



Media Release

18 March 2020

COVID-19 – COUNCIL TAKES ACTION TO LIMIT RISK

Tenterfield Shire Council is continuing to review health advice regarding the COVID-19 pandemic and has put in place changes to meet guidelines for public safety. These guidelines have been implemented to ensure Council staff are available to meet the needs of the community throughout the crisis, with community and employee safety front of mind.

Council continues to monitor the NSW Health site www.health.nsw.gov.au and liaise with other government agencies to ensure a best practice response.

These interim measures are in line with State and Federal Government advice regarding gatherings and social distancing of 1.5m between people at all times.

In line with this advice and the need to ensure staff safety, Council will be reducing direct face to face interactive services, including visitor information and general customer service.

Alcohol-based hand sanitiser has been placed at all Council facilities and all staff and visitors are encouraged to regularly wash their hands and maintain social distancing.

Please note the following reduction of services:

Public Library Services – Closed from Thursday, 19 March 2020

Tenterfield, Urbenville and Torrington libraries will close resulting in the cancellation of all programs and meetings, however home delivery services will continue to operate as safety protocols are in place. Staff will be available during normal work hours, Monday to Friday via phone (02) 6736 6060 and email tenpublib@tenterfield.nsw.gov.au

School of Arts Cinema & Museum – Closed from Thursday, 19 March 2020

The Cinema and Museum will be closed on Thursday, 19 March 2020. The Courtyard Café contained within this facility will make their own arrangements regarding opening hours.

Tenterfield Memorial Pool – Closed from Thursday, 19 March 2020

The facility will be close on Thursday, 19 March 2020 and remain closed for the remainder of the season, reopening in October for the 2020/21 swim season pending review.

Visitor Information Centre – Closed from Thursday, 19 March 2020

Unfortunately, the Visitor Information Centre Information has been assessed as a high risk environment due to visitor traffic and will be closed on Thursday, 19 March 2020.

Visitor information is available from the front window of the Visitor Information Centre and the tourism website <http://www.visittenterfield.com.au/> or phoning (02) 6736 1082.

Water, Sewer & Waste Services

Will continue to operate as normal. Customers are requested to observe social distancing guidelines when visiting Transfer Stations.

Depot & Road Services

Depot access by appointment only. Registrations checks will be suspended to Thursday, 30 April 2020 subject to review.

Programmed road works will continue. Please call Council to report any traffic hazards.

Payment of Invoices and Customer Service Enquiries

Council will not be maintaining a face to face customer service desk. Customers are asked to make every effort to pay invoices via phone, internet banking using the BPay details specified on their invoice or by credit/debit card on 13 18 16 (full details available on Council's website). Payments can also be made at your Post Office or Bank. For other enquiries, please call Council in the first instance as it is likely queries can be resolved in this manner.

Planning and Development Application Issues

Please call Council to discuss. It is anticipated that the majority of enquiries can be resolved via email and without the need for face to face contact.

Special Purpose Committee/Community Meetings

All special purpose Committee Meetings will be cancelled forthwith. This includes those meetings and gatherings held at the Visitor Information Centre.

Ordinary Council Meeting

The March meeting scheduled to be held at Torrington will now be held at the RSL Pavilion in Tenterfield. To maintain community and staff safety guidelines, members of the public are discouraged from attending. Unfortunately due to the current works at the Council Chamber, the meeting cannot be live streamed, however a recording of the meeting will be made available on Thursday, 26 March 2020 on Council's website.

Council is seeking advice regarding the legalities afforded to Councillors being able to teleconference for future Council meetings.

"Council will continue to review these decisions and keep residents updated as changes are made," said Mayor Peter Petty.

"We are aware our community as a whole will be inconvenienced but following all the guidelines and advice, Council is bound by legislative work health and safety requirements and a duty of care, to keep it's staff as safe as possible while continuing to provide essential services", the Mayor concluded.

ENDS

**Media Contact: Chief Executive Terry Dodds
(02) 6736 6000**