



ACT
Government

Chief Minister, Treasury and
Economic Development

Freedom of Information Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI Reference: CMTEDDFOI 2021-224

| Information to be published | Status |
|---|-----------|
| 1. Access application | Published |
| 2. Decision notice | Published |
| 3. Documents and schedule | Published |
| 4. Additional information identified | Yes |
| 5. Fees | Waived |
| 6. Processing time (in working days) | 35 |
| 7. Decision made by Ombudsman | N/A |
| 8. Additional information identified by Ombudsman | N/A |
| 9. Decision made by ACAT | N/A |
| 10. Additional information identified by ACAT | N/A |

From: [REDACTED]
To: [CMTEDD FOI](#)
Subject: FOI request
Date: Wednesday, 1 September 2021 11:09:13 AM

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi,

I would like access to:

- All ministerial briefings provided to the Chief Minister, Deputy Chief Minister, Treasurer (if any briefings were separate to ones provided under the CM masthead), Health Minister, Housing Minister and Disability Minister between Wednesday 11 August and Wednesday 1 September inclusive.
- Any subsequent health advice or updates, either provided officially or unofficially (such as via email) from either the Directorate or the Chief Health Officer to the above ministers during the same time period.
- Talking points prepared for the Chief Minister and Health Minister for the following dates: 12 August, 16 August and 31 August.

Thank you

--

Kind Regards,





ACT
Government

Chief Minister, Treasury and
Economic Development

Our ref: CMTEDDFOI 2021-224

[REDACTED]
via email: [REDACTED]

Dear [REDACTED]

FREEDOM OF INFORMATION REQUEST

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), received by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) on 1 September 2021, in which you sought access to:

- All ministerial briefings provided to the Chief Minister, Deputy Chief Minister, Treasurer (if any briefings were separate to ones provided under the CM masthead), Health Minister, Housing Minister and Disability Minister between Wednesday 11 August and Wednesday 1 September inclusive.
- Any subsequent health advice or updates, either provided officially or unofficially (such as via email) from either the Directorate or the Chief Health Officer to the above ministers during the same time period.
- Talking points prepared for the Chief Minister and Health Minister for the following dates: 12 August, 16 August and 31 August.

Following multiple discussions with you regarding the size and complexity of the original scope an amended application was agreed upon and submitted on 8 September 2021, that being:

- All final ministerial briefings provided to the Chief Minister, Deputy Chief Minister, Treasurer (if any briefings were separate to ones provided under the CM masthead), Health Minister, Housing Minister and Disability Minister between Wednesday 11 August and Wednesday 1 September inclusive that cover COVID-19, health and lockdown advice and information for each portfolio area, and the impact on the economy with regards to the treasury portfolio
- Whole of Government Talking Points as prepared daily by the Public Information Coordination Centre for the period Wednesday 11 August to 1 September 2021 inclusive.
- Talking points prepared for the Chief Minister and Health Minister for the following dates: 12 August, 16 August and 31 August.

Authority

As an appointed Information Officer under section 18 of the Act, I am authorised to make a decision on access or amendment to government information in the possession or control of CMTEDD.

Timeframes

In accordance with section 40 of the Act, CMTEDD was required to provide a decision on your access application by 7 October 2021 however, following third party consultations, the due date is now 28 October 2021.

Decision on access

Searches were completed for relevant documents and 12 documents were identified that fall within the scope of your request.

I have included as **Attachment A** to this decision the schedule of relevant documents. This provides a description of the documents that fall within the scope of your request and the access decision for those documents.

I have decided to grant access in full to 10 documents and partial access to two of documents as I consider them to contain information that would, on balance, be contrary to the public interest to disclose under the test set out in section 17 of the Act.

My access decisions are detailed further in the following statement of reasons and the documents released to you are provided as **Attachment B** to this letter.

In accordance with section 54(2) of the Act a statement of reasons outlining my decisions is below.

Statement of Reasons

In reaching my access decisions, I have taken the following into account:

- the Act;
- the content of the documents that fall within the scope of your request.

Exemption claimed

My reasons for deciding not to grant full access to the identified documents are as follows:

Information that would, on balance, be contrary to the public interest to disclose under the test set out in section 17 of the Act

Public Interest

The Act has a presumption in favour of disclosure. As a decision maker I am required to decide where, on balance, public interests lie. As part of this process, I must consider factors favouring disclosure and non-disclosure.

In *Hogan v Hinch* (2011) 243 CLR 506, [31] French CJ stated that when ‘used in a statute, the term [public interest] derives its content from “the subject matter and the scope and purpose” of the enactment in which it appears’. Section 17(1) of the Act sets out the test, to be applied to determine whether disclosure of information would be contrary to the public interest. These factors are found in subsection 17(2) and Schedule 2 of the Act.

Taking into consideration the information contained in the documents found to be within the scope of your request, I have identified that the following public interest factors are

relevant to determine if release of the information contained within the document is within the 'public interest'.

Factors favouring disclosure in the public interest under Schedule 2.1:

(a) disclosure of the information could reasonably be expected to do any of the following:

- (i) promote open discussion of public affairs and enhance the government's accountability;*
- (ii) contribute to positive and informed debate on important issues or matters of public interest;*
- (xi) reveal environmental or health risks or measures relating to public health and safety.*

I consider that disclosing the contents of the information sought would significantly contribute to open discussion and informed debate on the matters contained in the documents including measures to public health. I am satisfied there is a public interest in the processes involving the communication of this information to the Canberra public. The release of this information would help to create positive and informed debate on issues of importance to the public.

I am satisfied that these are relevant considerations favouring disclosure in this case, and in the interests of enhancing transparency and accountability, I afford them significant weight.

I also note the FOI Act has an express pro-disclosure bias which reflects the importance of public access to government information for the proper working of a representative democracy. This concept is promoted through the objects of the FOI Act. I have considered this overarching concept in making my decision in relation to access.

Factors favouring nondisclosure in the public interest under Schedule 2.2:

(a) disclosure of the information could reasonably be expected to do any of the following:

- (xi) prejudice trade secrets, business affairs or research of an agency or person*

I have also considered the impact of disclosing information which relates to business affairs. In the case of *Re Mangan and The Treasury [2005] AATA 898* the term 'business affairs' was interpreted as meaning 'the totality of the money-making affairs of an organisation or undertaking as distinct from its private or internal affairs'. Schedule 2 section 2.2(a)(xi) allows for government information to be withheld from release if disclosure of the information could reasonably be expected to prejudice the trade secrets, business affairs or research of an agency or person. There is an example contained in the information you have requested involving quotes and proprietary service delivery methodologies that are intrinsic to the business affairs of the company involved. I am satisfied that release of this information would have significant impact on the business affairs of this entity as this information is not publicly available.

The company that has entered into a business agreement with the ACT Government has done so trusting that the ACT Government will not release the financial details that could give a competitor an unfair advantage.

Having applied the test outlined in section 17 of the Act and deciding that release of information relating to business affairs contained in the documents is not in the public interest to release, I have chosen to redact this specific information in accordance with section 50(2). Noting the pro-disclosure intent of the Act, I am satisfied that redacting only the information that I believe is not in the public interest to release will ensure that the intent of the Act is met and will provide you with access to the majority of the information held by CMTEDD within the scope of your request.

Charges

Pursuant to *Freedom of Information (Fees) Determination 2018* processing charges are applicable for this request because the total number of pages to be released to you significantly exceeds the charging threshold of 50 pages. However, I have decided to waive the charges in this specific instance.

Online publishing – Disclosure Log

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents released to you in response to your access application will be published on the CMTEDD disclosure log 3 days after the date of my decision. Your personal contact details will not be published.

You may view CMTEDD disclosure log at <https://www.cmtedd.act.gov.au/functions/foi>.

Ombudsman Review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in CMTEDD disclosure log, or a longer period allowed by the Ombudsman.

We recommend using this form [Applying for an Ombudsman Review](#) to ensure you provide all of the required information. Alternatively, you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601

Via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) Review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore St
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request please contact me by telephone on 6207 7754 or email CMTEDDFOI@act.gov.au.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'K Stuart'.

Katharine Stuart
Information Officer
Information Access Team
Chief Minister, Treasury and Economic Development Directorate
28 October 2021



ACT
Government

Chief Minister, Treasury and
Economic Development

FREEDOM OF INFORMATION REQUEST SCHEDULE

| WHAT ARE THE PARAMETERS OF THE REQUEST | Reference NO. |
|---|--------------------|
| <ul style="list-style-type: none"> All <u>final</u> ministerial briefings provided to the Chief Minister, Deputy Chief Minister, Treasurer (if any briefings were separate to ones provided under the CM masthead), Health Minister, Housing Minister and Disability Minister between Wednesday 11 August and Wednesday 1 September inclusive that cover COVID-19, health and lockdown advice and information for each portfolio area, and the impact on the economy with regards to the treasury portfolio Whole of Government Talking Points as prepared daily by the Public Information Coordination Centre for the period Wednesday 11 August to 1 September 2021 inclusive. Talking points prepared for the Chief Minister and Health Minister for the following dates: 12 August, 16 August and 31 August. | CMTEDDFOI 2021-224 |

| Ref No | Page number | Description | Date | Status | Reason for Exemption | Online Release Status |
|--------|-------------|-----------------------------|-------------|-----------------|----------------------|-----------------------|
| 1 | 1-6 | Brief | 14-Aug-2021 | Full release | N/A | Yes |
| 2 | 7-8 | Attachment A to above brief | 14-Aug-2021 | Full release | N/A | Yes |
| 3 | 9-10 | Attachment B to above brief | 14-Aug-2021 | Full release | N/A | Yes |
| 4 | 11-15 | Brief | 17-Aug-2021 | Full release | N/A | Yes |
| 5 | 16-19 | Brief | 23-Aug-2021 | Full release | N/A | Yes |
| 6 | 20-23 | Attachment A to above brief | 23-Aug-2021 | Partial release | Sch 2 s2.2(a)(xi) | Yes |
| 7 | 24-26 | Attachment B to above brief | 23-Aug-2021 | Full release | N/A | Yes |
| 8 | 27-30 | Attachment C to above brief | 23-Aug-2021 | Full release | N/A | Yes |
| 9 | 31 | Attachment D to above brief | 23-Aug-2021 | Partial release | Sch 2 s2.2(a)(xi) | Yes |
| 10 | 32 | Email | 16-Aug-2021 | Full release | N/A | Yes |

| | | | | | | |
|------------------|--------|------------------------------------|-------------|--------------|-----|-----|
| 11 | 33 | Email | 31-Aug-2021 | Full release | N/A | Yes |
| 12 | 34-568 | Whole of Government talking points | Multiple | Full release | N/A | Yes |
| Total No of Docs | | | | | | |
| 12 | | | | | | |

Chief Minister, Treasury and Economic Development Directorate

| | | |
|-------------------------|---|-------------------------------|
| To: | Treasurer | Tracking No.: CMTEDD2021/3912 |
| Date: | 12/08/2021 | |
| CC: | Minister for Business and Better Regulation | |
| From: | Deputy Director-General, Economic Development and Deputy Under Treasurer | |
| Subject: | COVID-19 Business Support Grant | |
| Critical Date: | 13/08/2021 | |
| Critical Reason: | To enable the implementation details to be finalised as soon as possible. | |

Recommendations

That you:

1. Note funding parameters, business eligibility and expense types eligible for the *COVID-19 Business Support Grant* at Attachment A and Attachment B as agreed with the Commonwealth Government;

Agreed / Not Agreed / Please Discuss

2. Agree to amend the Australian payroll criteria to include 2019-20 or 2020-21;

Agreed / Not Agreed / Please Discuss

3. Agree applicants will be required to demonstrate annual turnover and 30 per cent reduction in revenue by providing:

- a. Option 1: Declaration only, with evidence retained by the grant recipient,
or

Agreed / Not Agreed / Please Discuss

- b. Option 2: Declaration with evidence provided for assessment prior to receiving a grant.

Agreed / Not Agreed / Please Discuss

4. Note the indicative costings contained in this brief.

Noted / Please Discuss

Andrew Barr MLA  14/8/21

Minister's Office Feedback

- * Please provide guidance to Commonwealth Treasury to ensure the agreement
- * Requiring evidence to be submitted with the signed declarations an important measure to reduce fraud. Random audits can then be conducted on the claims.

Background

1. Your office has requested the development of a *COVID-19 Business Support Grant* for Grants of \$3,000 for employing businesses and \$1,000 for non-employing businesses.
2. The guidelines at Attachment A and Attachment B are based on the advice received about the funding parameters and eligibility that has been agreed with the Commonwealth Government. Per this agreement, it is understood the ACT Government will be responsible for the application and compliance process for the *COVID-19 Business Support Grant*.
3. Your agreement is sought for the application and compliance processes, which have been based on the South Australian scheme following consultation with your office.
4. You recently agreed the *COVID-19 Small Business Hardship Scheme* (CMTEDD2021/3821). This scheme was announced 12 August 2021, however the timeframes for opening applications was not included in the announcement.

Issues

5. Guidelines at Attachment A and Attachment B have been developed based on the parameters Economic Development and Treasury understand have been agreed, that is:
 - a. an annual turnover of more than \$75,000 (excluding GST) in either 2019-20 or 2020-21 and registered for GST before April 2021 as recorded on the Australian Business Register;
 - b. a total Australian payroll of less than \$10 million in 2019-20.
 - c. experienced at least a 30 per cent reduction in turnover in the week defined as Friday 13 August Friday - 20 August 2021 (inclusive) (compared to the prior 7-day period) due to restricted trading conditions; and
 - d. Have current Public Liability Insurance coverage to a minimum level of \$10,000,000.
6. There is a risk that some newer businesses may not be eligible if they were established in the 2020-21 FY and do not have payroll data for 2019-20. It is therefore recommended to amend the Australian payroll criteria to include 2019-20 or 2020-21.

Implementation

7. The ACT Government will be responsible for implementation costs and associated compliance.

Assessment and Compliance

8. In applying for grants, applicants will be required to confirm business registration and details required for payment including bank account details and GST paying status. In addition, there are two options that can be applied to demonstrate turnover and 30 per cent reduction in revenue:
 - a. Option 1: Declaration only, with evidence retained by the grant recipient, or
 - b. Option 2: Declaration with evidence provided for assessment prior to receiving a grant. ✓
9. Your office has advised that the preferred approach, based on the South Australian program is that applicants provide a declaration that:
 - a. the business meets the eligibility criteria;
 - b. the annual turnover is over \$75,000 and the business had a total Australian payroll of less than \$10 million in 2019-20; and
 - c. a 30 per cent reduction in turnover due to restricted trading conditions.
10. Grant recipients will be required to retain evidence of annual turnover and reduction in turnover for a period of two years and present this evidence on request.
11. A simple application and assessment process requiring verification of where the business is registered and GST status only will expedite payment and assist with business cash flow at the time they need it. Eligibility assessment requiring verification of annual turnover and revenue declines would add significantly to payment timeframes and to administration costs. These extended timeframes could compromise the intent of the grant program.
12. However, while the potential for financial gain is limited, this approach presents with an increased risk of potential fraud or misuse. Clear terms and conditions including the requirement to retain records and make this information available when requested may act as a deterrent. A spot-checking program will also commence while applications are open.
13. Notwithstanding the above measures, there are limited courses of action available to address cases of potential misuse or fraud or to pursue investigations and recover debt. There are limitations in pursuing debt recovery as the costs involved in proving an intentional breach of terms and conditions and recovering the funds can outweigh the amount to be recovered. Further advice will be sought about the risk posture to be taken in designing the compliance program.

Implementation

14. In the time available, preliminary implementation planning only has occurred. The current thinking is that:
 - a. Economic Development will be the main coordination point, with a dedicated team from within existing resources to establish and administer the application process, working with Treasury and Shared Services.
 - b. Resourcing options for implementing the scheme are under consideration, noting that some activities may need to be deferred, slowed down or stopped depending on the scale and uptake of the grant program.
15. CBEC has a contract with the ACT Government to provide financial advice to ACT businesses and may be able to provide more broad-based assistance to the enquiring business. Information about CBEC will be included in communications material.
16. At this stage, it is proposed the broad guidelines be released on-line following announcement, with businesses being able to express interest in being involved either from the time of announcement or soon after. More detailed guidance, will be released on or before 16 August 2021, ahead of opening for application from 23 August 2021

Financial Implications

17. Treasury has costed a support package for ACT businesses with turnover of greater than \$75,000 in the following industry sectors.
 - Food and Beverage Services
 - Retail Trade
 - Construction
 - Arts and Recreation Services
 - Rental, Hiring and Real Estate Services
 - Other Services (incl. personal care services, automotive repair, funeral services)
18. The total number of ACT businesses in the sectors is 10,105 with 4,352 being non-employing businesses.
19. The value of the grant is \$3,000 for each employing business and \$1,000 for each non-employing business.
20. Treasury estimates the cost of the grant to be within the range of \$16.2m to \$21.61m. These costs are to be shared with the Commonwealth on a 50/50 basis. The cost to the Territory will be within the range of \$8.1m to \$10.81m.

| | No. of Businesses | Value of grant | 75% eligible | 100% eligible |
|---------------|-------------------|----------------|--------------|---------------|
| Employing | 5753 | \$3000 | \$12.94m | \$17.26m |
| Non employing | 4352 | \$1000 | \$3.26m | \$4.35m |
| Total | 10,105 | | \$16.2m | \$21.61m |

21. The ACT would provide the grants upfront and seek reimbursement from the Commonwealth for its share.
22. The costs of implementing the program will be finalised once the decision is made about the level of assessment required at application. Initial estimates should Option 2 be chosen (that is, verification of information) are for \$40 per assessment or between \$300,000 and \$400,000 to administer, noting this does not include any shared services costs to process payments. Further advice on implementation costs will be provided.

