

Community Bulletin

COVID-19 Information

Issue 3
19 May 2020



FROM THE MAYOR

There are exciting projects underway across the Coast, and I've recently been able to get out and witness the progress of work being undertaken by our hard-working Council staff. Whilst staff have had to adapt to working differently, it has not impacted on our delivery.



From walls going up at Adcock Park, beginning of pipes being laid at Mardi, new change rooms and facilities at EDSACC Bateau Bay, to an upgrade of outdoor futsal grounds and tennis courts at Killarney Vale. From large scale to small scale these are all projects that benefit our Central Coast community.

Behind the scenes we are also kicking some big goals. Our objective during this challenging time was to ensure our customer service responsiveness was maintained. Our customer service team have achieved just that and more! Council managed to transition our customer service staff from face-to-face, to working remotely within a week with the team managing on average 860 calls a day. Our biggest success reducing average call wait times from approximately 2 minutes to 28 seconds means that Council has been able to increase its responsiveness to the community during this challenging time.

Challenges or not, Council staff continue to keep their finger on the pulse.

The long list of works and projects that are continuing is available at centralcoast.nsw.gov.au/council/news/media-releases/essential-council-work-continues-across-coast.

Mayor Lisa Matthews
Central Coast Council

NEXT ISSUE

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YOUR COUNCIL



New projects and essential works on track

Despite the COVID-19 shutdown, Central Coast Council continues to deliver services and work on projects across the Coast, in readiness for when life returns to normal.

Council is taking advantage of the quiet time to push ahead with delivering exciting spaces and facilities for the Central Coast community to enjoy.

While library branches are closed to the public, many have had maintenance and upgrade work carried out, including the updating of Wi-Fi networks at all libraries that provide public wi-fi access.

Sports-related projects include:

- tennis court upgrades, Tumby Umbi
- amenity upgrades, Tacoma and Terrigal
- \$26.2 million development of Adcock Park sporting precinct, West Gosford
- new outdoor play spaces are being designed and built at Wyong, Budgewoi, Mangrove Mountain, Lisarow and Wadalba
- water play park, Peninsula Leisure Centre, Woy Woy

Upgrades to the rock pool and the construction of a 277-metre-long boardwalk between Terrigal Beach promenade and The Haven are underway in Terrigal. The new boardwalk will create an accessible waterfront space to exercise and socialise, which links to the town centre.

Maintenance and upgrade work on roads, footpaths and water and sewer facilities also continues. Major projects include the Mardi to Warnervale pipeline, Coast wide water mains renewal program and sewer main rehabilitation program, and sewer pump station upgrades at Tuggerawong and Forrester's Beach.

For an interactive map of all current road, drainage and pathway projects visit, centralcoast.nsw.gov.au/roadanddrainageprojects

To keep up to date on Council projects, subscribe to our e-news centralcoast.nsw.gov.au/enews

Can't attend our events? Just stream them

Council has launched a new YouTube channel – Coast Connect - to share some of our most popular programs which are usually delivered face-to-face.

Since our customers aren't able to come to us during the COVID-19 closures, Laycock St Theatre has been transformed into a "TV studio" for the filming of programs which can be enjoyed in the comfort of residents' own homes. Content will be regularly added, so subscribe to the channel to see updates.

To date, Library StoryTimes have been uploaded, along with health and wellbeing workshops and talks. These would have been presented at the Live Well Festival which was cancelled in April due to the COVID-19 crisis.

Visit centralcoast.nsw.gov.au/youtube to see the growing range of entertaining, informative, and engaging videos.

New opportunities for exercise and play

In line with the NSW Government's easing of shutdown restrictions, Council has reopened public playspaces, outdoor fitness equipment and skate parks.

Council made the most of these temporary closures to continue improving our open spaces for the community completing the upgrade of nine playspaces this financial year, with 17 more to be completed before the end of June.

Gosford swimming pool is also open, with some restrictions. See centralcoast.nsw.gov.au/COVID-19 for details.

We would like to thank our community for taking the COVID-19 situation seriously. Please continue to act responsibly and follow the Australian Government directions to help minimise the spread of COVID-19:

- practise social distancing, staying 1.5 metres from other people at all times.
- public gatherings must not exceed 10 people
- practise good hygiene, including washing hands before and after using equipment.

YOUR HEALTH AND WELLBEING

Where to find help

We have updated our COVID-19 website pages to make it easier for you to find help if you need it during this difficult time. We have included a comprehensive range of services, including:

- Free counselling and support - Beyondblue 1300 22 4636, NSW Mental Health Line 1800 011 511, Kids Helpline: 1800 55 1800
- Easy read fact sheets
- Services for older people - COVID-19 Support Line for Senior Australians 1800 171 866, Meals on Wheels 4357 8444, Healthdirect 1800 022 222
- Domestic violence support - counselling 1800 737 732, Central Coast Womens Health Centre, Wyong 4351 1152.

For many more services, including resources for men, young people, Indigenous residents, community centres, food support and more, visit centralcoast.nsw.gov.au/council/council-news/covid-19-information/where-to-find-help

YOUR KINDNESS

Grants available to support community's most vulnerable

To assist local community groups and organisations providing important services to vulnerable and at-risk community members during COVID-19, Council has allocated \$300,000 and created the 'Working Together Staying Strong' Grant Program.

The program aims to support groups providing frontline community services who are facing increased demand and operational difficulties, or who need to change their delivery methods so they can continue to operate while complying with social distancing requirements.

Not-for-profit and community groups across the Coast are encouraged to apply for the grant program, particularly those with projects that directly support the physical health and mental well-being, social connection and safety of vulnerable and at-risk groups.

This could include things like:

- food hamper preparation and delivery
- swags for rough sleepers
- mental health support
- counselling services
- organisational volunteer support
- helping people get around (e.g. transport support)
- small equipment purchases (e.g. to facilitate education, telehealth etc.)

Eligible applicants can apply for up to \$10,000 per project in combined funding and in-kind Council services. The program will run until 30 September 2020 or until funds are exhausted, whichever occurs first.

To view eligibility guidelines and apply for a grant go to centralcoast.nsw.gov.au/funding

YOUR BUSINESS

Council understands the impacts the coronavirus situation is having on the Central Coast business community and we have partnered with Business NSW Central Coast, Central Coast Industry Connect and Regional Development Australia Central Coast, to form the COVID-19 Central Coast Business Taskforce.

Together we are assessing the economic impacts and developing custom initiatives to help local businesses withstand the effects of the pandemic.

centralcoasteconomy.com.au provides an information hub for business owners and workers, where they can keep updated, and access all the resources and support available to them.

Council administration buildings and major facilities are closed for public access until 30 June 2020. However, we continue to provide essential services and have been able to adapt many other services for online or remote delivery. The 25 May Council Meeting will be available for viewing on YouTube. Visit centralcoast.nsw.gov.au/COVID-19 for more information.

Customers can contact us by phone on 1300 463 954 or online at centralcoast.nsw.gov.au

