

# Look East

*City of Norwood Payneham & St Peters COVID-19 Special Edition • April 2020*

## COVID-19 Special Edition



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City of  
Norwood  
Payneham  
& St Peters

# Message from the Mayor



**As Mayor, I assure you that the Council's priority is to protect the health and well-being of our community, Volunteers and staff.**

This is no ordinary time. As individuals, families and a community we are facing possibly the most challenging time of our lives. As a parent of school-aged children, I understand the difficult circumstances and decisions that other parents have been forced to make with regard to their education.

We must accept that family life has changed for the time being, and community life is not what we have been accustomed to, but there is no question that the Australian spirit is shining through as is the resilience of our community.

We can all draw inspiration from the many random acts of kindness and generosity of people in our community and elsewhere, and use them as a reminder to go that extra mile to help a neighbour, friend or indeed a stranger, who we think may be struggling.

Now more than ever we need to work together and play our part to overcome COVID-19.

To date, the Council has already put in place a number of measures in a bid to assist in minimising the spread of COVID-19.

All Council events have been postponed, while non-essential programs and services have been suspended. Council facilities, including the libraries and swimming centres, will remain closed for the interim.

Until instructed otherwise, the Council will continue to provide essential services such as waste collection.

Services for our most vulnerable residents will continue to ensure they remain safe and connected.

We understand many within our community are experiencing financial hardship. The Council has adopted a package of measures to support ratepayers, residents, business operators, sporting clubs and other local groups that use Council facilities who are experiencing financial hardship.

You can find details of these initiatives in this Special Edition of Look East or on the Council's website.

These measures, which apply for the remainder of the 2019–2020 financial year, are just the beginning.

In the coming weeks, the Council will consider additional support as part of the draft 2020–2021 Budget to take effect from 1 July 2020.

In the meantime, if you are experiencing hardship regarding the payment of rates, fees or other payments, I encourage you to contact the Council to discuss your particular circumstances with one of our staff members.

With COVID-19 impacting our economy, the need to support local businesses has never been more important. Where possible, I encourage you to continue to support our local businesses, while exercising care and caution in relation to hygiene and personal contact, and following all lockdown measures.

Please, take every necessary measure to help stop the spread of COVID-19. Practice good hygiene and comply with social distancing protocols at all times.

I encourage you to take the time to phone, text or email your neighbours, loved ones and friends to stay in touch and see how they're going. Social distancing should not mean social isolation.

We have some tough times ahead so don't be afraid to ask, are you okay?

We are a strong, proud and resilient community, and together we will get through this challenging time.

Again, I urge you look after yourself and stay connected with family and friends.

**Robert Bria**  
**Mayor**



# COVID-19

## *Reduce the spread*

**Coronavirus disease (COVID-19) is a respiratory illness caused by a new virus.**

Symptoms range from a mild cough to pneumonia. Some people recover easily, others may get very sick very quickly.

From 16 April to 30 April 2020, all South Australians with symptoms of COVID-19 will be able to get tested as part of a two week testing blitz.

Patients who meet the following clinical criteria can be tested for COVID-19:

- Fever OR chills  
(in the absence of an alternative illness that explains these symptoms)
- OR
- An acute respiratory infection  
(e.g. cough, sore throat, runny nose or shortness of breath)

You can contact your GP about getting tested for COVID-19. Your GP clinic will ask you about your symptoms to determine if you need to be tested. If you do qualify for a test, your doctor will give you instructions on what to do, which may include remaining in your car until someone can come outside to take a swab test, or they may provide you with a referral to attend a [drive-through testing clinic](#).

People with COVID-19 symptoms can also visit a dedicated COVID-19 clinic to be assessed and tested. You don't need to call ahead or make an appointment.

### **Metropolitan COVID-19 Clinics**

- Flinders Medical Centre
- Lyell McEwin Hospital
- Royal Adelaide Hospital
- Women's and Children's Hospital

### **Drive-through Testing**

Patients need to get a 'specimen collection request form' from their GP to access the drive-through testing service.