Consultation

Internal

23. Economic Development, Treasury, Access Canberra and the Shared Services were consulted.

Cross Directorate

24. Nil.

External

25. Nil.

Work Health and Safety

26. Nil for this brief.

Benefits/Sensitivities

Program Eligibility

27. Some small businesses will not be eligible for the scheme. For example, businesses with less than \$75,000 annual turnover.
28. The tourism sector may also seek access to the Grant program as well as the programs announced last month given they have been particularly impacted by the lockdowns.
29. A significant proportion of the arts sector will not be eligible for this payment, nor will they be eligible for income support. Options to support the arts sector will be investigated and further advice provided.

Communications, media and engagement implications

30. Communications materials are currently being developed.

31. Businesses will be able to register their interest in the Hardship Scheme and grant program from 13 August 2021. Further information will be provided when applications open for the program. Other channels will be used including the Industry Link and Business Update e-newsletters and the Canberra Business Chambers Business Buzz engagement platform.

Signatory Name: Kate Starick

Phone: x59828

Attachments

| Attachment | Title |
|--------------|--|
| Attachment A | COVID-19 Business Support Grant – employing interim Guidelines |
| Attachment B | COVID-19 Business Support Grant non – employing interim Guidelines |

COVID-19 Business Support Grant (Employing)

1. Purpose

The purpose of the *COVID-19 Business Support Grant* is to provide short term support for small to medium businesses that employ staff and whose turnover has significantly declined as a result of COVID-19 health restrictions since 13 August - 20 August 2021.

2. Funding Parameters

Eligible businesses will be provided with a once-off \$3,000 grant per ABN to support them in these difficult circumstances.

3. Eligibility Requirements

3.1 Who is eligible to apply?

Employing small to medium sized businesses are eligible to apply for the scheme that meet the following criteria:

- a. Registered in the ACT as verified by an ABN and able to demonstrate primary operation in the ACT as at 1 April 2021; and
- b. Employ people in the ACT*
- c. Have an annual turnover of more than \$75,000 (excluding GST) in either 2019-20 or 2020-21 and be registered for GST before April 2021 as recorded on the Australian Business Register; and
- d. Have total Australian payroll of less than \$10 million **in 2019-20 or 2020-21**.
- e. Experienced at least a 30 per cent reduction in turnover in the week defined as Friday 13 August Friday -20 August 2021] (inclusive) (compared to the prior 7-day period) due to restricted trading conditions.
- f. Have current Public Liability Insurance coverage to a minimum level of \$10,000,000.

*To be considered an employee, staff must be under the control of the business, receive regular PAYG salary or wages, and have Pay As You Go Withholding amounts as well as superannuation paid by the employer. An owner, partner, or beneficiary of a trust is not considered to be an employee for the purpose of this grant.

3.2 Who is not eligible to apply?

It is proposed the following businesses are not eligible to apply:

- a. Government Business Entity,
- b. Association or industry groups (membership or non-membership),
- c. Businesses with an annual payroll of greater than \$10,000,000, and
- d. Business with annual turnover of less than \$75,000.

4. Application Process

Business eligibility.

Applicants must attest that they meet the eligibility criteria at the time of application and are continuing to trade.

Applicant must provide:

1. ABN, used to confirm industry and business registration.
2. Proof of primary operations in the ACT.

3. Declaration that the business meets the eligibility criteria.
4. Declaration of annual turnover of over \$75,000 and a total Australian payroll of less than \$10 million **in 2019-20 or 2020-21;**
5. Declaration of a 30 per cent reduction in turnover due to restricted trading conditions.
6. Information required to register for payment through ACT Government finance systems, including bank account details and GST paying status (if applicable).
7. A declaration that the information provided is true and accurate, when submitting application through Smartygrants.

5. Audit and compliance

Businesses will be required to declare a reduction in turnover due to restricted trading conditions. They will ~~not~~ be required to provide ^{some} supporting information of annual turnover or decline in revenue at the time of application. Businesses are required to retain supporting information for two years and produce this information at the request of the Government. Information that could be made available if required includes:

- Turnover comparison data for the week prior to the assessment period; * provide at application.
- Emails or texts to or from clients or suppliers detailing cancelled orders or appointments;
- Receipts for refunds provided;
- Invoices or delivery dockets;
- Appointment/scheduling platform, demonstrating cancelled appointments or bookings; and / or
- Screenshots of cancelled events.

Applicants must certify that they meet the eligibility criteria when submitting the online application in Smartygrants.

Grant recipients will be subject to a spot check by the ACT Government and will be required to produce evidence on request by the government.

6. Grant Use

Grants are provided to support eligible businesses that have been adversely impacted by ^{public health measures} ~~restrictions~~ enacted by Territory or Commonwealth Government due to COVID-19. This may include for example:

- Meeting business costs, including utilities, salaries, rent;
- Seeking financial, legal or other advice to support business continuity planning; and
- ~~Developing the business through marketing and communications activities; and / or~~
- Other supporting activities related to the operation of the business.

COVID-19 Business Support Grant (Non-Employing)

1. Purpose

The purpose of the *COVID-19 Business Support Grant* is to provide short term support for small to medium businesses that do not employ staff and whose turnover has significantly declined as a result of COVID-19 health restrictions since 13 August - 20 August 2021.

2. Funding Parameters

Eligible businesses will be provided with a once-off \$1,000 grant per ABN to support them in these difficult circumstances. Where multiple non-employing businesses meeting the eligibility criteria are controlled by one individual, company, partnership, or trustee, funding will be restricted to one grant for all non-employing businesses controlled by the individual, company, partnership, or trustee.

3. Eligibility Requirements

3.1 Who is eligible to apply?

Non-Employing small to medium sized businesses are eligible to apply for the scheme that meet the following criteria:

- a. Registered in the ACT as verified by an ABN and able to demonstrate primary operation in the ACT as at 1 April 2021; and
- b. Do not employ people*
- c. Have an annual turnover of more than \$75,000 (excluding GST) in either 2019-20 or 2020-21 and be registered for GST before April 2021 as recorded on the Australian Business Register; and
- d. Experienced at least a 30 per cent reduction in turnover in the week defined as Friday 13 August Friday -20 August 2021] (inclusive) (compared to the prior 7-day period) due to restricted trading conditions.
- e. Have current Public Liability Insurance coverage to a minimum level of \$10,000,000.

*To be considered an employee, staff must be under the control of the business, receive regular PAYG salary or wages, and have Pay As You Go Withholding amounts as well as superannuation paid by the employer. An owner, partner, or beneficiary of a trust is not considered to be an employee for the purpose of this grant.

3.2 Who is not eligible to apply?

It is proposed the following businesses are not eligible to apply:

- a. Government Business Entity,
- b. Association or industry groups (membership or non-membership),
- c. Businesses with an annual turnover of greater than \$10,000,000,

4. Application Process

Business eligibility.

Applicants must attest that they meet the eligibility criteria at the time of application and are continuing to trade.

Applicants must provide:

1. ABN, used to confirm industry and business registration.
2. Proof of primary operations in the ACT.

3. Declaration that the business meets the eligibility criteria.
4. Declaration of a 30 per cent reduction in turnover due to restricted trading conditions.
5. Information required to register for payment through ACT Government finance systems, including bank account details and GST paying status (if applicable).
6. A declaration that the information provided is true and accurate, when submitting application through Smartygrants.
7. Details of a current proof of identity document. This must be one of the following:
 - a. a driver licence issued in any Australian jurisdiction; or
 - b. an Australian Passport; or
 - c. a Medicare Card; or
 - d. a foreign passport for those issued with an Australian Visa.

The identity document details provided should be for a person listed on the Australian Business Register as either the owner or co-owner of the business or authorised contact of the business.

5. Audit and compliance

Businesses will be required to declare a reduction in turnover due to restricted trading conditions. They will ~~not~~ be required to provide ~~any~~ supporting information of annual turnover or decline in revenue at the time of application. Businesses are required to retain supporting information for two years and produce this information at the request of the Government. Information that could be made available if required includes:

- Turnover comparison data for the week prior to the assessment period; *
- Emails or texts to or from clients or suppliers detailing cancelled orders or appointments;
- Receipts for refunds provided;
- Invoices or delivery dockets;
- Appointment/scheduling platform, demonstrating cancelled appointments or bookings; and / or
- Screenshots of cancelled events.

Applicants must certify that they meet the eligibility criteria when submitting the online application in Smartygrants.

Grant recipients will be subject to a spot check by the ACT Government and will be required to produce evidence on request by the government.

6. Grant Use

Grants are provided to support eligible businesses that have been adversely impacted by restrictions enacted by Territory or Commonwealth Government due to COVID-19. This may include for example:

- Meeting business costs, including utilities, salaries, rent;
- Seeking financial, legal or other advice to support business continuity planning; and
- ~~Developing the business through marketing and communications activities; and / or~~
- Other supporting activities related to the operation of the business.

Chief Minister, Treasury and Economic Development Directorate

| | | |
|-------------------------|--|-------------------------------|
| To: | Chief Minister | Tracking No.: CMTEDD2021/3968 |
| Date: | 16/08/2021 | |
| CC: | Head of Service | |
| From: | Deputy Director-General, Workforce Capability and Governance | |
| Subject: | Extension of ACT Public Sector temporary employment contracts during the COVID-19 pandemic | |
| Critical Date: | 23/08/2021 | |
| Critical Reason: | To facilitate the extension of temporary employment contracts and confirmation of casual employment arrangements during lockdown in a timely manner. | |

Dr Damian West, DDG, WCAG 17/8/2021

Recommendations

That you:

1. note the information contained in this brief;

Noted / Please Discuss

2. agree to extend existing ACT Public Sector temporary employment contracts for a period of:
 - a. **Option 1:** six (6) weeks
 - b. **Option 2:** two (2) months

Agreed option 1 / Agreed option 2 / Not Agreed / Please Discuss

3. agree to the same arrangements applied to casuals during the 2020 lockdown being applied for a period of:
 - a. **Option 1:** six (6) weeks
 - b. **Option 2:** two (2) months

Agreed option 1 / Agreed option 2 / Not Agreed / Please Discuss

Andrew Barr MLA



17/8/21

Minister's Office Feedback

Treasury to work with agencies to only fund those temporary positions who aren't already budgeted to continue. Please include this extension in the Economic and Social Support paper coming to SEMC by the end of the week.

Background

1. In April 2020, due to the COVID-19 pandemic, you announced the ACT Economic Survival Package. This package included the commitment to extend staff employed under temporary contracts in order to provide job security during the pandemic.
2. Following that announcement, the Government made a policy decision to extend any existing ACT Public Sector (ACTPS) temporary employment contracts by a minimum of three (3) months. The policy advice, titled 'Advice relating to temporary employment during the COVID-19 pandemic' was published on the ACTPS Employment Portal on 30 April 2020.
3. The extension applied to all temporary employees employed under the *Public Sector Management Act 1994* (PSM Act) with contracts due to finish between April 2020 and September 2020.
4. In August 2020, having regard to the ongoing pandemic, you agreed to a further temporary contract extension of four (4) months (see CMTEDD2020/3937). The further extension applied to all temporary employment contracts due to finish between September 2020 and December 2020.

Issues

5. On 12 August 2021, you announced that the Territory would enter into a seven (7) day lockdown after recording a positive COVID-19 case in the community.
6. On 16 August 2021, you advised that the lockdown would be extended by an additional two (2) weeks, until 2 September 2021.
7. Having regard to the ongoing COVID-19 pandemic and current lockdown, a further temporary contract extension may be appropriate. It is proposed that you agree to extend existing ACT Public Sector temporary employment contracts for a period of either six weeks or two months. The extension will apply to all temporary contracts due to end between 16 August 2021 and 27 September 2021 (for six weeks) or 16 August 2021 and 16 October 2021 (for two months).
8. The criteria proposed to apply to the extension are:
 - the employee meets the employment eligibility requirements (including visa requirements);
 - the employee performance has been satisfactory;

- the extension is agreed by the temporary employee; and
 - the extension occurs before the current contract ends (i.e. any extension would apply to existing employees on temporary contracts and not those who may have already ended).
9. The criteria proposed are different than those used in 2020. Specifically, they have excluded the following two criteria.
- a. The decision is supported by business need and meaningful work being available.
 - b. There is directorate funding for the contract extension.
10. The operation of these two criteria caused significant confusion and resulted in disputation with the CPSU over their application. Some directorates read the two clauses literally, with the result that no contracts were extended because ostensibly all temporary contracts which reach their expiry either have no continuing funding, or work, or both. This has been avoided this time and should be manageable over six to eight weeks but if further extensions are proposed tighter restrictions may be warranted. Where a directorate cannot place a temporary employee it is likely the Health Directorate will be able to use them in some capacity to bolster the COVID-19 response.
11. The cost of extending temporary contracts either for six weeks or two months is below. Please note this is salary only – it does not include superannuation or other oncosts.

| Directorate | Number of Staff | 6 Weeks Salary | 2 months' salary |
|---|-----------------|------------------------|-------------------------|
| ACT Audit Office | 1 | \$ 10,224.81 | \$ 14,816.50 |
| Canberra Health Services | 193 | \$ 1,866,055.40 | \$ 2,704,052.50 |
| Canberra Institute of Technology | 19 | \$ 180,674.22 | \$ 261,810.33 |
| Chief Minister, Treasury and Economic Development Directorate | 102 | \$ 912,346.50 | \$ 1,322,057.67 |
| Community Services Directorate | 48 | \$ 493,085.79 | \$ 714,517.83 |
| Education Directorate | 269 | \$ 2,018,899.09 | \$ 2,925,534.34 |
| Environment, Planning and Sustainable Development Directorate | 39 | \$ 389,891.39 | \$ 564,981.50 |
| Health Directorate | 27 | \$ 260,860.14 | \$ 378,005.67 |
| Justice and Community Safety Directorate | 103 | \$ 1,002,506.03 | \$ 1,452,705.50 |
| Long Service Leave Authority | 1 | \$ 8,799.99 | \$ 12,751.83 |
| Major Projects Canberra | 5 | \$ 61,179.18 | \$ 88,653.17 |
| Office of the Work Health and Safety Commissioner | 2 | \$ 18,315.26 | \$ 26,540.17 |
| Transport Canberra and City Services Directorate | 94 | \$ 736,495.25 | \$ 1,067,236.17 |
| Grand Total | 903 | \$ 7,959,333.05 | \$ 11,533,663.17 |

12. There are no provisions under the relevant Enterprise Agreements to provide casuals with paid leave entitlements. Treatment of casuals is more complex and relates to whether there is a reasonable expectation that the casual would normally have worked during the period of lockdown. It is proposed the same treatment be applied as in 2020:
- a. Managers should endeavour to make arrangements where the casual employee can continue to work from home in the first instance.
 - b. The Delegate should use their discretion in assessing whether or not to stand the casual employee down with pay on a case-by-case basis, taking into consideration the employee's regularity of work and the impact on the person if they are not paid during this time.
 - c. It may be appropriate, for example, to pay the casual employee for a shift that had been accepted, but it may not be reasonable to anticipate a shift where there is no regularity of attendance.
 - d. Alternatively, where an eligible casual, as defined in the relevant Enterprise Agreement, has been employed by the ACTPS on a regular and systematic basis for a period of at least twelve months and is anticipated to continue employment on a regular basis, standing down without payment should be considered only as a last resort.

Financial Implications

13. Extensions of temporary contracts will have a financial impact on directorates.

Consultation

Internal

14. Nil.

Cross Directorate

15. Directorates will be consulted in the development of the policy advice relating to temporary employment during the COVID-19 pandemic.

External

16. Nil.

Work Health and Safety

17. Nil.

Benefits/Sensitivities

18. The extension of temporary contacts will minimise the impact on workers and their families within the ACT during the ongoing COVID-19 pandemic.

Communications, media and engagement implications

19. Nil.

Signatory Name: Dr Damian West

Phone: 75397

Action Officer: Russell Noud

Phone: 76019

Chief Minister, Treasury and Economic Development Directorate**To:** Chief Minister

Tracking No.: CMTEDD2021/4001

Date: 20/08/2021**CC:** Minister for Business and Better Regulation**From:** Executive Branch Manager, Communications and Engagement, Economic Development**Subject:** Business Support campaign – referral to the Independent Reviewer**Critical Date:** 23/08/2021**Critical Reason:** To enable the campaign to be delivered next week when applications open

- EGM 20/08/21

Recommendations

That you:

1. Note the information contained in this brief; and

Noted / Please Discuss

2. Sign the *Approval to Refer Advertising Campaign to the Independent Reviewer* form at Attachment A.

Signed / Not Signed / Please DiscussAndrew Barr MLA  23/8/21

Minister's Office Feedback

Background

1. You are currently being briefed on the final guidelines for the COVID-19 Business Support Grants so that these can be published online as soon as possible.
2. To date the business support programs have been promoted through media and owned channels including our ACT Government social media, our CBR Business Update e-newsletter and stakeholder networks including the Canberra Business Chamber, Australian Hotels Association, Canberra and Region Tourism Leaders Forum, National Capital Attractions Association, National Retailers Association and a range of other industry bodies with members affected by the lockdown.
3. Expressions of Interest (EOI) in business supports have been significant with EOIs by 4670 businesses as at 19 August 2021. Businesses who have expressed interest will be emailed when the guidelines are available and when applications open.

