

Response and Recovery Pandemic 2020 Plan

The COVID-19 outbreak is an unprecedented event in recent history.

To protect the health of residents and staff, the City of Ballarat has instigated its Response and Recovery Pandemic 2020 Plan for its staff, ratepayers, residents and the broader community.

Evidence from around the world has shown that pre-emptive measures are extremely effective in containing the spread of the disease.

NOTE: This is an extremely fluid situation and events are changing daily.

All information listed below is correct as at 6pm on Monday 16 March 2020 but is subject to change. Please keep up-to-date by visiting ballarat.vic.gov.au

The City of Ballarat has a key role to play in all emergency management situations affecting the municipality.

The City of Ballarat's primary focus for the next six months is to ensure that we have the best chance of avoiding the major impacts of COVID-19.

Key objectives of City of Ballarat's approach:

- Contain the impact of the disease
- Maintain a healthy workforce
- Provide strong leadership across the Ballarat
- Keep residents and business informed about what we're doing and why we're doing it.

We are encouraging residents to:

- Remain calm
- Follow all state and federal government advice
- Look out for one another, check on your neighbours and provide assistance where necessary
- This is about social distancing, not social isolation.

More information:

The City of Ballarat will provide regular updates to keep the community informed.

These are pre-emptive measures aimed at reducing the spread of COVID-19. Our key message to everyone is to remain calm.

Council facilities and services update

Ballarat residents are being assured that they still have access to a number of regular Council services following the City of Ballarat's decision to activate its Recovery Pandemic 2020 Plan in the wake of COVID-19.

Many of Council's services still operating include:

- Essential services such as Meals on Wheels, Home and Community Care
- Childcare facilities (except at Ballarat Aquatic and Lifestyle Centre)
- Maternal Child Health Services
- Immunisation services
- Household waste and recycling services
- Parks and gardens – including the Robert Clark Conservatory
- Road maintenance
- Street cleaning
- Municipal Emergency Management
- Building and planning services (by appointment only)

Some Council services have been reduced and modified including:

- City of Ballarat Customer Service Centres (staff still taking calls, please call 5320 5500)
- Ballarat Information Centre and Town Hall (staff still taking calls, please call 1800 44 66 33)
- Ballarat Animal Shelter (phone in advance, and no cash sales)
- Robert Clark Horticultural Centre

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- Eureka Aquatic Facility
(no large group bookings, and no cash sales)
- Ballarat Regional Soccer Facility
(no cash sales)
- Lucas Community Hub
(External room bookings suspended. The following services are NOT affected: childhood immunisations, Maternal Child Health services and Lucas Kindergarten)
- Wendouree Maternal Child Health drop-in clinic at Wendouree Child Care Centre on Fridays is suspended. (Wendouree Child Care and Maternal Child Health appointments are still operational at this site, please call 5320 5720 for appointments).

Council services closed indefinitely to the public from 5pm Monday 16 March 2020:

- Ballarat Aquatic and Lifestyle Centre
- Art Gallery of Ballarat
- Her Majesty's Theatre
- Civic Hall
- Ballarat Mining Exchange
- Ballarat Libraries
- Eureka Centre - Home of the Eureka Flag
(102 Stawell St South, Ballarat)
- Parent Place (for Maternal Child Health drop-in appointments, please call 5320 5720)

The City of Ballarat plans to re-deploy and re-engage staff in key duties across the organisation to accommodate these changes and to limit the impact on service delivery during the COVID-19 outbreak.

The City of Ballarat continues to work with those most vulnerable in the community to ensure they maintain social connections and will begin looking at innovative ways to continue to service these residents in the weeks ahead.

The City of Ballarat's Economic Development Unit is actively working with local businesses to gain an understanding of the impact of COVID-19 and has initiated a business impact assessment to provide evidence for ongoing advocacy and to understand their needs.