespoke retailers, delivering to your door
- Food and Drink - Our producers delivering to your door
- Food and Drink - Restaurants and cafes delivering to your door
- Taking it online - Virtual workshops and e-classes for kids
- Taking it online - Workshops and e-classes for adults

Find the Love Local guides at **visitcentralcoast.com.au**



YOUR HEALTH AND WELLBEING

NSW Health has put together information on how you can protect yourself and your family. Find it at health.nsw.gov.au

Changes to healthcare services

There are changes in place for some healthcare services. NSW Health is changing non-urgent surgery and outpatient clinic lists in response to the COVID-19 pandemic.

For further information, visit **cclhd.health.nsw.gov.au/patients-and-visitors/covid-19-advice**.

Feeling overwhelmed?

Pandemics are an abnormal event and reactions such as frustration, sadness, anxiety or having trouble sleeping are normal under these difficult circumstances.

Health and wellbeing support services are available and there to help, including:

- Australian Red Cross - **1800 077 284**
- Beyondblue - **1300 22 4636**
Provides information and support to help everyone achieve their best possible mental health
- Child Protection Helpline - **132 111**
If you think a child or young person is at risk of harm from abuse or neglect, contact the Child Protection Helpline
- Domestic Violence 1800RESPECT - **1800 737 732**
24-hour national sexual assault, family and domestic violence counselling line
- Kids Helpline - **1800 55 1800**
Free, private and confidential, service specifically for young people aged between 5 and 25

centralcoast.nsw.gov.au

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- Lifeline – **13 11 14**
- Link2Home – **1800 152 152**
Information and referral service to assist homeless people and those at risk of homelessness
- Mensline – **1300 789 978**
- Mens Referral Service – **1300 766 491**
This service from 'No to Violence' counselling to help men who use family violence
- Northern Settlement Services – **4334 3877**
Support for Migrants and Refugees
- NSW Mental Health Line – **1800 011 511**
- Rural Adversity Mental Health Program
www.ramhp.com.au
- Suicide Call Back Service – **1300 659 467**
Free counselling 24/7, whether you're feeling suicidal, are worried about someone else, or have lost someone to suicide
- The Salvation Army – **13 72 58**



YOUR ASSISTANCE

Remember to only flush the 3Ps!

With a shortage of toilet paper and people using alternatives, please help us maintain the sewer system by only ever flushing the three P's down your porcelain throne – poo, pee and (toilet) paper.

Everything else needs to go in the appropriate bin - this includes tissues, nappies, paper towels and wipes, even if they are labelled 'flushable'.

For more information visit
centralcoast.nsw.gov.au/flush3P



NEXT ISSUE

Don't miss the next issue on 5 May.

Sign up to Council e-news by visiting

centralcoast.nsw.gov.au/enews

YOUR KINDNESS

Take care of your neighbours!

In these uncertain times, it's important to stay connected. Even if we can't meet face to face, it helps to know that there are people around us who will help out in times of need.

If you're able to do so, offer help to your elderly or vulnerable neighbours during this difficult time, always respecting the need for social distancing.

Some ideas on ways to care for your neighbours during COVID-19 are:

- call, text or leave a note in their mailbox to say hello and ask if they need assistance

- use a card coloured green on one side and red on the other or download a [#viralkindness](#) postcard and ask them to put the card in their front windows indicating whether they're okay or if they need something. Visit neighbourday.org/wp-content/uploads/2020/03/ViralKindness_notes-to-help-002.pdf
- pick up some shopping
- cook and deliver a meal
- pick up urgent supplies such as prescriptions
- walk their dog
- post their mail.



YOUR COUNCIL

To help keep everyone in our community safe, we are taking all precautionary measures in response to the constant Federal and State government updated advice:

- Our taskforce of senior leaders make daily decisions regarding the impacts of COVID-19 in relation to Council services, so our essential services can run continuously even when most of our employees are unable to come into the office or work location
- Our cleanliness protocols are carried out extensively at all facilities that are still operational, or open to the public such as our Child care centres
- Our staff adhere to all the strict guidelines around cleanliness and social distancing in carrying out any works, and continuing operations such as working on key construction sites
- Our information is updated regularly and provided to the community via our website, on social media and through the local media
- Our Council Meetings will still be available for viewing via broadcast on social media of YouTube

Service interruptions

In line with the advice of health authorities Council has shut down some non-essential services including closing public access to:

- Administration buildings at Wyong and Gosford
- Central Coast Stadium
- Community facilities such as halls, senior centres and youth centres
- Gosford Smart Work Hub
- Kincumber Waste Management Facility
- Libraries

- Leisure centres, gyms and pools
- Playspaces and skateparks
- Gosford Regional Gallery and Edogawa Commemorative Garden
- Laycock Street Community Theatre and The Peninsula Theatre
- The Art House, Wyong
- The Entrance Visitor Information Centre
- Patonga Caravan and Camping Area
- Holiday Parks: non-permanent resident bookings

Essential services that continue:

- Car parks open at Gosford City Car Park and Wilson Road Parking Station
- Cemeteries open for burials to occur with limited face-to-face interaction
- Central Coast Airport
- Child care centres
- Customer service via phone on 1300 463 954 and Council's website
- Development assessments
- Holiday Parks at Budgewoi, Canton Beach, Norah Head and Toowoona Bay remain open for permanent residents only
- Maintenance of sportsfields, parks and reserves, such as mowing and other services (continue to be evaluated)
- Public toilets remain open
- Road repairs
- Woy Woy and Buttenderry waste management facilities are open 7am-4pm Monday to Friday and 8am-5pm Saturday, Sunday and public holidays. However, whenever possible, please use your three-bin and bulk collection services rather than travelling to these facilities.
- Water and sewer