Issues

4. Your office requested Economic Development develop a paid campaign to promote the grant scheme and business supports. The campaign is planned to commence once applications open for the COVID-19 Business Support Grants to further raise awareness of the range of business supports available to ACT small and medium businesses.
5. As there are a range of supports available, and possibly more to come, the campaign will contain a high-level key message that financial assistance is available for ACT businesses and drive traffic to the website for the details on each program.
6. This will enable businesses to review the range of financial supports that might be available to them from both the ACT and Commonwealth Governments, including the COVID-19 Business Support Grants, COVID-19 Disaster Payment, COVID-19 Business Hardship Scheme, Accommodation and Tourism Operator Support program and the Small Tourism Operator COVID-19 Recovery Payment.
7. The main paid channels will include digital, social media, search and radio.
8. This will include the ability for translated Facebook posts into 18 languages and some buy into multicultural radio.
9. These will be complemented by owned channels including the CBR Business Update e-newsletter, Access Canberra mailing lists. A stakeholder content pack is also being developed for use through stakeholder networks.
10. A tool or graphic to assist businesses to easily work out which programs they are eligible for is also being developed.
11. ACT Government campaigns over \$40,000 or those of a sensitive nature are subject to Independent Review under the Government Agencies (Campaign Advertising) Act

2009. They are referred to the Independent Reviewer by the relevant Minister. During COVID-19, all related campaigns have been referred to the Independent Reviewer regardless of their campaign value.

12. A referral to the Independent Reviewer is at Attachment A. A campaign messaging matrix is at Attachment B, draft creative at Attachment C and media plan at Attachment D.

Financial Implications

13. Currently \$25,000 (ex GST) has been provisionally allocated to support the campaign from internal resources.
14. The anticipated costs of implementing the program will be finalised once a number of operational decisions are made. Further advice on implementation costs will be provided. This will include costs for communicating the programs.
15. It is understood your office is liaising with the Commonwealth Governments and may include a request for further funding to promote the business supports available. If these additional funds are allocated, then the media plan will be revised.
16. As it is likely the campaign will possibly extend beyond the \$40,000 threshold for review by the Independent Reviewer a referral is necessary. An indicative extension of the campaign to approximately \$60-\$70,000 has been flagged in the referral. The Independent Reviewer can be updated should this occur.

Consultation

Internal

17. Communications is part of the internal implementation team for the Business Support programs.

Cross Directorate

18. Consultation has occurred with Access Canberra and other government networks, through the WhoG Business Communications network to take advantage of existing stakeholder networks for promotion.

External

19. Industry leaders and stakeholders will form part of the network to ensure businesses are aware of the business supports. The campaign can be flexible and respond to the needs of industry.

Work Health and Safety

20. N/A

Benefits/Sensitivities

21. It is expected there will be significant interest in the COVID-19 Business Support Grant when it opens, particularly as those who have expressed interest may be ready

to apply immediately. There will be clear messaging about the timeframes in which business can expect payments.

22. Pending the level of EOIs received over the next few days, the campaign may delay slightly to allow the implementation team to begin processing and to space out applications.
23. The campaign will be high level, allowing for the expansion of the supports available either for Commonwealth or ACT Government assistance.

Communications, media and engagement implications

24. Talking points, FAQs and other support materials will complement the campaign to enable questions to be answered quickly.
25. Resources are being put in place to answer phone and email enquiries.

Signatory Name: Karen Stewart-Moore

Phone: x52855

Attachments

| Attachment | Title |
|--------------|---|
| Attachment A | Referral to the Independent Reviewer for Campaign Advertising |
| Attachment B | Messaging matrix and draft campaign creative |
| Attachment C | Draft creative concepts |
| Attachment D | Media plan |

APPROVAL TO REFER ADVERTISING CAMPAIGN TO INDEPENDENT REVIEWER

Governments are required to communicate with citizens to:

- maximise compliance with the law
- inform the community of new, existing, changed or proposed legislation, policies, programs and services
- raise awareness of a planned or new initiative or event
- initiate community consultation
- promote awareness of rights, responsibilities, duties or entitlements
- encourage social cohesion, civic pride, community spirit, tolerance, or
- inform the community about a public policy outcome.

Compliance is required with the [Government Agencies \(Campaign Advertising\) Act 2009](#) to ensure public money is being used appropriately.

ACT Government advertising and promotion campaigns with expenditure in excess of \$40,000 must be reviewed by the Independent Reviewer of Campaign Advertising.

A number of exceptions apply. ACT Government campaigns that are not required to be reviewed include:

- those with a total cost (creative development and media placement) of less than \$40,000
- jobs advertising
- tender advertising
- public health or safety campaigns
- campaigns that assist in the preservation of order in the event of an emergency or crisis
- campaigns that help ensure public safety, personal security or that encourage responsible behaviour
- campaigns that promote the ACT as a tourist destination, and
- routine advertising carried out in relation to operational activities.

Exempt campaigns as noted above may be reviewed at the request of the relevant Minister or Chief Executive, including where the subject matter of the campaign may be considered sensitive for any reason.

Please submit this completed and signed form plus the campaign strategy/plan with **all** communications and campaign materials to wholeofgovcomms@act.gov.au.

Allow three working days for reviews to be completed. Your directorate or agency will be invoiced for the cost of the review in accordance with a [determination of the ACT Remuneration Tribunal \(Part-time office holders\)](#).

CAMPAIGN INFORMATION FOR REVIEW

| | |
|--|--|
| CAMPAIGN NAME: | COVID-19 Business Support campaign |
| DIRECTORATE/AGENCY: | Chief Minister Treasury and Economic Development Directorate |
| CONTACT OFFICER: | Helena Cataldo |
| RESPONSIBLE PERSON: | Treasurer and Minister for Economic Development |
| CAMPAIGN PURPOSE AND SUMMARY: | |
| <p>The purpose of the campaign is to raise awareness of the range of business supports available to ACT businesses who have been affected by the restrictions on trading both in the ACT during this current lockdown and interstate restrictions which have particularly impacted the tourism industry.</p> | |
| CONTRACTED CREATIVE AGENCY: | |
| <p>Creative is being developed internally in-line with the COVID-19 communications. Proposed creative is attached to this referral.</p> | |
| MEDIA / CHANNELS USED: | |
| <p>Channels include Search, Social, Digital (inc. Canberra Times) and radio. targeting local and CALD business owners.</p> <p>This will be complemented by owned channels including business and industry e-newsletters, Our Canberra e-newsletter, ACT Government social media channels and stakeholder networks.</p> | |
| CAMPAIGN DATES: | |
| Start date: | As soon as practical for owned and earned channels and 25 August 2021 (to be confirmed) for paid channels. |
| Key delivery milestones: | Independent Review – as soon as possible Campaign in market – w/c 23 August Campaign concludes – 18 September (pending any extension) |
| End date: | Campaign is scheduled to conclude mid September but this is contingent on demand from business and whether there is any extension of the current lockdown. |
| BUDGET: | |
| CAMPAIGN ACTIVITY | COST |
| Creative /strategy development | \$Nil (internal resources) |
| Production (campaign materials) | Schedule 2.2(a)(xi) allocated for radio commercial, flyers. |

| | |
|-------------------|--|
| Total media costs | Schedule 2.2(a)(xi) with the possibility of expansion pending confirmation of further funding sources. Budget could extend to Schedule 2.2(a)(xi) pending this confirmation. |
| TOTAL | Schedule 2.2(a)(xi) (estimated with potential to increase to Schedule 2.2(a)(xi)) |

PLEASE PROVIDE THE FOLLOWING INFORMATION

Will Ministers and/or MLAs be involved in the campaign? No

(Refer to [Guideline 3: Materials should not be directed at promoting party political interests](#))

Ministers may issue media releases and use their social media channels and networks to amplify the programs to business.

Will public servants be involved? No

(Refer to [General Principle 6.\(i\) of the Guidelines](#). ACT public servants can appear in advertising campaigns with the sign off from the relevant Director-General)

If yes, have necessary approvals been obtained? No

Are all campaign materials clearly identified as a government campaign? Yes

Materials will include ACT Government logo and directorate name.

(Refer to [Guideline 1: Relevance of campaign material](#) and [Authorising electoral material fact sheet](#))

If no, why?

N/A

Is there compliance with Guideline 4: Avoiding the misuse of public funds? Including a clear audit trail regarding decision-making and procurement policy and procedures for tendering, obtaining services and employing consultants followed. Yes

(Refer to [Guideline 4: Avoiding the misuse of public funds](#))

If no, why?

N/A

What action is proposed to draw information to the attention of disadvantaged groups and individuals?

(Refer to [Guideline 2: Presenting campaign material in an objective, fair and accessible manner](#))

Advertising on multicultural radio stations has been included as well as functionality through Facebook for the translation of social media posts.



CERTIFICATION BY RESPONSIBLE PERSON ([Guideline 5.31](#))

I authorise this advertising campaign to be reviewed by the Independent Reviewer.

Signed:


Position / Title:

Date:

Andrew Barr
23.8.21

**Business Support Campaign
Messaging Matrix – Draft 19 August 2021**

| General Support Program | Creative / Channel |
|--|--------------------|
| <p>The ACT Government is providing financial assistance to local businesses impacted by the COVID-19 lockdown in Canberra.</p> <p>There are a number of financial support programs now available to support businesses in the ACT that are facing a significant loss in revenue due to the current lockdown.</p> <p>This includes:</p> <ul style="list-style-type: none"> • COVID-19 Business Support Grants, which will deliver support of up to \$10,000 for employing businesses and up to \$4,000 for non-employing businesses over the three-week lockdown period where those businesses' turnover has declined by 30 per cent or more as a result of the COVID-19 health restrictions. OPEN SOON. • COVID-19 Small Business Hardship Scheme, which will give eligible small businesses an opportunity to apply to the ACT Government to receive credits for payroll tax, utility charges, rates and other selected fees and charges up to a maximum of \$10,000 per operator. OPEN TBC • COVID-19 Disaster Payments, a Commonwealth Government scheme which will provide payment to those unable to earn an income during the lockdown. Payments will vary from \$200 to up to \$750 each week of the lockdown depending on the hours of work lost during the lockdown and other eligibility criteria. OPEN NOW • Accommodation and Tourism Venue Operator support program, offering accommodation providers and private tourism operators who have experienced a 30 per cent reduction in revenue to receive a full rebate on their fixed water and sewage charges up to \$75,000. OPEN NOW • Small Tourism Operator COVID Recovery Payment, offering small tourism operators up to \$15,000 per ABN for eligible expenses occurred in June and July 2021. OPEN NOW <p>For more information go to the ACT Business Hub website – act.gov.au/business</p> | General content |
| Businesses in Canberra impacted by the COVID-19 lockdown can now access financial support. Head to the ACT Government's Business Hub website to see what your business is eligible for. Go to act dot gov dot au forward slash business or call 6205 0900 | ATN |
| The ACT Government is providing financial assistance to local businesses impacted by the COVID-19 lockdown in Canberra. | Radio ads |

| | |
|--|---------------------|
| <p>There are a number of financial support programs now available for local businesses that have experienced a significant loss in revenue due to the lockdown.</p> <p>Go to act dot gov dot au forward slash business or call 6205 0900 to find out more.</p> <p style="text-align: center;">Or</p> <p>Has your business been impacted by the COVID-19 lockdown? The ACT Government is delivering a number of financial support programs to local businesses that have experienced a significant loss in revenue due to the lockdown.</p> <p>Go to act dot gov dot au forward slash business or call 6205 0900 to find out more.</p> | |
| <p>The ACT Government is providing financial assistance to local businesses impacted by the COVID-19 lockdown in Canberra.</p> <p>For more information go to the ACT Business Hub website - act.gov.au/business</p>  | Socials |
| <p>We understand this is a really difficult time for our local businesses.</p> <p>The ACT Government is providing financial assistance to local businesses impacted by the COVID-19 lockdown in Canberra.</p> <p>There are a number of financial support programs now available to support businesses in the ACT that are facing a significant loss in revenue due to the current lockdown.</p> <p>For more information go to the ACT Business Hub website - act.gov.au/business</p> | Our Canberra EDM |
| <p>The ACT Government is providing financial assistance to local businesses impacted by the COVID-19 lockdown in Canberra.</p> | EDMs (Business, VC) |

There are a number of financial support programs now available to support businesses in the ACT that are facing a significant loss in revenue due to the current lockdown.

For more information go to the ACT Business Hub website - act.gov.au/business

PROGRAM SPECIFIC EXAMPLE: Tourism support

Financial assistance is available for local tourism businesses impacted by COVID-19.

Applications are open for the Small Tourism Operator COVID Recovery payment and the Accommodation and Tourism Venue Operator support program. If your business can demonstrate a 30% loss in revenue in July 2021 compared to April 2021 you could be eligible.

For more information go to the ACT Business Hub website – act.gov.au/business



General

PROGRAM SPECIFIC EXAMPLE: COVID-19 Business Support Grants

The ACT Government is providing financial assistance to local businesses impacted by the COVID-19 lockdown in Canberra.

The COVID-19 Business Support Grants provide grants of up to \$10,000 for employing businesses and up to \$4,000 over the three-week lockdown. Eligibility criteria apply.

For more information go to the ACT Business Hub website – act.gov.au/business

General

Implementation

Supporting Business Campaign

August 2021



Supporting Business Campaign

COVID-19 financial assistance is available for ACT businesses



 **ACT**
Government

www.act.gov.au/business

Eligibility criteria apply

Produced by Chief Minister, Treasury and Economic Development Directorate

COVID-19 financial assistance is available for ACT businesses



 **ACT**
Government

www.act.gov.au/business

Eligibility criteria apply

Produced by Chief Minister, Treasury and Economic Development Directorate

Supporting Business Campaign

**COVID-19 financial
assistance is available
for ACT businesses**



www.act.gov.au/business

Eligibility criteria apply

Produced by Chief Minister, Treasury and Economic Development Directorate

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assistance is available
for ACT businesses**



www.act.gov.au/business

Eligibility criteria apply

Produced by Chief Minister, Treasury and Economic Development Directorate

Supporting Business Campaign

COVID-19 financial assistance is available for ACT businesses



 **ACT** Government www.act.gov.au/business Eligibility criteria apply

Produced by Chief Minister, Treasury and Economic Development Directorate

COVID-19 financial assistance is available for ACT businesses



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COVID-19 financial assistance is available for ACT businesses




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Produced by Chief Minister, Treasury and Economic Development Directorate

COVID-19 financial assistance is available for ACT businesses



 **ACT** Government www.act.gov.au/business Eligibility criteria apply

Produced by Chief Minister, Treasury and Economic Development Directorate



CY 2021 Media Overview

MBA Number: SM1054
Entity / Organisation: CMTEDD
Campaign: COVID -19 Business Support Program
Target Audience (Planning): SME's in ACT
Target Audience (Buying): SME's in ACT
Campaign Status: Planned

Purchase Order Number:
Plan No./Date: V3 17 August 2021
Replaces Plan No./Date: V2 17 August 2021

PLANNED

BOOKED

| DETAIL | FORMAT | TOTAL COST | FY 21-22 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|------------------|---------------------|----------|---------------------|----|----|--------|---|----|----|----|-----------|----|----|----|---------|----|----|----|----|----------|----|----|----|----------|----|----|----|--|--|--|---------------------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | | | July | | | | August | | | | | September | | | | October | | | | | November | | | | December | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | 4 | 11 | 18 | 25 | 1 | 8 | 15 | 22 | 29 | 5 | 12 | 19 | 26 | 3 | 10 | 17 | 24 | 31 | 7 | 14 | 21 | 28 | 5 | 12 | 19 | 26 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | ACT Public Holidays | | Labour Day 4/10 | | | | | | | | | | | | | | | | | | | | | | | | | | | | Christmas 25g Day 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | ACT School Holidays | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Digital | | Schedule 2.2(a)(xi) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Display - Commissionable | Billboard & MREC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Display - Non-Commissionable | Google Discovery | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Search - Non-Commissionable | RSA + Extentions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Social | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Social - Non-Commissionable | Image Link Ad | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Radio | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Canberra & CALD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TOTAL COST (GROSS) | | | | Schedule 2.2(a)(xi) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Less Commission rebate 10% of Total Commissionable Media Placement Spend | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| AGENCY FEES | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| SCOPE OF WORK | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Adserving | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Production | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TOTAL COST (EX. GST) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TOTAL COST (Inc. GST) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| BUDGET / APPROVED MBA (Excl. GST) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Difference (Budget vs Actual) Inc. Fee & exc GST) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Information on this schedule is Confidential

*Pls. note all rates quoted are to be used for planning purposes only and will be confirmed at time of booking.

*Placement of booking subject to availability

From: "Murray, Gerry" <Gerry.Murray@act.gov.au>
Sent: 16/08/2021 11:51 AM
To: "Dynon, Kaarin" <Kaarin.Dynon@act.gov.au>; "Webber, James" <James.Webber@act.gov.au>
Cc: "Coleman, Kerry (Health)" <Kerry.Coleman@act.gov.au>; "Johnston, Trish" <Trish.Johnston@act.gov.au>; "Rogers, Tamerra" <Tamerra.Rogers@act.gov.au>; "Pulli, Tracey (Health)" <Tracey.Pulli@act.gov.au>; "Moore, Melanie" <Melanie.Moore@act.gov.au>; "Singleton, Sally (Health)" <Sally.Singleton@act.gov.au>
Subject: Media lines - CIT cases

OFFICIAL

Hi Kaarin and James

This evening the CIT Reid and Bruce campuses will be identified as exposure locations as part of our web updates and out through social media. A letter will also be going out to students and staff through CIT channels tonight, confirming 3 cases.

See below **media lines** for use in the morning if asked / as required.

...STARTS::

ACT Health can confirm 3 positive cases of COVID-19 who were unknowingly infectious while at CIT Reid and Bruce Campuses.

ACT Health is working closely with CIT to communicate with visitors, staff and students in regards to these exposure sites.

The Chief Minister, Minister for Health and Chief Health Officer will provide further information at the 11.45am press conference.

...ENDS::

These lines have been cleared through to [@Singleton, Sally \(Health\)](#) Thank you Sally!

If you need any clarification or further information in relation to the above, please let me know.

Good evening everyone.