Drive-through collection centres have been established so that tests can be taken with the patient still in the vehicle, minimising the risk of spreading the infection.

Drive-through testing will support GPs who may not be able to perform the test in their own clinic.

### **Metropolitan drive-through collection centres**

- Hampstead Rehabilitation Centre
- Repat Health Precinct

**For COVID-19 updates and advice, please visit:**

- [Government of South Australia - COVID-19](#)
- [Australian Federal Government - COVID-19](#)
- [SA Health - Health Topics: COVID-19](#)
- [SA Police - COVID-19 Information](#)



# COVID-19

## *Reduce the spread*

Social distancing will help keep our community healthy by slowing the spread of infectious diseases such as COVID-19. The more space between you and others, the harder it is for a virus to spread.



**Sanitise your hands** wherever possible, including entering and leaving buildings



**Use 'tap and pay'** rather than cash



**Travel at quiet times** and try to avoid crowds



**Sit in the back seat** of taxis and Ubers



**Regularly clean and disinfect** high touch surfaces



**Maintain a 1.5 metre distance** between you and others



**Wash your hands frequently** with soap and water, before and after eating, and after going to the toilet



**Cover your cough and sneeze,** dispose of tissues and use alcohol-based hand sanitiser



**If unwell,** avoid contact with others, self-isolate and contact your doctor

**Most importantly, look after yourself and look out for others in our community.**



## Our Services

**The Council continues to respond to State and Federal Government directives and take proactive measures to ensure the safety of our community during COVID-19 conditions by limiting, postponing or suspending services, programs and events.**

The Norwood Town Hall will remain open, subject to any Federal and/or State Government restrictions.

If you are unwell you must not enter Council buildings or access services in person. Rather, you should contact the Council by phoning 8366 4555, following us on [Facebook](#), [Instagram](#) and [Twitter](#) or visiting the [Council's website](#)

Current changes to the delivery of Council services and programs are set out on the following pages.

**The Council will continue to deliver a number of essential services including:**

- waste and recycling collections;
- home and community care;
- immunisations;
- traffic and road safety;
- maintenance of parks and reserves
- dog and cat management.



### *Aged care services*

If you are in need of assistance at home, the following services are available:

- Shopping;
- Domestic assistance;
- Personal care;
- Home modifications; and
- Home maintenance.

If you need assistance please contact the Council's Community Services Unit on 8366 4611.



### *Council Meetings and essential Committee Meetings*

Council and essential committee meetings will continue, however Elected Members will participate in the meetings electronically.

Members of the public can view the meetings via a live stream on the [Council's Facebook](#) page or via the [Council's website](#).



### *Non-essential community and Volunteer services*

All non-essential community and Volunteer services have ceased, with the exception of the Justice of the Peace service, which will continue at this stage.

Justice of the Peace services will continue to operate from Norwood Town Hall, 175 The Parade Norwood.





## Citizenship Ceremonies

Due to COVID-19 restrictions it is not possible for traditional, in-person citizenship ceremonies to be held.

The Federal Government is trialling one-on-one citizenship ceremonies via a secure video link for those already approved for Australian Citizenship, with alternative arrangements to be made for those who can not access the internet.

For further information, visit: [Department of Home Affairs](#) or call the Citizenship Information Line on 131 880.



## Community services

The Council's range of social and wellbeing programs such as Lunch at the Pub, Excursions, Stepping Out and Come and Try have been suspended.



## Council events, exhibitions, and library and cultural heritage programs

All Council events and social programs have been suspended during this period.



## Council facilities for hire

The Norwood Concert Hall, Don Pyatt Hall, St Peters Youth Centre, St Peters Town Hall Complex and Payneham Community Centre are closed in accordance with Federal and State Government guidelines regarding indoor public gatherings.



## Playgrounds and outdoor exercise equipment

All outdoor playgrounds, gym/exercise equipment, all drinking fountains and outdoor barbecues located on all reserves are temporarily closed.