Best regards, Gerry

Gerry Murray | Senior Director, Communications and Engagement
Public Information Coordination Centre | ACT Government
0420 620 500 | Email: gerry.murray@act.gov.au



From: "COVID-19 Media" <COVID-19Media@act.gov.au>
Sent: 31/08/2021 10:12 AM
To: "Webber, James" <James.Webber@act.gov.au>; "Craig, Alexandra" <Alexandra.Craig@act.gov.au>; "Dynon, Kaarin" <Kaarin.Dynon@act.gov.au>
Cc: "COVID-19 Media" <COVID-19Media@act.gov.au>; "Johnston, Trish" <Trish.Johnston@act.gov.au>; "COVID19 DPIC" <DPIC@act.gov.au>
Subject: Testing info for the morning media

OFFICIAL

Hi James, Alex and Karrin

Testing info for the morning.

Number of COVID-19 tests from Tuesday, 31 2021.

- There were over 3,000 COVID-19 tests taken yesterday (as at 16:00pm, 31 August). The exact total will be provided at the press conference at 11.45am today.

Testing services today (Wednesday 1 September):

- The testing services update for today is:
 - Drive Through COVID-19 Testing at Exhibition Park in Canberra: open 8am to 10pm
 - Drive Through COVID-19 Testing at Kambah: open 8am to 4pm
 - Drive Through COVID-19 Testing Clinic at Brindabella Business Park: open 8am to 4pm
 - Weston Creek Walk-in Centre COVID-19 Testing Clinic: open 7.30am to 10pm
 - Erindale Active Leisure Centre Walk-in COVID-19 Testing Centre: open 8am to 4pm
 - Gold Creek School Pop-up Walk-in COVID-19 Testing Facility: open 8am to 4pm
- Please get tested if you have any COVID-19 symptoms, such as a fever, cough, sore throat, shortness of breath, or loss of smell or taste.
- While the queues have eased at the testing sites, this is now the time for people who have those signs and symptoms to get tested.
- You can find the full list of testing clinics in the ACT here: www.covid19.act.gov.au/testing-locations

Cheers

Trace

Whole of Government talking points – COVID-19 response



Protocols for updating this document

- *Individual Directorates are responsible for updating the talking points for the issues they are leading – this includes seeking approvals from relevant executive.*
- *Please avoid adding information is that incomplete - no gaps, or TBC's.*
- *All updates must be tracked, so that the Public Information Coordination Centre (PICC) can collate the changes/updates and have them approved, and ready for use.*
- *All critical updates/new content will be highlighted in yellow when circulated.*
- *The TPs document is a living document and will expand rapidly over the coming weeks and months. It may be updated daily or weekly as required.*

NOTE: Please click on the drop down to view the talking points.

Whole of Government talking points – COVID-19 response

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Hot issues

ACT SITUATION

- We want to thank Canberrans for doing the right thing and staying at home. This is the single most important thing we can all do at this time to limit the spread of COVID-19 in our community.
- We remind people that if undertaking essential activity out of the home to take precautions to protect yourself and your family.
 - Everyone aged 12 years and over must wear a face mask outside the home.
 - maintain good hand hygiene
 - keep your distance and
 - use the Check In CBR app.

ACT Lockdown extended to Friday 17 September 2021

- The ACT's lockdown measures will be extended until midnight on Friday 17 September due to the ongoing public health risk in the Territory.
- The delta strain of the virus is highly infectious and difficult to contain. It is a slow process and will take more time.
- Canberrans are asked to continue staying at home and minimise close contact with others to reduce the transmission of COVID-19.
- The Chief Health Officer has advised that this lockdown has been effective in reducing the spread of the virus to date.
- However, the public health risk has not yet reduced to the point that can safely end this lockdown.
- As part of the extension of the lockdown, the Chief Health Officer has recommended some further, minor amendments to the public health directions to commence from 5pm Thursday 2 September.
 - Outdoor exercise and recreation time will be extended to two hours each day.
 - People who work outdoors will be able to return to work under COVID-safe requirements.
 - Small funerals and weddings can be held with COVID-safe measures in place.

Key Numbers

- 23 new cases of COVID-19 recorded in the ACT in the past 24 hours
- 41 cases have recovered which means there are now 256 active cases associated with this outbreak.
- ACT Health continues to work with over 1,100 people who have self-identified as close contacts of ACT outbreaks.
- There are over 200 exposure locations listed for the ACT
- There are currently thirteen (13) patients in ACT hospitals, including four (4) in intensive care with one (1) patient requiring ventilation.
- ACT Pathology, along with our private providers, returned 2,097 negative test results in the 24 hours to 9am on 01 September 2021.
- Our vaccination efforts continue across the ACT with total of 212,237 vaccine doses administered.

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Testing Update

- We remind Canberrans to continue to get tested.
- With active community transmission of COVID-19 in the ACT, it is important to ensure that we are picking up any cases that are currently going undetected.
- Please keep up to date with testing service arrangements through ACT Health social media channels and on the ACT COVID-19 website.
- While the queues have eased at the testing sites, this is now the time for people who have those signs and symptoms to start making plans to get tested.
- Wait times at ACT testing sites are currently good, so for Canberrans requiring day 12 or 13 testing, today is a good day to get tested.
- Our priority will always be those who are close contacts and those who have been contacted by ACT Health to get tested, but we also need those who have signs and symptoms to come forward as well.

Condamine Court

- Condamine Court was listed as a close contact exposure location on Monday 23 August.
- The ACT Government has comprehensive plans in place for a range of high risk and vulnerable settings including high density public housing.
- Our approach to this situation is far more than a health response. Our focus is on supporting the tenants and their needs.
- There is a multi-agency response team on site at Condamine Court, providing information and support to those affected and all tenants. This response includes our community partners, who are critical to ensuring we are able to meet the needs of tenants.

Ainslie Village

- A confirmed COVID-19 case visited Ainslie Village whilst unknowingly infectious.
- Ainslie Village has been listed as an exposure location for the dates Wednesday 26 August 2021 and Thursday 27 August 2021.
- Our multi agency response team communicated directly with residents and put in place support mechanisms while testing is undertaken.
- The team has been on-site, and several residents have already been tested.
- The team, along with non-government community partners will remain onsite to ensure that residents have access to any support they need.
- Canberrans are advised to please check the [COVID-19 website](#) for details on specific times, dates and classifications.

Disability sector

- The new cases announced on Monday 23 August includes a support worker adding one case to this cluster in the disability sector.

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- We continue to work with those directly affected and the wider disability sector with a focus on reducing the risk of transmission, communication and support.
- We acknowledge the impacts on the sector are wider than those directly affected, and we are committed to working through these impacts and providing support to the entire sector.

ACT Policing enforcement

- ACT Policing officers will continue to keep the Canberra community safe during the COVID-19 pandemic.
- Should any workforce impacts occur as a result of coronavirus, ACT Policing has established business continuity plans to manage its workforce, workplaces and systems.
- Where required, ACT Policing will encourage compliance before considering enforcing ACT COVID-19 directions.
- ACTP members always assess each situation on its merits and decide on the best course of action when applying their powers under a health direction.
- The most important thing for us is that everyone takes personal responsibility to report if they have come from restricted areas. Not doing so is a breach of the directions.

Overall Compliance Activity Since 12 August 2021 (as of 0800 22 August 2021)

- Since the ACT-wide lockdown began on 12 August:
 - ACT Policing has issued 12 infringement notices and 35 cautions.
 - 5632 traffic stops have been conducted and 92 people have been directed to leave the ACT.
- Police assess each situation on its merits and decide on the best course of action when applying their powers under a health direction.
- Eight people have been arrested for breaches of COVID-19 Public Health Directions in the ACT since lockdown began. Enforcement of directions under Public Health Act

Policing of visitors from interstate hotspots:

- Police are using a variety of methods and measures to ensure compliance and enforcement of all ACT health directions.
- A lot of people from nearby NSW have valid reasons to be in Canberra, and many fleet or rental vehicles have other interstate plates attached. A person driving a car registered in another jurisdiction may not be from a restricted area.

Misdirected calls to police

- ACT Policing understands that people are concerned about everyone doing the right thing during the lockdown, however, the Police Assistance line (131 444) is receiving calls that are not genuine police matters.
- Call waiting times for non-urgent calls to 131 444 have increased significantly as a result of misdirected, and sometimes needless, calls being made to police
- These calls can delay important information about crimes currently being committed such as family violence incidents, vehicle thefts, burglaries and information about missing persons.
- For all legitimate police matters please call 131 444 for police assistance or Triple Zero (000) in life threatening situations.

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- **Media release (issued on 20 August):** www.policenews.act.gov.au/news/media-releases/misdirected-calls-impacting-police-emergency-call-centre

Details of Recent Compliance Activity (24 hours to 0800 22 Sunday August 2021)

- Police conducted 303 in-person compliance checks of homes, hotels and businesses.
- Police stopped 448 drivers to speak with them about the current health orders.
- Two people were directed to leave the ACT in the 24-hour period.

Contributed and last updated by ACT Policing 21 August

TRAVEL RESTRICTIONS

New South Wales

- The ACT has declared all of NSW as a COVID-19 affected area.
- For residents in the surrounding NSW region, if you live in one of the approved postcodes you may enter the ACT for essential work and healthcare reasons only.
- You will not need an exemption as you are covered by a standing exemption issued by ACT Health.
- ACT Policing will be undertaking compliance checks across the ACT and you will be expected to provide proof of residential address and the reason you are moving about the ACT community.
- If you live outside these postcodes and need to enter the ACT for essential work or healthcare reasons, you will be required to seek an exemption.

Updated by PICC 20 August

Health and community response

VISITOR RESTRICTIONS

- Visitor restrictions are currently in place at all hospitals, community health centres and walk-in centres in the ACT.
- Visitors are not permitted to enter health facilities unless in exceptional circumstances such as end of life, birthing or for paediatric care.
- The decision to restrict visitors to our health facilities is always a difficult one, but it ensures we can protect the health and safety of everyone. This is especially necessary for our most vulnerable, particularly patients whose health is already compromised.
- Family and friends are strongly encouraged to keep in touch with patients at CHS facilities via phone and/or video calls.
- All COVID-19 safe principles and behaviours continue to apply to all permitted visitors.
- We understand this is difficult news, but it is necessary to keep everyone as safe as possible.
- We are constantly reviewing these difficult restrictions and will make changes as soon as it is safe to do so.

Whole of Government talking points – COVID-19 response

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- For those who must attend our facilities, surgical face masks are mandatory at all health facilities across Canberra, including hospitals, community health centres and walk-in centres.
- Masks will be handed out at all screening points on entry to the facility and you must wear a new mask each day.
- Please also make sure you complete a digital screening tool before entering a health facility.

COVID-19 TESTING CLINICS

- With the increase in exposure locations, demand for testing can be high.
- Regular updates on expected testing clinic wait times are provided on the ACT Health Twitter and Facebook pages to help everyone manage their attendance and to reduce queues at the sites.
- We thank the community for their patience as our testing staff work extremely hard to test as many people as quickly as possible.
- The ACT Government requested support from the Department of Defence to assist at testing sites to continue to build on our testing capacity.
- We have also surged additional logistics support to improve the flow of vehicles through the two drive through clinics at EPIC and Brindabella Park to enable our testing clinics to redirect their existing resources into further testing capacity.
- If you are going to get tested, please wear a mask, bring water and any other supplies you may need during the wait, and leave your pets at home.
- Please treat our staff and each other with kindness and respect as we get through this together.
- For a full list of COVID-19 Testing Clinics and opening hours visit covid19.act.gov.au

Last updated by PICC on 22 August.

COVID-19 VACCINATION

- Canberrans aged 16-29, can now [book in for a Pfizer COVID-19 vaccination](#) at an ACT Government clinic or participating GP.
- Vaccination appointments for 16-29 year olds may still be some time away, with the next booking at ACT Government clinics not available until late October.
- ACT Health will reschedule appointments to earlier dates if supply from the Commonwealth allows.

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- The ACT Government will open the new COVID-19 mass vaccination clinic at the [AIS Arena](#) on Friday 3 September 2021.
- The COVID-19 mass vaccination clinic at Garran will close end of the day on Thursday 2 September to continue to respond to the pandemic.
- Existing appointments at the Garran clinic, on or after Friday 3 September, have been moved to the AIS Arena clinic.
- The [Access and Sensory clinic](#) will continue to operate from the Garran clinic while we work with key stakeholders on options to transfer this clinic to another location.
- During lockdown the ACT Government's COVID-19 vaccination clinics remain open and operating daily.
- It is safe to attend your appointment, so long as you're feeling well and you're not in isolation or quarantine.
- Health, aged or disability care workers continue to be given [priority appointments at ACT Government COVID-19 vaccination clinics](#).
- COVID-19 vaccines are free and will be made available for everyone regardless of Medicare or visa status.
- More information is available on the [ACT COVID-19 vaccine website](#).

Contributed by Vaccine team and last updated on 1 September

ACT Government response

PUBLIC TRANSPORT

Affected Transport Routes

- Several light rail and bus transport routes have been identified as exposure locations.
- ACT Health is working closely with Transport Canberra to access MyWay card data and use Check In CBR app data to identify people on the routes at the specific dates and times.
 - A number of Transport Canberra bus drivers are currently in isolation to comply with ACT Health directions meaning they are unable to work. This has placed pressure on our transport network. An interim bus network is now in place to ensure a reliable, while still frequent, network.

Using public transport

- We ask that people use public transport for essential travel only and please do not travel if you are unwell.
- Use of face masks in the community (including onboard buses and light rail) is mandatory for people 12 years and over.

Whole of Government talking points – COVID-19 response

- The Check in CBR App is also mandatory on board all services. If you don't have access to the app please ensure you travel with a registered MyWay card or keep good travel records.
- Registering your MyWay card at the Transport Canberra website can assist with contact tracing should it be required.
- Transport Canberra's highest priority is the safety of our customers and our workforce.
- Increased cleaning is being carried out each day across the network. Hard surfaces across bus interchanges and light rail stops are cleaned daily and buses and light rail vehicles twice daily – this includes all internal surfaces such as MyWay readers, poles, stop buttons and seats.
- Cash is not being accepted on buses. Please use MyWay or pre-purchase tickets from ticket vending machines located at all light rail stops and most bus interchanges.
- To keep our drivers safe please enter and exit the bus via the rear doors at all stops unless you require the front doors for low floor access – just signal the driver if you need to use the front doors.
- Drivers will only not open the rear doors if there are safety concerns at particular locations, or access is required for a pram, wheelchair, or less abled person.
- Light rail doors are now automatically opening to remove the need for passengers to press the 'open door' buttons.
- The front seats of buses and light rail are temporarily closed, providing more space between drivers and customers.

Light rail services

- Light rail services are currently running to the regular frequency during the lockdown period.

Interim weekday bus timetable

- In response to the current COVID-19 lockdown in the ACT, Transport Canberra will commence an interim bus timetable from Wednesday 25 August 2021. This timetable will remain in place until further notice.
- The COVID-19 situation in the ACT continues to evolve with an increasing number of bus drivers required to comply with ACT Health directions and unable to attend work.
- We are introducing these changes now to ensure regular and reliable services can be delivered for essential workers and their children without putting any further pressure on our workforce.
- The interim bus timetable provides a high level of frequency with all local services and the Rapid 10 running at least every 30 minutes and all other Rapids running at least every 15 minutes during the day and around every hour after 8pm during the week.
- This is the same timetable that ran over the summer holiday period and customers are already familiar with it.
- While the timetable sees a reduction in services it still provides enough frequency to get people that rely on public transport where they need to be.

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- The Flexible Bus Service continues to run for those who need it however we ask you to not travel with us if you feel unwell.
- Weekend services will remain the same.
- Light rail is continuing to run to its regular frequency at this time.
- We thank our customers for their understanding during this time and our workforce for their commitment to ensuring reliable services at this difficult time.

School services

- Transport Canberra will be working closely with the Education Directorate and private schools to ensure families are provided with information regarding services available to students attending face-to-face learning during this time.
- Many students already travel to school using the regular network which still has good frequency during school travel times.
- Dedicated school bus services will not be running during this time. For students that rely on dedicated school buses Transport Canberra can provide a bespoke service. This can be arranged via your child's school. Students must be registered to access this service.
- Please check with your school if your child is attending in person and uses a dedicated school bus.

Check In CBR on Public Transport

- Canberrans must check in on public transport in the ACT using the Check in CBR app.
- Individual Check in CBR QR codes have been installed on each bus and light rail vehicle making it easy for ACT Health to contact trace if required.
- QR codes are available throughout the cabins of buses and light rail vehicles, making it easy for people to access. This will also help avoid queuing at vehicle doors. Customers can check in once they are seated.
- We are seeing a good number of check ins on public transport. We need people to keep up this great work and continue checking in whenever they hop on a bus, light rail vehicle, taxi or rideshare.
- Clear signage is available at stops and stations and on board to explain the new requirements.
- Customers must check in on every vehicle they travel on, regardless of whether they connect services. Customers are not required to check in at public transport stops or stations.
- All members of the community aged 16 years and over must check in when travelling on the regular public transport network and on special school services. Parents are encouraged to check in on behalf of children under the age of 16.
- If passengers do not have a smartphone and are unable to scan into the Check In CBR app, the registered MyWay card can be used to track travels on Transport Canberra bus and light rail services only. You simply need to tap on and tap off the bus or light rail service you are travelling on.
- Customers should continue to tap on and off using MyWay and follow all COVID Safe travel measures in place.
- Registering your MyWay card remains important and will also supplement contact tracing efforts if needed.

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- Keep your MyWay card details up to date by completing the change of details form when you change address, email address or phone number to assist with contact tracing.
- Transport Officers and Canberra Metro customer services staff are available at major stops and stations to assist customer if they have any questions.
- Transport Canberra is working with COTA to ensure that senior customers are provided with the relevant advice in relation to the Check in CBR process onboard bus and light rail vehicles.
- Drivers are not able to help check in customers.
- To find out more visit www.transport.act.gov.au or call 13 17 10.

Vaccination Clinic public transport

- From Friday 3 September, Transport Canberra will be providing free transport on bus and light rail for anyone travelling to an ACT Government COVID-19 vaccination clinic.
- To access free travel, individuals need to show proof of their COVID-19 vaccination booking at an ACT Government clinic to the driver or customer service officer (upon request).
- Parents, carers and guardians accompanying people to their vaccination appointment are also able to travel free.
- Customers are reminded that face masks are currently mandatory in the ACT and to check in on public transport services using the [Check In CBR app](#).
- You can plan your trip ahead of time using Transport Canberra's Journey Planner at www.transport.act.gov.au.

Free public transport options to the AIS Arena COVID-19 mass vaccination clinic

- Individuals with bookings at the new AIS Arena COVID-19 mass vaccination clinic can make use of the Rapid 9 (R9) from Dickson and Belconnen interchanges.
- The service will divert slightly to drop off and pick up customers from the AIS Arena COVID-19 mass vaccination clinic.
- The service operates every 15 minutes on weekdays and every 30 minutes on weekends.
- The R9 will run until after the AIS Arena clinic finishes its last appointment.

Free public transport options to the Airport COVID-19 mass vaccination clinic

- Since June, Transport Canberra has been running a free shuttle bus service from the Airport Terminal bus stop to the Canberra Airport COVID-19 mass vaccination clinic.
- The shuttle service operates from 7.50am until 4pm, 7 days a week, with services every 15 minutes.
- Customers can connect with the Rapid 3 from the Airport Terminal stop. Bus fares are being waived from 3 September.

CITY SERVICES

Waste drop-off services

Whole of Government talking points – COVID-19 response

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- From Saturday 28 August 2021 a limited range of waste drop-off services will reopen for public and commercial use.
- The services will include:
 - Resource Management Centre on Flemington Road, Mitchell
 - Resource Management Centre on Mugga Lane, Symonston
 - Soft Landing mattress disposal in Hume
 - Green waste drop-off on Mugga Lane
- Green waste drop-off on Parkwood Road will reopen on Monday 30 August 2021.
- Users of these services will need to comply with safety measures to reduce the risk of potentially spreading COVID-19 in the community.
- These measures include QR code check ins (accessible from their vehicle), contactless payment for weighbridge tolls, designated lanes at drop-off points, strict no-exiting of vehicles unless at their designated drop-off point and traffic marshalling.
- Users are asked to only use the services provided if absolutely necessary. Safety measures and traffic marshalling are likely to result in added time delays and queues for drop-off.
- The Green Shed located at Resource Management Centres will remain closed to help ensure public safety.
- For more information visit www.cityservices.act.gov.au

Recreation open spaces

- From 5pm Thursday 2 September 2021, outdoor playgrounds, fitness stations and dog parks will reopen. Canberrans are asked to ensure that they maintain physical distancing wherever practicable.
- One household (any size) or up to 5 people can gather outdoors for up to 2 hours for exercise or non-organised recreation.
- However, to keep Canberrans safe it will be a requirement to check in at high-use and popular playgrounds and at all fitness stations and dog parks using the Check In CBR app.
- To begin with, signage displaying the Check In CBR QR code is being installed at the seven dog parks and 13 district playgrounds across Canberra. Gradually this signage will also be rolled out to the major fitness stations and the high use and most popular community (central) level playgrounds.
- All dog parks, fitness stations and high use playgrounds will have their own individual Check In CBR QR code making it easy for ACT Health to contact trace if required.
- Clear signage will be at the playgrounds, fitness stations and dog parks to explain the new requirements.
- While there will be no requirement to check in at smaller scale, local playgrounds not displaying the Check In CBR QR codes, we encourage the community to take the necessary precautions to protect yourself and your family when using any of our public spaces or dog park facilities. Do this by:
 - everyone aged 12 years and over must wear a face mask outside the home
 - maintain good hand hygiene
 - keep your distance and remember to stay home if you are feeling unwell.
- For more information, visit www.cityservices.act.gov.au or call 13 22 81.

Cemeteries and crematoria

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- From 5pm Thursday 2 September 2021, the number of people able to attend a funeral will increase to no more than 20 people (excluding the people necessary to conduct the funeral).
- Gungahlin crematorium will continue operating, with a capacity of eight people in the private viewing room.
- Canberra Memorial Parks' head office is currently closed to the public. If you need to make any arrangements, please contact the Customer Service Team on 6207 0000 during office hours or email cemeteries@act.gov.au.
- For residents of the ACT who have a death in the family, most necessary arrangements with funeral directors, cemeteries and the crematorium can be made over the phone and online. Forms are digitally available and can be accessed via the [Canberra Memorial Parks website](#) under the 'forms and downloads' tab.

ACCESS CANBERRA SERVICES

- Access Canberra Service Centres including Hume and Mitchell are currently closed.
- You can do most Access Canberra transactions online, visit www.accesscanberra.act.gov.au.
- If you need a service for essential purposes please call 13 22 81. We are working through options to deliver time critical and essential services that cannot be done online or over the phone in a way that is safe for both our staff and the community. Please be patient and continue to check the website for updates to available services.
- Please be patient as our Contact Centre are currently experiencing longer than normal wait times.
- Access Canberra are doing everything they can to answer your enquiries quickly, please treat our staff with kindness and respect as we get through this together.

Contributed by Access Canberra and last updated on 26 August

COVID-19 Compliance

- Since the announcement of the ACT lockdown on 12 August 2021, Access Canberra and Health Protection Services has been undertaking widespread education and engagement with businesses to ensure compliance with the ACT lockdown requirements.
- Inspections are focused on key areas including retailers, pubs, clubs, bars, restaurants, cafes, gyms, brothels, food courts, entertainment venues and sporting centres.
- Inspections are being conducted during business hours and on weekends and weekday evenings. The focus of these inspections is to provide education to businesses and monitor compliance with the restrictions.

The ACT has been largely compliant, with low levels of non-compliance, most of which have been resolved through information and education on the spot.

- Access Canberra and Health Protection Services is continuing to work closely across government agencies to monitor compliance with the Public Health Direction, identifying pressure points, and sharing that information across Government, including with the Chief Health Officer, Public Information

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Coordination Centre and ACT Health to ensure clear messaging and timely information is available for businesses and the community.

Reasonable Steps

- Businesses are required to take all reasonable steps to ensure that customers get what they need and leave promptly, and that customers are attending their business for essential reasons only. This includes:
 - Every business will have unique requirements and you should put into place arrangements suitable for your specific needs
 - Providing online or click and collect as the primary service
 - Asking customers to wait outside or in their vehicles while they wait for food or drink
 - Providing clear guidance to customers on the need to purchase and leave – not to browse
 - Removing all furniture that people may sit on.

Contributed by Access Canberra and last updated on 26 August

ROADS AND INFRASTRUCTURE

- Existing construction projects will be closed. Safety and security are paramount and all sites will be made safe. Sites will be secured to prevent entry. Where projects are underway on our road and path network, additional signage, fencing and bollards will be installed to ensure public safety where required.
- Roads ACT will continue to support community safety by responding to emergencies as required.
- Transport Canberra and City Services is planning for situations where significant impacts on service delivery occur. In these circumstances, priority will be given to continuing the delivery of critical services related to public safety and wellbeing. This includes working closely with contractors, ACT Policing and the AFP.
- For the latest updates see the [ACT Government COVID-19 website](#).

Updated by TCCS on 31 August

ACT EMERGENCY SERVICES AGENCY

- An ACTESA Incident Management Team (IMT) has been set-up to support with WhOG COVID-19 support operations (IMT active since 13 August).
- Volunteers from the ACT Rural Fire Service and ACT State Emergency Service were providing water distributed information to people queuing for testing at EPIC, Weston Creek Walk-in Centre and Brindabella. While this has now ceased, with a Rapid Response Team available to recommence activities if required.
- ACTESA has been supporting Community Services Directorate (CSD) with pick-up and deliveries of essential food and items to vulnerable people, making approximately 1, 250 deliveries. There are no further requirements of ACTESA for this tasking.

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- ACT Fire & Rescue Community Fire Unit volunteers have cumulatively conducted over 1,700 contact tracing.
- More than 50 volunteers have delivered over 1,000 laptops and educational resources to enable remote learning. There are no further requirements of ACTESA for this tasking.
- ACTESA has delivered 98,000 facemasks and more than 300 litres of hand sanitiser to ACTESA members, volunteers, and community partners.
- Logistical support continues with ACTESA support to residents of Condamine Court in Turner after the Housing ACT complex was named as a COVID-19 close contact exposure site on Monday 23 August 2021. This has been expanded to Ainslie Village from Sunday, August 29.
- ACTESA is supplying portable radios on loan for use by ACT Health staff at the Ainslie Village public housing site.
- ACTESA is providing Liaison Officers (LOs), mapping support, scribes, Resource Officers and Logistics Officers to the Outbreak Resource Centre (formerly the HECC).
- ACTESA has updated all Electronic Fire Danger ratings signs on all major roads with COVID-19 messaging (total of 12 signs)

Updated by ACTESA 01 September

SPORTING ORGANISATIONS

- Community sport is not considered essential – competition and training activities, both indoors and outdoors, should not occur in accord with health directions. This includes any coaching/professional service, including where it is on an individual basis.
- Indoor sporting facilities, including pools, gyms and dance facilities, should not open.
- ACT Government sportsgrounds are closed.
- We know the importance of exercise for our physical and mental health. Outdoor exercise, for no more than one hour a day, can continue provided that this is with no more than one other person or only with members of your direct household.
- To limit the movement of people within the ACT any outdoor exercise should be within your immediate home region/district (eg Belconnen, Tuggeranong, Weston Creek).
- Under the public health directions, professional athletes are considered essential.
- This only applies to someone who derives an income from their sport – it's their livelihood.

Changes to restrictions from 5pm Thursday 2 September

- Some amendments to Public Health Direction will come into effect from 5pm this Thursday (2 September), and include:
 - one household (any size) or up to 5 people can gather outdoors for up to 2 hours for exercise or non-organised recreation.
 - outdoor playgrounds, fitness stations and dog parks will reopen. Canberrans are asked to ensure that they maintain physical distancing wherever practicable.

Updated by Economic Development on 31 August

JUSTICE AND COMMUNITY SAFETY

ACT CORRECTIVE SERVICES

- ACT Corrective Services is operating under Stage 3 of the Pandemic Arrangements.
- The safety of all staff and detainees is our number one priority and remains at the forefront of our decision-making during this time.
- This includes the suspension of face-to-face visits at the Alexander Maconochie Centre (AMC) for the duration of the lockdown. This includes all legal and professional face-to-face visits. Audio visual visits will be maximised.
All non-essential detainee movements within the AMC have ceased.
- Other changes include the suspension of programs and education at the AMC.
- Restrictions will be reviewed towards the end of the lockdown and changes will be made accordingly.
- Staff are required to wear masks at the AMC.
- Touch points in the AMC are being cleaned as well as the daily disinfection of admissions cells. Specialist intervention services continue to support detainees and staff in the AMC – with minimised face-to-face contact.
- The organisation Karralika Programs Inc., which offers a range of alcohol and drug programs, will commence phone counselling to detainees on Mondays, Wednesdays and Fridays from this Friday 27 August.
- To date, two ACT Corrective Services officers have tested positive to COVID-19. Neither of the officers have attended the workplace since returning at least one negative test.
- All correctional officers at the AMC are eligible for the vaccine under phase 1B. They have been encouraged to be vaccinated at an ACT Government clinic or through a participating general practice.
- All detainees have been offered COVID-19 vaccinations.
- This includes when first entering the AMC and follow up reminders.
- As of 12 August, 61% of detainees currently in custody have received their first COVID-19 vaccination and 55% their second dose. This number fluctuates as detainees enter and are released from custody.

Contributed by Justice and Community Safety on 31 August

EDUCATION AND EARLY CHILDHOOD

General

- During the lockdown families should keep their children at home.
- [Home learning resources](#) by year level are available on the Education Directorate's website for students and families who wish to undertake self-directed learning from home. Schools will use this time to transition to remote learning.

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- All ACT schools will remain open for children of parents who cannot work from home and vulnerable children for supervision and general learning activities. Those students will be able to attend their usual school.
- Year 11 and 12 College students are encouraged to continue with their current assessment tasks from home.
- Children 12 and over *in the community* are required to wear masks, but children who are 12 and over and *in primary school* will not be required to wear them when they attend school sites.
- Schools will check in on vulnerable students.
- Ongoing cleaning and hygiene measures will remain in place at school sites.

Remote Learning for rest of Term 3

- With the extension of the ACT lockdown, all ACT schools will continue with remote learning for the remainder of Term 3, which ends on Friday 17 September.
- A decision about learning in Term 4 will be made and communicated to families by the end of Week 1 of the holidays (Friday 24 September).
- Families should continue to keep their children at home for the rest of Term 3. All ACT public schools will remain open for children of parents who cannot work from home and vulnerable children.
- Out of school hours care and transport is also available for these students.
- All students aged 12 and older attending school for supervised remote learning are required to wear masks.
- During this extended period of remote learning, all teaching will be delivered online either through live teaching, or by students accessing set work or resources provided by their usual classroom teachers.
- Early Childhood Education and Care services will also remain open for children of parents and carers who cannot work from home and vulnerable children.
- To assist parents, carers and the broader school community, frequently asked questions and other information, including Home Learning Resources by year level, is available on the Education Directorate [website](#).

Out of School Hours Care

- Out of School Hours Care can remain open during remote learning for children who need to attend, such as vulnerable children but families are encouraged to keep their children at home.
- The ACT Government will work to support Out of School Hours Care providers, including accessing information about Commonwealth support in the event of closures and/or significantly reduced attendance.

Community hiring of school facilities

- Community hiring of school facilities is suspended during the period of the lockdown.

ACT Scaling Test (AST)

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- The ACT Scaling Test (AST) was scheduled for Tuesday 31 August and Wednesday 1 September 2021.
- As the ACT is in lockdown, the AST has been postponed until Tuesday 12 and Wednesday 13 October 2021.
- The ACT Board of Senior Secondary Studies (the Board) acknowledges that this can be a stressful time for students and families.
- The Board is committed to the health and well-being of students and to processes that support the validity of academic results.
- All plans and arrangements for the AST will be subject to the public health directions and advice at the time.

Vaccination program in schools

- The ACT Government supports the Commonwealth Government's intention for all Canberrans aged 12 and over to be vaccinated by Christmas. This matter will be further considered by National Cabinet.
- It is important to note that achieving this goal in the ACT will be subject to sufficient and timely vaccine supply, which has not been confirmed by the Commonwealth at this stage.
- ACT Health and the Education Directorate have been collaborating on potential options for school vaccination programs.
- Any program will need to be delivered in conjunction with the Catholic Education Office, and the Association of Independent Schools to ensure equitable access for all students. We will keep you updated as we make further progress on this issue.

Impacted schools

- Since the beginning of this outbreak, a number of schools have been impacted either with cases within their school communities or by being listed as an exposure site.
- These schools are:
 - o Gold Creek School
 - o Holy Spirit Primary School
 - o Lyneham High School
 - o Harrison School
 - o UC SCC Lake Ginninderra College
 - o St. Thomas Aquinas Primary School
 - o Instrumental Music Program
- Close contacts within these communities were contacted and advised to quarantine.
- All of these school communities have now left quarantine
- The Education Directorate and ACT Health continue to work to support the school and the school community during this time.

Early childhood and care centres

- A number of early childhood and out of school hours care providers have also been listed as exposure sites since the beginning of the outbreak. These are:

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- o Chapman Primary After School Care
 - o Goodstart Turner
 - o Ginninderra ECC
 - o Bright Bees
- Close contacts within these communities have been contacted and advised to quarantine.

End of Quarantine Letters

- The ACT Government is aware that some people experienced delays in being released from quarantine.
- We sincerely apologise for the delay in confirming with people the end of their quarantine arrangements.
- ACT Health worked very hard to get through the backlog of these communications. As part of this, the Education Directorate was able to provide communications to impacted school communities on the ending of their quarantine arrangements.
- The school communities that received these communications were:
 - o Lyneham High School
 - o Harrison School
 - o Gold Creek School
 - o St Thomas Aquinas
 - o Lake Ginninderra College
 - o Chapman After School Hours Care

Wellbeing

- The Education Directorate acknowledges that this is a difficult time for our ACT public school families and students.
- We are all going through this together, so please continue to be kind to each other and to yourselves during this time.
- Everyone is experiencing the anxiety and uncertainty of COVID-19 and people need different types of support to help them through lockdown.
- If your ACT public school children and young people require extra help and assistance, our school psychologists area available to provide support through telehealth. To access the service, a booking request may be made via an online form or by calling 6205 1559 between 9:00am and 4:30pm.
- There are also a range of services available for the ACT community to access if you need to reach out for support.

Contributed by Education and last updated on 31 August

LOCAL BUSINESS SUPPORT

COVID-19 Business Support Grants

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- The Australian and ACT Governments have worked together to expand the COVID-19 Business Support Grants with the extension of the ACT lockdown to 17 September.
- The ACT COVID-19 Business Support Grants will deliver support in the form of one-off grants of \$20,000 for employing businesses and \$7,500 for non-employing businesses where those businesses' turnover has declined by 30 per cent or more as a result of the COVID-19 health restrictions.
- Applications are now open for these grants.
- Anyone who has already applied does not need to make a new application – the new payments will be automatically applied if you are eligible.
- Applications are open until 7 October 2021.
- These grants are jointly funded by the Commonwealth and the ACT Governments will give support to small and medium businesses in the Territory who have been impacted by the lockdown measures.