All parks and reserves are open for daily exercise, but please remember to maintain 1.5 metres distance from other people when using the parks and reserves and limit gatherings in accordance with Federal and State Government restrictions.



## Swimming centres

The Payneham Memorial Swimming Centre closed on Sunday 22 March—the scheduled season closing date.

The Norwood Swimming Centre closed at 8am on Wednesday 25 March in accordance with Federal Government restrictions.



## Temporary parking controls

We understand that this is a difficult and challenging time for residents, visitors and businesses.

As such, we are taking a more flexible approach to the management of time limited parking controls throughout the City for the time being. At the same time we ask that you be considerate of others' needs in respect to parking and access.

This will allow residents and visitors to go about their shopping and conduct business, and also releases some of the pressure which both businesses and shoppers are experiencing during COVID-19.

However, parking restrictions for disabled spaces, clearways, permit zones and bike lanes will continue to be monitored and enforced.



# Libraries

*Library buildings are closed but there are other ways to get your library item while in isolation.*

**The Council's Libraries are providing a Click, Call and Collect service. Customers will be able to reserve library items by phone, via the Library catalogue on the Council's website or by using the free Libraries SA app.**

The Council's three libraries at Norwood, Payneham and St Peters—which closed on 25 March—will accommodate collections of reserved library items only via designated collection points at the entrance of each library.

## Click, Call & Collect

### Reserve your library items

Customers can reserve library items:

- On the [Council's website](#)
- Using the Libraries SA app  
[Download the free Libraries SA app](#)
- By phoning  
Norwood Library on 8366 4546  
Payneham Library on 8336 0333  
St Peters Library on 8334 0200

Customers must nominate which of the three Libraries they would like to collect their items from as part of the reservation process.

### Collecting your library items

Customers will receive a text message, email or letter notification when items are ready to be collected.

Items will be packed into bags and can be collected from Library entrances at a dedicated collection point. No access into the libraries will be permitted.

Collection points will be open on weekdays only. Please check the opening times on the right.

### Returning your library items

All library items must be returned through the return chutes located at all three libraries. However after hours returns are only available at Payneham and St Peters Libraries.

Once returned, all library items will be subject to a five-day quarantine process before they are available to customers

### Online Catalogue

Access the library collection online for free!

Though the Council's Libraries buildings will remain closed due to COVID-19 restrictions, library card holders can also access plenty of books and online learning opportunities from any mobile device through the Libraries SA app.

The [online catalogue](#), available on the app, offers a huge range of books, digital magazines and newspapers, and online learning opportunities. The app can be downloaded for free from the Apple App Store and Google Play.

**CLICK, CALL  
& COLLECT**



## Collection point availability

### Norwood Library

Monday	Closed
Tuesday	1.00–5.00pm
Wednesday	1.00–5.00pm
Thursday	1.00–5.00pm
Friday	9.30am–5.00pm
Saturday	Closed
Sunday	Closed

### Payneham Library

Monday	Closed
Tuesday	9.30am–5.00pm
Wednesday	9.30am–5.00pm
Thursday	9.30am–5.00pm
Friday	9.30am–5.00pm
Saturday	Closed
Sunday	Closed

### St Peters Library

St Peters Street entrance only

Monday	9.30am–5.00pm
Tuesday	9.30am–5.00pm
Wednesday	9.30am–1.00pm
Thursday	9.30am–5.00pm
Friday	9.30am–5.00pm
Saturday	Closed
Sunday	Closed





# Assistance for our Community

The Council continues to review, respond and adapt to implications of the COVID-19 pandemic, with the most recent initiative being the introduction of a Financial Assistance Package aimed at assisting ratepayers, residents, business operators, sporting clubs and other local groups that use Council facilities, who are experiencing hardship due to the Federal and State Government restrictions which have been introduced as a result of the COVID-19 pandemic.