Small Business Hardship Scheme

- The COVID-19 Small Business Hardship Scheme will enable eligible ACT small businesses to apply to the ACT Government to receive credits for payroll tax, utility charges, rates and other selected fees and charges up to a maximum of \$10,000 per operator. To be eligible for credits the applicant must be able to demonstrate 30 per cent loss in revenue. Applications will open in October 2021. You can express interest on the Business Hub website.
- More information about these programs is available on the [act.gov.au business hub](https://act.gov.au/business-hub)

Updated by Economic Development on 31 August

Covid-19 Disaster Payment

- Employees who are unable to earn an income during the lockdown may be able to access the Commonwealth Government's COVID-19 Disaster Payment.
- Payment amounts will vary from \$200 to up to \$750 depending on the hours of work lost during the lockdown and other eligibility criteria.
- Applications are now open on the [Services Australia website](https://servicesaustralia.gov.au).

Updated by Economic Development on 26 August

LOCAL BUSINESS ISSUES

- The extension of the ACT's lockdown will be supported by an increase in the ACT Government and the Commonwealth Government's economic support measures.
- The ACT Government is working with the Commonwealth Treasurer's office to increase the COVID-19 Business Support Grants scheme to a maximum of \$20,000 for employing businesses and \$7,500 for non-employing eligible businesses.
- The Commonwealth Treasurer's office has also confirmed that Canberrans who have lost income during the lockdown can continue to access the COVID-19 Disaster Payment through Services Australia during the lockdown period.

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- More than 3,200 local businesses have already submitted an application for the scheme, which will be administered by the ACT Government.

Beyond financial support, the ACT Government is also developing COVID-safe plans to allow more retail businesses to operate under a click and collect model during the extended lockdown period.

Non-essential businesses

- Non-essential small and local retail businesses to operate a click and collect or click and deliver service, with no more than two people permitted to be present at the business at any one time.
- The definition of a small and local retail business is one that, at 12 August 2021, had 20 or fewer full time equivalent staff working for the business. This includes the owner or operator. Any casual or part time employees are taken into account as a fraction of a full time equivalent.
- All other ACT businesses, which have not been permitted to operate under the current Direction, can have up to two people enter the business premises for the following reasons:
 - For essential maintenance work or other work to ensure the safety of the premises.
 - As required or authorised by law.
 - For emergency purposes, for example, operating critical systems such as alarms, monitoring, cold storage, and utilities.
 - To accept deliveries that cannot reasonably be delayed or diverted to another premises.
 - To provide an urgent and essential service for the administration of the business, which cannot be undertaken at home, for example, administering payroll.

Essential retail businesses

- To provide further safety to employees of essential retail services, the following essential businesses will be required to operate through a click and collect service or click and deliver, with only the minimum number of employees necessary to be present on site to fulfil the services:
 - Hardware and building supplies
 - Agricultural and rural supplies
 - Pet stores
 - Businesses that predominately sell essential office supplies.
- Tradespeople will be able to continue to enter hardware and building supply stores.
- It is important to emphasise that the ACT remains in lockdown and people should be staying at home, leaving only for essential reasons. Please continue to abide by the public health measures and only leave home for the essential reasons.
- FAQs for businesses about lockdown are available at www.covid19.act.gov.au/business/business-faqs.

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Updated by Economic Development on 31 August

Support for businesses under the \$75,000 turnover threshold

- For businesses that have a turnover under \$75,000, and who are unable to earn an income during the lockdown, you may be able to access the Commonwealth Government's COVID-19 Disaster Payment.
- Payment amounts will vary from \$200 to up to \$750 each week of the lockdown depending on the hours of work lost during the lockdown and other eligibility criteria.
- More information is available on the [Services Australia website](#).

Contributed by Economic Development on 25 August

Advice for essential businesses to help get customers in and out

- Businesses are required to take all reasonable steps to ensure that customers get what they need and leave promptly, and that customers are attending their business for essential reasons only.
- Reasonable steps to ensure that persons entering your premises minimise the time they spend at your premises include:
 - Every business will have unique requirements and you should put into place arrangements suitable for your specific needs.
 - Providing online or click and collect as the primary service.
 - Asking customers to wait outside or in their vehicles while they wait for food or drink.
 - Providing clear guidance to customers on the need to purchase and leave – not to browse.
 - Removing all furniture that people may sit on.

Contributed by Access Canberra on 19 August

Requirements for NSW/ACT border residents

- With regional NSW now also in lockdown, the ACT Government will continue to have a standing exemption for NSW/ACT border residents to cross the border for approved essential reasons under the ACT lockdown restrictions.
- The NSW Government has confirmed that NSW residents from the [approved postcodes](#) can leave home for essential work in the ACT if it is not possible to work from home. More information for NSW residents is available on the [NSW Government website](#).
- Workers from the [approved postcodes](#) will need to fill in a NSW Government online declaration form to be able to enter NSW from the ACT.
- You must complete the NSW entry declaration form within the 24 hour period before you enter NSW or on entry. You are only required to complete a declaration form once every 72 hours.
- You can complete a NSW entry declaration form and find out more information on the [Service NSW website](#).

Contributed and updated by Economic Development 15 August

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Essential workers outside the ACT/NSW border regions

- Workers that live outside the ACT in one of the *approved postcodes*, can enter the ACT for an approved essential reason under the lockdown restrictions, such as essential work.
- But if you live outside these postcodes (i.e. in a COVID-19 affected area) and need to enter the ACT for essential work or healthcare reasons, you will be required to *seek an exemption*.
- Please note, applications for exemption from non-ACT residents seeking to enter the ACT from a COVID-affected area for work will only be considered if they are an essential worker in these sectors:
 - healthcare
 - government
 - education
 - maintenance and repair of critical infrastructure
 - members of parliament and staff
- During the lockdown, any other workers (even if they are considered essential under the lockdown rules, such as supermarket workers) are not considered essential if they seek to enter the ACT from a COVID-19 affected area.

Contributed by Economic Development 15 August (used in Business EDM)

Guests in hotels

Hotel restaurants are not permitted to offer seated dining arrangements and should only offer room service or takeaway only at this time.

Unless guests are in quarantine, they can leave their hotel room for the following reasons:

- to buy essential groceries and medicine
- to access essential healthcare including in-home care
- for essential work
- to exercise outdoors for one hour per day in your region
- to get a COVID-19 test
- to get a COVID-19 vaccinated.

Guests are able to leave the hotel to return to their principle place of residence. Taxis, rideshare and hire cars are operating.

No new 'recreational' bookings should be taken during lockdown. Bookings may be accepted for:

- a person avoiding or escaping an emergency
- a person who is an essential worker
- a person requiring any other form of emergency accommodation

Contributed by Economic Development on 14 August

Updated by PICC 12 August

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Check In CBR advice for businesses

- It is mandatory for anyone aged 16 years and over, including staff, to use the Check In CBR app if they are on business premises, no matter how brief the length of time.
- The check in process is quick and simple to use, and there should be no additional burden for staff.
- business owners should include how they are supporting their staff to meet this requirement in their COVID Safety Plan.
- Business owners and their staff have a general power to refuse entry or service on reasonable and lawful grounds.
- You may refuse a person entry or service if a customer does not comply with the requirement. This may apply where a person hasn't checked in or they refuse to do so on request. Adopting this approach is a decision of the business and its staff, and discretion should be used on each occasion.
- If a customer becomes difficult you can seek assistance from ACT Policing on 131 444.
- For more information on your rights and responsibilities with refusing entry, the Australian Government has very useful general guidance on the topic available at: <https://business.gov.au/people/customers/refusing-service>
- Businesses must use their best endeavours to require everyone on its premises to check in, this could include:
 - Active monitoring of points of entry.
 - Requesting that people show staff the 'green tick'.
 - Signage or messaging in clear view advising of the need to check in.
- As well as scanning a QR code, there is the option to check in using the six digit number located under the QR code.
- Businesses may also want to remind people of their legal obligation to check in, and potential penalties for failing to do so.
- That is a person may face a fine of \$1,000 if they fail to comply with the check in requirement.
- For anyone who does not own a smartphone or forgets to bring it with them when going out, businesses have the ability to check people in on their behalf through a business profile function on the Check In CBR app.
- The business profile function ensures the customer's information goes straight to ACT Health and does not get recorded on the device to ensure privacy.
- You could also suggest anyone with them can check them in on their own smartphone as a frequent guest.

Updated by Economic Development on 31 August

Advice for business on customers breaking public health direction

- Business owners and their staff can refuse entry or service on reasonable and lawful grounds.

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- A business may refuse a person entry or service if the business knows the person is breaching public health directions. Adopting this approach is a decision of the business and its staff, and discretion should be used on each occasion.
- If a customer becomes difficult a business can seek assistance from ACT Policing on 131 444.
- For more information on rights and responsibilities with refusing entry, the Australian Government has very useful general guidance on the topic available at:
<https://business.gov.au/people/customers/refusing-service>

Contributed and last updated by CMTEDD on 3 August

Advice for commercial cleaners

- Commercial and domestic cleaning services can operate to provide cleaning services for:
 - A business that is deemed essential or a non-essential business that is permitted to operate within the Direction.
 - Shared spaces of multi-residential dwellings.
 - A residential premises where the premises is vacant, and the service is urgent or time critical.
 - A residential premises for a vulnerable person.

Updated by Economic Development 27 August

Advice for forest and timber workers

- As of Wednesday 18 August, forest and timber workers have been added to the Chief Health Officer's list of essential businesses, activities or undertakings.

Contributed by EPSDD 19 August

ARTS SECTOR

- The ACT Government is bringing back HOMEFRONT to support Canberra artists to maintain and develop their arts practices during a challenging COVID-19 situation.
- Artists can apply for up to \$10,000 per application. A total of \$350,000 will be available.
- In the wake of the August 2021 COVID-19 outbreak and lockdown in the ACT, HOMEFRONT 3 is designed to provide support for Canberra artists and groups to maintain and further develop their arts practice.
- The focus of the grants round will be on promoting growth and sustainability in practice through supporting:
 - projects which increase accessibility to the arts;
 - projects which enhance an artist's capability or capacity or artistic skills development; and/or

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- initiatives which promote/market artistic practice or creation, or promotion/marketing skills development.
- Applications will open on 2 September 2021 and close on 23 September 2021 at 5pm.
- For more information go to: <https://www.arts.act.gov.au/funding/homefront>

Contributed by Economic Development 29 August

COMMUNITY SERVICES

Domestic and family violence services

- Canberra's domestic and family violence services are essential services and will remain open during lockdown.
- While the ACT is in lockdown if you are not safe at home, you can leave.
- If you are living with domestic and family violence help is available.
- If you are in immediate danger call ACT Police on 000.
- A full list of domestic, family and sexual violence services is available on covid19.act.gov.au.
- If you are worried about your safety, or the safety of your family, you can call:
 - Police Operations on 131 444 (24 hours)
 - Domestic Violence Crisis Service on 02 6280 0900 (24 hours)
 - Canberra Rape Crisis Centre on 6247 2525 (7am – 11pm)
- If you need an interpreter call Telephone Interpreter Service on 131 450 and ask them to call Domestic Violence Crisis Service on 02 6280 0900.
- We are working closely with our domestic and family violence services to understand the emerging needs of the sector and those they support.
- We know the pandemic is having a significant impact on services that support those who are experiencing domestic and family violence.
- Already support services are seeing an increase in the complexity of cases of domestic and family violence.
- We expect demand for support services to grow as the lockdown continues and we will work closely with the sector to help them meet this demand.
- We are expecting to see higher dependence on hotel/motel accommodation to meet the immediate needs of people experiencing domestic and family violence.
- Over the last week there has been some uncertainty about what domestic and family violence services are open.
- For clarity, the ACT's domestic and family violence services remain open during COVID-19 lockdown, and you can leave your home if you do not feel safe.
- Some service may operate differently, for example face-to-face consultations may be replaced with phone and video calls.
- Around the world the COVID-19 pandemic has seen an increase in the incidents of domestic and family violence.
- Some people experienced domestic and family violence for the first time.
- If your relationship has changed, or you have noticed changes in a friend's relationship, help is available.
- If you are using violence, or thinking about using violence, help is also available.
- There are details of services on the ACT's COVID-19 website covid19.act.gov.au

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- During lockdown the ACT Government is rolling out a campaign to reinforce that help is available and to raise awareness that services are open.
- Initially advertising will run on social media and digital channels.
- The campaign is underway now and will continue while lockdown continues.

Emergency food relief

- Free food and essential items are available for Canberrans who need it during the seven-day lockdown.
 - Any Canberran who is significantly and adversely impacted by this lockdown and is unable to feed their family or themselves are encouraged to call VolunteeringACT on 1800 43 11 33 between 9am and 5pm any day during this 7-day lockdown to request a shopping order be placed on your behalf.
 - Your order will be collected by the ACT Emergency Services Agency and delivered to your door.
 - We are experiencing a high demand for this service.
 - I want to remind Canberrans who need this support to leave a message on the line if their call is not answered, and we will get back to you. All calls so far have been responded to and orders are continuing to be placed.

Contributed and updated by CSD 24 August 2021

Housing ACT

- Housing ACT is still open online and over the phone and will continue to provide essential services and support.
 - During the lockdown, we ask that you do not visit the Housing ACT Shopfront. If you need to contact Housing ACT, please call 13 34 27 (9:00 am – 5:00 pm) and a staff member will assist you. For Tenancy enquiries phone 1800 950 255 (9:00 am – 5:00 pm)
 - The Programmed Maintenance call centre will continue to operate and Tenants can phone 6207 1500 (24 hours).
 - While non-urgent maintenance is on hold during lockdown, some works may continue if they are required to meet health and safety standards. For example, fence repairs may be undertaken in situations such as children or pets reside at the property.

Homelessness services

- Homelessness services will continue throughout the lockdown period.
- If you are homeless or at immediate risk of homelessness including emergency accommodation call OneLink on 1800 176 468 or via www.onelink.org.au.
- OneLink's normal hours of operation will continue throughout the lockdown period for contact by phone or email. These are Monday to Friday 8.00am - 6.00pm, and Saturday and Sunday 12.30pm - 5.00pm.
 - Through Housing ACT, the government continues to work closely with specialist homelessness services to ensure that those most in need are provided with the support they need. Services in the Canberra community that provide support to rough sleepers and other vulnerable members of the

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community continue to operate safely during the lockdown and in accordance with health guidelines.

- While services remain available, delivery will adapt to health advice and restrictions to ensure the safety of both clients and staff. For example, rather than sit down meal service, food may be provided as take away meal options. For some services, there has been a need to temporarily cancel non-essential face-to-face activities and will switch to phone or online support.
- OneLink is the ACT Government's central intake service for homelessness accommodation services and support in the ACT and continues to provide operations throughout the lockdown period. For those in our community who are experiencing homelessness and are in need of accommodation, OneLink will work to identify a suitable vacancy with a homelessness accommodation service.

Where needed, OneLink also has access to temporary hotel brokerage to support the most vulnerable members of the Canberra community, including rough sleepers and residents from homelessness and community housing shared accommodation settings who need to self-isolate or quarantine due to COVID-19. All requests for access to temporary accommodation, including hotel brokerage are assessed on a case-by-case basis.

Rough Sleepers

- We acknowledge that rough sleepers are a particularly vulnerable group within ACT's homelessness community. At the beginning of COVID last year, a focused working group was established to better understand current and emerging issues, including sector capacity and opportunities during the Covid-19 pandemic.
- Members of the working group include frontline organisations which work directly with people sleeping rough, including CatholicCare, St Vincent de Paul, Uniting Care/EMC, Woden Community Service/OneLink, Australian Red Cross/Roadhouse and Safe Shelter.
- The Working Group identified suitable alternative accommodation options for rough sleepers who are required to self-isolate or quarantine, and to ensure essential services continue to be provided to this particularly vulnerable group of the Canberran community.
- While not all of Canberra's entrenched rough sleepers are ready or willing to engage, many have chosen to accept accommodation options available to them during COVID, and during lockdown, and we will continue to work with our sector partners to support rough sleepers and provide them the help they need in a way that best meets their personal needs

Crisis accommodation and support

Toora Women Inc

- Toora will continue to support women, children and families who are homeless or at risk of homelessness or in need of alcohol and other drug supports.
- Toora has implemented operational precautions to ensure sustainability of service delivery during this period.
- You can contact:
 - Toora Domestic Violence and Homelessness Services on 6247 2399

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- Toora Alcohol and other Drug Services on 6241 7233
- Toora Counselling Services on 6122 7070

Beryl Women Inc

- Beryl will continue to remain open and available to their accommodated clients and those they are working with in an outreach capacity.
- For existing clients, Beryl's on-call system is still operating from 5:00 pm to 9:00 am Monday to Friday and 24 hours on weekends.
- Beryl is not doing any face-to-face contact unless in cases of an emergency.

Child and Youth Protection Services

Reporting child abuse and neglect

- Keeping our children safe and connected during this time remains a critical priority for our community.
- Child and Youth Protection Services as an essential service, continues *to respond* to community concerns regarding child abuse and neglect through the lockdown.
- If you have concerns a child is being abused or neglected, a report can be made by going to the Access Canberra website 'report child abuse' or call 1300 556 729. If a child or young person is in immediate danger call 000.

Operations

- CYPS continue to provide a service through the lockdown to help children, young people, families and carers involved with child protection and youth justice matters.
- COVID-safe practices have been in place since the start of the pandemic, and these have been stepped up further with the new lockdown restrictions to ensure everyone remains safe.
- We are actively working with our community service partners and providers to ensure support services for children in care continue with minimal disruptions during this time.
- Essential face-to-face services are continuing with strict safety measures. Other services are being provided virtually, over the phone and/or via email.
- CYPS continue to be in contact with all children and families they are working with, recognising this is an exceptionally difficult time for some.
- CYPS continue to be in regular contact with its partner and community agencies to stay updated on how current services are being delivered during the lockdown across the sector.
- Melaleuca Place is closed for face-to-face services and has commenced online delivery of services.
- The delivery of services to young people in residential care to ensure their safety, is being undertaken by increased cleaning, personal hygiene and social distancing measures. Meetings continue to be held regularly with service providers and staff to ensure compliance with ACT Health directions.

Bimberi Youth Justice Centre

Whole of Government talking points – COVID-19 response



- Young people in Bimberi remain safe and supported. COVID-safe practices have been in place since the start of the pandemic and staff are well equipped to work through the lockdown.
- All essential staff will continue to work on site, with some modifications made to who is onsite at specific times and their access within the Centre.
- Primary Health Services and Forensic Mental Health Services continue to be provided to young people. Education staff who work full-time at Bimberi continue to attend Murrumbidgee School and deliver education programs.
- The Programs and Services team will continue to attend Bimberi to facilitate programs and services for young people.
- Programs facilitated by external providers have been suspended for the period of the lockdown.
- Court is continuing via AVL, as directed by the Courts.
- Visits at Bimberi have been suspended for the period of the lockdown, we are working on AVL options to maintain visual contact between young people and their immediate family members, as well as professionals such as case managers and legal services.
- Contact visits between young people, their families and professionals such as case managers and legal services are occurring via AVL.

Young people's phone accounts have been updated to provide all young people with 20 phone calls each week.

- The main contact phone line for Bimberi Youth Justice Centre is (02) 6205 9051.

Child and Family Centres and Child Development Service

- All CFC and CDS sites are closed during lockdown until further notice. Families with appointments have been contacted to reschedule and offer other remote supports.
- The CFCs and CDS are well placed to implement their online and remote services used previously in the pandemic. Individual contact sessions with families have been occurring since lockdown began.

Services such as drop-in clinics and groups began online on 20 August 2021. A schedule of online groups and activities has been developed for both CDS and CFCs.

- Intake services continue to operate via phone:
 - Child Development Service: (02) 6207 8884
 - Gungahlin Child and Family Centre: (02) 6207 0120
 - Tuggeranong Child and Family Centre: (02) 6207 8228
 - West Belconnen Child and Family Centre: (02) 6205 2904
 - The CFCs and CDS are well-placed to reimplement their online and remote services used previously in the pandemic should this be required and planning is underway. Individual contact with families is already underway and groups and services such as Drop In Clinics will begin recommencing on line from Friday 20 August 2021.
- The CDS has recorded strong attendance numbers over the last week at many of their remote groups/clinics.

Whole of Government talking points – COVID-19 response

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- The CFCs have recorded varying attendance due to the lockdown. In response, the CFCs have ramped up their focus on conducting individual welfare checks with clients through phone calls and emails.

Other (whole of CYF)

- During the week commencing 30 August 2021, several staff from across CYF provided urgent assistance to ACT Health and Housing ACT by conducting wellbeing checks for residents at Ainslie Village, following positive COVID-19 cases in the complex.

Translated Resources and CALD communities

- A range of COVID-19 translated resources are available via the ACT Government's COVID-19 website.
- CSD is facilitating translation of vital information, including a raft of new materials during the past 24 hours.
- The ACT's distribution plan for multicultural communities has been activated including provision of health approved messaging to the Ministerial Advisory Council for ongoing distribution and communication throughout the multicultural community.
- Health approved messaging has been distributed to community leaders and key stakeholders with a request for them to communicate within their communities and to raise with Office for Multicultural Affairs any issues with the information, content or concerns within communities.
- In addition, health approved messaging has been provided to community radio stations and community language schools.
- All community activities within the Theo Notaras Multicultural Centre ceased from 5pm 12 August 2021 and all tenants received health approved information to assist them during this time.

PPE

- CSD holds a stock of PPE and is managing increased requests for the community sector and people with a disability.
- Supplies for PPE are made available to CSD for this purpose through the ESA stockpile.

Safe and Connected Youth service information

- The Safe and Connected Youth Program will continue in an amended format using phone calls and digital technology.
- Case workers are continuing contact with all children, young people and their families and providing services.
- This service supports children and young people aged 8 to 16 years who are at risk of, or experiencing, homelessness due to family conflict.

Contributed and last updated by CSD on 24 August 2021

CONSTRUCTION SECTOR

Whole of Government talking points – COVID-19 response

A partial reopening of the construction sector will commence under stringent COVID-safe requirements from Friday 3 September. These requirements will be actively enforced by Worksafe ACT and ACT Police.

The Government will continue detailed work this week with industry stakeholders on the strict COVID-safe measures that would allow other parts of the sector, such as residential construction, to recommence from 10 September subject to the public health advice at the time.

The ACT Government is appreciative of the support and ideas provided by construction sector participants to date. We urge all sector participants to strictly abide by lockdown restrictions which are currently in force, for the benefit of the sector and all Canberrans.

Under the *Public Health (Lockdown Restrictions) Emergency Direction 2021 (No 1)* (the '**Direction**'), only essential business, activities or undertakings are permitted.

Essential services include:

- Urgent repair and maintenance services, including for example plumbing, electrical and heating repair.

Essential workers include:

- A person who is critical to, and involved in, the ACT's COVID-19 response.
- Any person who provides or works in essential infrastructure and essential services required to maintain or protect the safety, health or welfare of the community or a section of the community (whether provided by a public or private undertaking), includes construction, maintenance and repair of such infrastructure.
- Any person who provides or works in urgent repair and maintenance services, including plumbing, electrical and heating repair.

Construction Projects

A very limited number of ACT Government projects relating to the ACT Government's COVID-19 response may continue, subject to restrictions.

- There may be a very limited number of other works which may be necessary for emergency services.
- Construction sites must be made safe and secure during the lock-down. In this respect:
 - It is acknowledged that 'make-safe' activities may need to continue over the next 24 hours. Only works necessary to shut down and make safe a site should occur in this period. This may include, for example:
 - Works to ensure emergency access to property is possible. For example, completing a driveway to enable emergency access to a private residence; or
 - Concrete stressing works following concrete poured immediately prior to the lock-down, if failure to do so will cause other safety and structural integrity issues.
- In making a site safe, attention should be made to:
 - Ensuring site fencing is appropriate and secure;
 - Ensuring materials cannot blow off the site or otherwise be improperly accessed;
 - Ensuring works or materials that need to be safely propped are done so;
 - Ensuring 'fall from height' and trenching risks are appropriately made secure;
 - Ensuring any other site-specific hazards are addressed;

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- Ensuring the risk of environmental spills are addressed;
- Covering, protecting or moving materials which, if exposed to the elements, would be unsafe;
 - Ensure regulatory signage is installed and visible. This should include contact details for the site; and
 - Ensuring all other actions normally undertaken to secure a site during a shutdown (such as during the Christmas shutdown) are undertaken.
 - It is acknowledged that minimal site attendance will be required during the lock-down to ensure the closed site remains safe and secure.

Freight and deliveries

- Although transport, freight and logistics are essential services, deliveries should not occur at construction sites which are otherwise shut down.

Offsite fabrication and manufacturing

- Offsite fabrication and manufacturing activities are not permitted, with one exception. Only manufacturing, fabrication or assembly of goods and materials necessary for or related to supporting defence or security industries is deemed to be essential.

Cross-border movement of construction workers

- All of NSW is now deemed a COVID-affected area.
- For NSW residents who work on ACT construction projects - If you live in one of the following postcode areas, you can only enter the ACT for essential work (or healthcare reasons) as defined by the ACT Government:

| Postcodes | Included cities, townships and areas |
|-----------|--|
| 2581 | Gunning, Collector |
| 2582 | Murrumbateman, Yass |
| 2584 | Binalong |
| 2611 | Uriarra |
| 2618 | Wallaroo, areas along the ACT's north-western edge |
| 2619 | Jerrabomberra |
| 2620 | Queanbeyan, Googong, Karabar, Sutton, Gundaroo |
| 2621 | Bungendore |
| 2623 | Captains Flat |
| 2626 | Bredbo and Michelago |

- All other NSW residents are not permitted to enter the ACT without an exemption. Exemptions are generally not being granted for construction activities.
- For ACT residents who work on NSW construction projects - Generally, ACT residents who work on NSW construction, repair or maintenance projects are required to undertake 14 days quarantine upon return to the ACT. The only exception to this quarantine requirement is where:
 - The ACT resident is working on a construction site within one of the postcode areas listed above; AND

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- Where the NSW construction, repair or maintenance activities are for essential infrastructure and essential services required to maintain or protect the safety, health or welfare of the community or a section of the community (whether provided by a public or private undertaking).
- If a construction activity is permitted in NSW, this does not by itself mean it is an essential construction activity for which ACT residents are allowed to travel.
- It is the ACT Government assessment of “essential” which applies, even if a project is in NSW.

Exemption for public housing maintenance

- Essential maintenance on a number of public housing residences owned by Housing ACT is required during lockdown in the ACT.
- This is urgent and essential work to enable these properties to be used by those in need in our community
- This work does NOT mean that construction or any other non-essential work is reopened in the ACT. The scope of non-essential work remains unchanged.
- This work will strictly follow COVIDSafe protocols including QR check-in and WHS requirements including re-inducting all workers to the sites.
- WorkSafe ACT is working closely with Major Projects Canberra and ACT Policing in surveilling ACT worksites and ensuring emergency Health Directions are complied with.

Gradual recommencement of construction activities from 3 September

Subject to the public health situation not deteriorating, the ACT Government is targeting a gradual recommencement of construction activities from Friday 3 September 2021.

The first stage of a gradual recommencement of construction activities is currently proposed to cover:

1. Civil construction activities for the construction of public roads and the subdivision of new suburbs;
2. Manufacturing, fabrication, testing, assembly and equipment supply activities necessary to facilitate permitted construction activities.
3. Large-scale construction projects, being construction projects:
 - Permitted (as per the Development Approval) to be at completion four or more storeys high (excluding basement), or
 - Larger than 1,500m² Gross Floor Area (inclusive of all floors);
4. ACT Government and Commonwealth Government construction projects.

A gradual re-opening of the construction sector would be accompanied by new COVIDSafe requirements under the Public Health Direction.

Compliance with COVID-Safe requirements will be strictly enforced by WorkSafeACT, Access Canberra and ACT Policing.

The targeted gradual re-opening of certain construction activities from Friday, 3 September 2021 is subject to final decisions of the ACT Chief Health Officer. The Chief Minister advised that further announcements will be made next week.

Whole of Government talking points – COVID-19 response



Contributed and updated by MPC 31 August

Whole of Government talking points – COVID-19 response



Protocols for updating this document

- *Individual Directorates are responsible for updating the talking points for the issues they are leading – this includes seeking approvals from relevant executive.*
- *Please avoid adding information is that incomplete - no gaps, or TBC's.*
- *All updates must be tracked, so that the Public Information Coordination Centre (PICC) can collate the changes/updates and have them approved, and ready for use.*
- *All critical updates/new content will be highlighted in yellow when circulated.*
- *The TPs document is a living document and will expand rapidly over the coming weeks and months. It may be updated daily or weekly as required.*

NOTE: Please click on the drop down to view the talking points.

Hot issues

ACT SITUATION

- There is **one (1)** new case of COVID-19 recorded in the ACT in the past 24 hours.
- There are now **seven (7)** active cases associated with this outbreak.
- As of 9am this morning ACT Health continues to work with up to **4,500** people who have self-identified as close contacts.
- There are currently **no** COVID-19 patients in Canberra hospitals.
- Additional close and casual contact exposure locations have been identified. We ask Canberrans to please continue to check the exposure locations regularly as the list of locations is updated as our investigations continue.

Updated by PICC 14 August

LOCKDOWN

- The ACT entered a seven-day lockdown from 5.00pm 12 August.
- The lockdown will remain in place until 5.00pm Thursday 19 August 2021.
- People in the ACT can only leave their home for the following essential reasons:
 - To shop for essentials like groceries and medicine and supplies that are essential for personal needs or for vulnerable people
 - To obtain essential health care, including to undertake a COVID-19 test or receive a scheduled COVID-19 vaccination
 - To exercise outdoors for no more than one hour per day, with one other person, or your household group
 - To provide essential caregiving services
 - To undertake essential work
- Where possible, people should undertake these essential activities within their local region.
- Face masks must be worn by everyone aged 12 years and over outside the home.
- Non-essential businesses, including non-essential retail must close for the duration of the lockdown.
- If you can work from home, you must work from home.
- Everyone in the ACT should continue to review the ACT COVID-19 website for exposure locations.

Updated by PICC 13 August

Whole of Government talking points – COVID-19 response

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ACT POLICING ENFORCEMENT

- ACT Policing officers will continue to keep the Canberra community safe during the COVID-19 pandemic.
- Should any workforce impacts occur as a result of coronavirus, ACT Policing has established business continuity plans to manage its workforce, workplaces and systems.

Details of Recent Compliance Activity (24 hours to 0800 Friday 13 August 2021)

- Police conducted 60 in-person compliance checks of homes, hotels and businesses.
- Police stopped 365 drivers to speak with them about the current health orders.
- Eighteen people were directed to leave the ACT in the 24-hour period.

Overall Compliance Activity Since March 2020 (as of 0800 12 August 2021)

- Since COVID-19 health directions were first announced in March 2020, ACT Policing has issued fines to four businesses and 23 individuals. A further 32 cautions have been issued.

Arrests

- Nine people have been arrested for breaches of COVID-19 Public Health Directions in the ACT since March 2020. One person has been convicted at court and fined, eight cases are still awaiting completion at court.

Enforcement of directions under Public Health Act

- Where required, ACT Policing will encourage compliance before considering the enforcement of ACT COVID-19 directions.
- ACTP members always assess each situation on its merits and decide on the best course of action when applying their powers under a health direction.
- The most important thing for us is that everyone takes personal responsibility to report if they have come from restricted areas. Not doing so is a breach of the directions.

Comment on the number of fines issued by ACT Policing:

- Police assess each situation on its merits and decide on the best course of action when applying their powers under a health direction.

Policing of visitors from interstate hotspots:

- Police are using a variety of methods and measures to ensure compliance and enforcement of all ACT health directions.
- Cars with NSW and Victorian numberplates are being stopped for spot checks. A lot of people from nearby NSW have valid reasons to be in Canberra, and many fleet or rental vehicles have other interstate plates attached. A person driving a car registered in another jurisdiction may not be from a restricted area.

ACT Policing COVID-19 related media releases issued since previous report:

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- Wednesday 11 August 2.20pm <https://www.policenews.act.gov.au/news/media-releases/police-covid-19-compliance-action-turns-seven-back-nsw-border>
- Thursday 12 August 4.13pm <https://www.policenews.act.gov.au/news/media-releases/act-policing-support-and-changes-service-during-seven-day-lockdown>
- Friday 13 August 9.44am <https://www.policenews.act.gov.au/news/media-releases/man-charged-assaulting-police-and-other-offences>

Contributed and last updated by ACT Policing 14 August

TRAVEL RESTRICTIONS

New South Wales

- The ACT has declared all of NSW as a COVID-19 affected area.
- For residents in the surrounding NSW region, if you live in one of the approved postcodes you may enter the ACT for essential work and healthcare reasons only.
- You will not need an exemption as you are covered by a standing exemption issued by ACT Health.
- ACT Policing will be undertaking compliance checks across the ACT and you will be expected to provide proof of residential address and the reason you are moving about the ACT community.
- If you live outside these postcodes and need to enter the ACT for essential work or healthcare reasons, you will be required to seek an exemption.

Updated by PICC 12 August

Queensland

- Due to the improved situation in Cairns, the ACT Government has lifted the stay-at-home requirement for the Cairns Regional Council and Yarrabah Aboriginal Shire Council.
- This will come into effect at 4.00pm 11 August.
- However, travellers who have spent any time in the Cairns Regional Council and Yarrabah Aboriginal Shire Council areas in the previous 14 days seeking to enter the ACT after 4.00pm 11 August 2021 will still be required to complete a declaration form within 24 hours prior to arriving in the ACT.

Updated by PICC 12 August

Victoria

- In line with the Victorian Government's lockdown extension for Greater Melbourne, the ACT Government will extend the stay-at-home requirement for Greater Melbourne until at least 11.59pm on Thursday 19 August 2021.
- The stay-at-home requirement applies to all travellers who have spent any time in Greater Melbourne on or after 5 August 2021.

Updated by PICC 12 August

Health and community response

VISITOR RESTRICTIONS

- Visitor restrictions are currently in place at all hospitals, community health centres and walk-in centres in the ACT.
- As at 5pm 12 August 2021, no visitors are permitted to enter health facilities unless in exceptional circumstances such as end of life, birthing or for paediatric care.
- The decision to continue to restrict visitors to our health facilities is always a difficult one, but it ensures we can protect the health and safety of everyone. This is especially necessary for our most vulnerable, particularly patients whose health is already compromised.
- Visitors are strongly encouraged to keep in touch with patients at CHS facilities via phone and/or video calls.
- All COVID-19 safe principles and behaviours continue to apply to all visitors.
- We understand this is difficult news, but it is necessary to keep everyone as safe as possible.
- We are constantly reviewing these difficult restrictions and will make changes as soon as it is safe to do so.
- For those who must attend our facilities, surgical face masks are mandatory at all health facilities across Canberra, including hospitals, community health centres and walk-in centres.
- Masks will be handed out at all screening points on entry to the facility and you must wear a new mask each day.
- Please also make sure you complete a digital screening tool before entering a health facility.

COVID-19 TESTING CLINICS

- With the increase in exposure locations, demand for testing is high.
- We thank the community for their patience at this time. Testing staff are working extremely hard to test as many people as quickly as possible.
- Staffing levels have been increased and opening hours at ACT testing clinics have been extended.
- To continue to build on our testing capacity, the ACT Government has requested additional clinical support from the Department of Defence to assist at testing sites.
- We have surged additional logistics support to improve the flow of vehicles through the two drive through clinics at EPIC and Brindabella Park. This additional support will also enable our testing clinics to redirect their existing resources into further testing capacity.
- Planning is in advanced stages for a new southside drive through testing facility at the old Kambah testing site that will be operational by Tuesday 17 August.
- The pop-up testing clinic at Gold Creek School commenced operations from 8am on Saturday 14 August for students and staff/visitors affected. This testing centre is only available to students, staff or visitors that have attended either Gold Creek School or Holy Spirit Primary School on 9, 10 and 11 August 2021.