The Financial Assistance Package takes into account a number of factors which the Council will continue to review as the economic impacts of the COVID-19 pandemic evolve.

While most financial assistance packages will be delivered by Federal and State Governments, the Council's package focuses on services and initiatives that the Council has direct control over.

## Ratepayers and property owners

- Waiving of interest and fines for any unpaid 2019–2020 Fourth Quarter Rates instalments.
- The Council will continue to assess applications from ratepayers who are experiencing financial hardship as a result of COVID-19 on a case-by-case basis and provide assistance that is best suited to individual circumstances.

## Local businesses

- Discretionary rebates equal to the 2019–2020 Fourth Quarter payment for businesses located within The Parade Precinct that are required to pay The Parade Separate Rate. (Note: only properties located within The Parade Precinct pay a Separate Rate).
- Refunds of the June Quarter (ie from 23 March to 30 June 2020) Outdoor Dining Permit fees for Outdoor Dining Permit Holders that have paid in full and providing a credit for those who have not paid in full; and
- Outdoor Dining Permit Holders required to make a payment for the installation of bollards associated with their outdoor dining area will have payments deferred for three months to June 2020, with these payment arrangements reviewed at 30 June 2020.

## Information for businesses

The Federal Government and key health organisations are providing information and assistance for all kinds of businesses to help them plan and respond to COVID-19.

To assist businesses find the information they need, we have collated a list of official website links, which are available on the [Council's website](#)





### Local sporting clubs, Organisations and Leaseholders

- financial commitments for sporting clubs and organisations using Council facilities have been waived for a period of three months to 30 June 2020.
- loans and co-contribution agreements have been deferred for the same period with a review of these arrangements after 30 June 2020.
- Arrangements for tenants of all Council buildings and facilities will be reviewed on a case-by-case basis, in line with the Council's current financial hardship policy and principles set out by the Federal Cabinet.

### Home and Community Care Services

- Residents who access the Council's Home and Community Care Services and are experiencing difficulty making payment for the services which have been invoiced will have payments deferred for a period of up to three months.

This current suite of measures is just the beginning of support which will be offered by the Council and addresses the period to 30 June 2020. Over the coming weeks, the Council will consider a Financial Assistance Package to manage the impacts of the COVID-19 pandemic during the 2020–2021 financial year which will be considered as part of the draft 2020–2021 Annual Budget

Ratepayers, both residential property owners and commercial property owners, who are experiencing financial hardship due to the restrictions associated with the COVID-19 pandemic, are encouraged to contact the Council sooner rather than later to discuss their particular situation.



# Ways to stay fit and healthy during social distancing

## Go for a bike ride

Our City has many on-road bike lanes and off-road paths for people riding a bicycle for travel or recreation. The most popular and scenic cycling paths are situated along the River Torrens Linear Park.

This 35-kilometre sealed cycling and walking trail follows the path of the River Torrens as it makes its way out of the hills at Athelstone, through the Adelaide CBD, to West Beach.

Visit: [Cycling](#) on the Council's website

## Visit a different park

Do you always visit the same park? Why not download our Parks and Reserves brochure and visit a new park!

Visit: [Parks & Playgrounds](#) on the Council's website

## Discover public art in our City

There are a number of public art installations located across the City, from mosaic decorated seats to large sculptures.

Why not download the Public Art Map and discover some of our wonderful artworks.

Visit: [Public Art Map](#) on the Council's website

## Immerse yourself in our history

Take a walk along The Parade, grab a take away coffee and learn about our fantastic history as depicted on The Parade Cultural Plaques.

Visit: [Signs, Walks & Trails](#) on the Council's website

## Enjoy a good book

Enjoy free access to e-books, audiobooks, etc online using your Library Card. The libraries may be closed but you can still read all your favourites.

Download: [Libraries SA App](#)

## Online Story Time

You and your child can watch virtual Story Time, Toddler & Baby Time, Rhythm & Rhyme, Baby Bounce sessions and more.

Visit: [SA Public Libraries Online Story Time](#)