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- As we are expecting to see long wait times at our testing clinics continue in the coming days, we remind Canberrans to only get tested if you have been directed by ACT Health to do so, or you have COVID-19 symptoms.
- We know that people will be concerned about having COVID-19 in the community, but we must prioritise our testing to people with symptoms and people identified as a close contact by ACT Health, so please don't go if these two reasons don't apply to you.
- If you are going to get tested, please wear a mask, bring water and any other supplies you may need during the wait, and leave your pets at home.
- Please treat our staff and each other with kindness and respect as we get through this together.
- The Weston Creek Walk-in Centre is currently serving as a dedicated COVID-19 testing facility to address demand and meet community needs.
- For a full list of COVID-19 Testing Clinics and opening hours visit covid19.act.gov.au

Last updated by PICC on 14 August.

COVID-19 VACCINATION

- Canberrans are strongly urged to get vaccinated against COVID-19 to protect themselves and their community.
- During lockdown, provided that you're feeling well and you're not in isolation or quarantine, it's important to attend your COVID-19 vaccination appointment. Please wear a mask to your appointment.
- If you can't make it to your appointment at an ACT Government COVID-19 vaccination clinic because you're unwell, have COVID-19 symptoms or for other reasons, please reschedule or cancel your appointment by logging into your MyDHR account, using our cancellation form or calling 02 5124 7700 (7am to 7pm, daily).
- Getting as many people vaccinated as possible will reduce the likelihood of outbreaks and the need for preventive measures, like border closures and travel restrictions.
- The ACT is currently vaccinating all people in phase 1a, 1b, people aged 30 years and over, Aboriginal and Torres Strait Islander people aged 16 years and over, and pregnant people aged 16 years and over.
- Children aged 12-15 with either specified medical conditions or who identify as Aboriginal and Torres Strait Islander are eligible to receive a Pfizer COVID-19 vaccine. This follows the Australian Technical Advisory Group on Immunisation (ATAGI) recommendation.
- Eligible people can book an appointment online, by calling the ACT COVID-19 vaccination booking line on (02) 5124 7700 (7am to 7pm daily) or using the Commonwealth Government Department of Health's Eligibility Checker.
- Please be aware that lead times for your vaccination appointment may be several weeks.
- Demand for COVID-19 vaccines is high and supplies are limited.
- Our teams are working hard to book in your appointments as quickly as possible.

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- COVID-19 vaccines are free and will be made available for everyone regardless of Medicare or visa status.
- The Access and Sensory clinic has extended its operating hours and is now open on Tuesdays and Thursdays from 8am to 3.30pm. This will enable double the number of Pfizer COVID-19 vaccines to be administered.
- Canberra's health care, aged and disability care workers can call the ACT COVID-19 Vaccination Line on 02 5124 7700 (7am to 7pm, daily) and be prioritised for an appointment as soon as possible.

Contributed by Vaccine team and last updated on 12 August

ACT Government response

PUBLIC TRANSPORT

- Bus and light rail services continues to run to the [regular timetable](#) and frequency during the lockdown period.
- We ask that people use public transport for essential travel only.
- Please do not travel if you are unwell.
- Use of face masks in the community (including onboard buses and light rail) is now mandatory for people 12 years and over.
- The community are reminded that the use of the Check in CBR App is mandatory on board all services (if you don't have access to the app please ensure you travel with a registered MyWay card or keep good travel records).
- School services, including the Special Needs Transport service, continues to run for students of essential workers.
- The Flexible Bus Service continues to run for those who need it however we ask you to not travel with us if you feel unwell.
- Transport Canberra's highest priority is the safety of our customers and our workforce.
- Increased cleaning is being carried out each day across the network. Hard surfaces across bus interchanges and light rail stops are cleaned daily and buses and light rail vehicles twice daily – this includes all internal surfaces such as MyWay readers, poles, stop buttons and seats.
- Cash is not being accepted on buses. Please use MyWay or pre-purchase tickets from ticket vending machines located at all light rail stops and most bus interchanges.
- Registering your MyWay card at the Transport Canberra website can assist with contact tracing should it be required.
- Keep your MyWay card details up to date by completing the [change of details form](#) when you change address, email address or phone number to assist with contact tracing.

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- To keep our drivers safe please enter and exit the bus via the rear doors at all stops unless you require the front doors for low floor access – just signal the driver if you need to use the front doors.
- Drivers will only not open the rear doors if there are safety concerns at particular locations, or access is required for a pram, wheelchair, or less abled person.
- The front seat of the bus remains temporarily closed, providing more space between our drivers and customers.
- Light rail doors are now automatically opening to remove the need for passengers to press the 'open door' buttons.

Check In CBR on Public Transport

- In response to the ACT Health announcement regarding the expansion of the Check in CBR program, Canberrans are required to check in on all Transport Canberra and Canberra Metro light rail services in the ACT using the Check in CBR app.
- QR Codes have been installed on public transport so users aged 16 years or older can check in via the app on EVERY bus or light rail service they travel on. Transport Canberra has installed more than 8,700 QR codes across its bus and light rail fleet.
- Each bus and light rail vehicle has its own individual Check in CBR QR code making it easy for ACT Health to contact trace if required.
- Checking in on public transport has been positively received and we are seeing a good number of check ins. We need people to keep up this great work and continue checking in whenever they hop on a bus, light rail vehicle, taxi or rideshare.
- Clear signage is available at stops and stations and on board to explain the new requirements.
- Customers need to check in on every vehicle they travel on, regardless of whether they connect services.
- Customers are not required to check in at public transport stops or stations.
- Children under the age of 16 are not required to check in, but parents are encouraged to do so on their behalf if travelling with them.
- Children aged 16 years and over must check in when travelling on the regular public transport network and on special school services.
- QR codes are available throughout the cabins of buses and light rail vehicles, making it easy for people to access. This will also help avoid queuing at vehicle doors. Customers can check in once they are seated.
- If passengers do not have a smartphone and are unable to scan into the Check In CBR app, the registered MyWay card can be used to track travels on Transport Canberra bus and light rail services only. You simply need to tap on and tap off the bus or light rail service you are travelling on.
- Customers should continue to tap on and off using MyWay and follow all COVID Safe travel measures in place.
- Registering your MyWay card remains important and will also supplement contact tracing efforts if a COVID case is identified as travelling on services.

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- Transport Officers and Canberra Metro customer services staff are available at major stops and stations to assist customer if they have any questions.
- Drivers are not able to help check in customers.
- To find out more visit www.transport.act.gov.au or call 13 17 10.

Check In CBR support for seniors

- To assist passengers Transport Canberra is providing regular COVID updates and advice via their website, social channels, e-news, signage within the bus and light rail vehicles, PA announcements and signage at stops and stations.
- Check in CBR stickers are located throughout all bus and light rail vehicles to assist with the check in process.
- If passengers hold a current ACT Seniors MyWay card, this card was registered as part of the application process and card holders do not need to register it again.
- If passengers are unable to use the Check in CBR app or their registered ACT Seniors MyWay card we ask that they keep a record of the different trips taken.
- Transport Canberra is working with COTA to ensure that customers are provided with the relevant advice in relation to the Check in CBR process onboard bus and light rail vehicles.

Vaccination Clinic Shuttle Bus

- A free shuttle bus service is available from the Airport Terminal bus stop to the Canberra Airport COVID-19 Mass Vaccination Clinic.
- The shuttle service operates from 7.50am until 4pm, 7 days a week with services every 15 minutes.
- Customers can connect with the Rapid 3 from the Airport Terminal stop (regular fares apply).
- For more information, visit the Transport Canberra website.

Contributed by TCCS and last updated on 12 August

ACCESS CANBERRA SERVICES

- Access Canberra Service Centres including Hume and Mitchell are currently closed.
- You can do most Access Canberra transactions online, visit www.accesscanberra.act.gov.au.
- If you are an essential worker or need a service for essential purposes that cannot be done online call 13 22 81.
- Please be patient as our Contact Centre are currently experiencing longer than normal wait times.

Contributed by Access Canberra and last updated on 12 August

ACT PUBLIC LIBRARIES

- Libraries ACT closed all nine library branches as well as the ACT Heritage Library to public access from 5 pm Thursday 12 August 2021.

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- Items currently on loan have had their due dates extended until 31 August 2021. Library return chutes are closed and library items can be renewed online or by phone on 6205 9000.
- Library members can continue to access eBooks, eAudio, digital magazines, children's literacy activities and other digital resources on the [Libraries ACT website](#) using their membership number and passphrase. Online story time, Giggle and Wiggle, and Read Local author talks are also available online. You can also join the library online and send proof of your identity via email. All details are on the Libraries ACT website.
- In addition to these closures, the home library service and mystery box service are temporarily suspended.

Updated by TCCS on 13 August

CEMETERIES AND CREMATORIA

- There are changes to the operations of Gungahlin, Woden and Hall cemeteries.
- Funeral services will continue with a maximum of 10 people allowed to attend.
- Gungahlin crematorium will continue operating with a capacity of eight people in the private viewing room.
- Canberra Memorial Parks' head office is currently closed to the public. If you need to make any arrangements, please contact the Customer Service Team on 6207 0000 during office hours or email cemeteries@act.gov.au.
- For residents of the ACT who have a death in the family, most necessary arrangements with funeral directors, cemeteries and the crematorium can be made over the phone and online. Forms are digitally available and can be accessed via the [Canberra Memorial Parks website](#) under the 'forms and downloads' tab.
- Visitors are encouraged to stay at home and observe restrictions.

Updated by TCCS on 13 August

RECREATION OPEN SPACES

- For community safety, a number of public spaces are closed during the lockdown period.
- These include:
 - playgrounds
 - outdoor fitness stations
 - skate parks
 - BBQs
 - dog parks.
- While these spaces may not be fenced off or gated, please do not use them. Signage will be in place across many locations to remind Canberrans these facilities are closed.
- Cleaning of public amenities will be limited and undertaken based on the usual public holiday schedule.

Whole of Government talking points – COVID-19 response

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Updated by TCCS on 13 August

Parks and Nature Reserves

- As of 12 August 2021, some nature reserves will be closed until further notice.
- The closed areas are:
 - Namadgi National Park (including the visitors centre)
 - Tidbinbilla Nature Reserve (including the Tidbinbilla Visitors Centre)
 - Cotter precinct including Cotter Campground and Blue Range
 - Uriarra Crossing recreational area
 - Kambah Pool
 - Woods Reserve Campground
 - Northern Borders Campground
 - Googong Foreshores
- Canberra Nature Park, Mulligans Flat Woodland Sanctuary, Molonglo River Park, Jerrabomberra Wetlands, Pine Island and Point Hut Crossing will remain open and provide opportunities for people to access these areas for their daily hour of exercise.
- Vehicle access to Pine Island will be prohibited.
- The ACT Government asks Canberrans not to leave their local region to visit the parks and reserves that remain open.

Updated by EPSDD on 13 August

SPORTSGROUNDS

- All sportsgrounds in the ACT are closed for organised sports at this time. They should only be used for essential exercise whilst maintaining physical distancing requirements in line with current health orders.

Updated by TCCS on 13 August

WASTE AND RECYCLING

- From Friday 13 August 2021 residential red and yellow bin collections will start from 5 am. This is a preventative measure to ensure there is no service disruption and allow the collection contractor to stagger shifts to maintain driver distancing measures.
- Due to this early start residents are reminded to put their bins out the night before.
- Should residents experience a missed collection due to the early start time, please contact SUEZ on 6260 1547 within 24 hours and leave your bin on the kerbside until it is collected.
- There is currently no change to the start times of green bin collections which will remain as 7 am.
- Bulky waste collections are continuing at this stage.
- All facilities are closed until further notice, including:
 - Recycling Drop Off Centres
 - Mugga and Mitchell Resource Management Centres, including the Green Shed and the green waste drop-off

Whole of Government talking points – COVID-19 response

- Green waste drop off facility, Parkwood Road
- Soft Landings Mattress Recycling
- Mugga 2 Quarry
- ACT Container Deposit Scheme return points.
- There is one exception - registered waste transporters will be able to access the Mugga and Mitchell Resource Management Centres, (excluding Green Shed facilities) and the Parkwood Road green waste drop off.
- The community can access a range of digital resources at www.act.gov.au/recycling.

Updated by TCCS on 13 August

DOMESTIC ANIMAL SERVICES

- The Domestic Animal Services (DAS) shelter in Symonston is closed to the general public except by appointment. Please call Access Canberra on 13 22 81 to arrange an appointment.
- The shelter will remain staffed to care for the dogs in DAS' care.
- DAS Rangers will continue to respond to call outs for community safety.

Updated by TCCS on 13 August

ROADS AND INFRASTRUCTURE

- Existing construction projects will be closed. Safety and security are paramount and all sites will be made safe. Sites will be secured to prevent entry. Where projects are underway on our road and path network, additional signage, fencing and bollards will be installed to ensure public safety where required.
- Roads ACT will continue to support community safety by responding to emergencies as required.
- Transport Canberra and City Services is planning for situations where significant impacts on service delivery occur. In these circumstances, priority will be given to continuing the delivery of critical services related to public safety and wellbeing. This includes working closely with contractors, ACT Policing and the AFP.
- For the latest updates see the [ACT Government COVID-19 website](#).

Updated by TCCS on 13 August

CAPITAL LINEN SERVICE

- The provision of clean linen to the Canberra Hospital and other health and aged care facilities is a key priority of Capital Linen Service and we have the capacity to increase processing volumes if required.
- Capital Linen Service will continue to operate with COVID-19 safe procedures in place and is closed to the general public.

Whole of Government talking points – COVID-19 response

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- Capital Linen Service wash according to Australian laundry practice standards which ensures all linen, including hospital linen, is disinfected using thermal and chemical processes.
- The safety of staff is paramount and additional precautions have been put in place. These include segregating linen potentially exposed to COVID-19 and making it easily identifiable in yellow bags. These yellow bags are lined with dissolvable plastic bags which can be put straight into the washing machine to avoid staff handling.

Updated by TCCS on 13 August

ACT EMERGENCY SERVICES AGENCY

- The ACT Emergency Services Agency (ACTESA) is providing support to Canberra Health Services Testing Centres.
- An ACTESA Incident Management Team (IMT) has been set-up to support with WhOG COVID-19 support operations (IMT active since 13 August).
- Volunteers from the ACT Rural Fire Service, ACT State Emergency Service and ACT Fire & Rescue Community Fire Units are providing water and distributing information to people queuing at EPIC, Weston Creek Walk-in Centre and Brindabella.
- ACTESA is supporting Community Services Directorate (CSD) with pick-up and deliveries of essential food and items to ACT's vulnerable people.
- ACTSES and ACTRFS crews will collect essential food items from central locations and provide a contact free delivery to vulnerable ACT residents.
- ACTESA is providing Liaison Officers (LOs), mapping support, scribes and Logistics Officers to the Outbreak Resource Centre (formerly the HECC).
- ACTESA is scoping and resourcing staff and volunteers to support ACT Health Contact Tracing teams.
- ACTESA has updated all Electronic Fire Danger ratings signs on all major roads with COVID-19 messaging (total of 12 signs)

Contributed by ESA on 14 August

SPORTING ORGANISATIONS

- Community sport is not considered essential – competition and training activities, both indoors and outdoors, should not occur in accord with health directions. This includes any coaching/professional service, including where it is on an individual basis.
- Indoor sporting facilities, including pools, gyms and dance facilities, should not open.
- ACT Government sportsgrounds are closed.
- We know the importance of exercise for our physical and mental health. Outdoor exercise, for no more than one hour a day, can continue provided that this is with no more than one other person or only with members of your direct household.

Whole of Government talking points – COVID-19 response

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- To limit the movement of people within the ACT any outdoor exercise should be within your immediate home region/district (eg Belconnen, Tuggeranong, Weston Creek).
- While some sports like tennis, rowing and golf may argue that participation can continue within the parameters of these guidelines, advice is that for this immediate seven day lockdown people look to pursue alternate forms of localised physical activity.

Contributed by Economic Development on 13 August

JUSTICE AND COMMUNITY SAFETY

AMC Visits

- All face-to-face visits to the AMC have been suspended for the period of the COVID-19 Lockdown in the ACT.
- This includes all legal and professional in person visits.
- Audio visual visits will be maximised.
- Programs and education will also be suspended and instead be delivered remotely where feasible.
- This is in order to protect the health and wellbeing of those in our care and of corrections staff

Contributed by JACS on 12 August 2021.

ACT COURTS AND TRIBUNALS

- The Supreme Court, Magistrates Court and the Civil and Administrative Tribunal will continue operations during the 7 day snap lockdown.
- Where appropriate to the circumstances of the matter, proceedings will continue by Audio Visual Links or by telephone.
- The public counters are closed until further notice.
- Members of the community who have matters listed in the next week are encouraged to contact the Courts or Tribunal to request to appear by Audio Visual Links where possible.
- Information on the continued operations of the Courts and Tribunal are available at www.courts.act.gov.au or www.acat.act.gov.au

ACT PUBLIC TRUSTEE AND GUARDIAN

- The Public Trustee and Guardian office in Civic is closed to the public for the duration of the lockdown.
- Signs have been placed on the doors, website, email signatures and PTG's Facebook.
- PTG Reception's phone service will continue as normal.
- All appointments or interviews arranged for next week have been moved to be online or rescheduled/cancelled.
- Will interviews have been suspended for all but emergency Wills.
- Emergency Wills can be made either out of office at hospitals, hospice, nursing homes or residential homes.

Whole of Government talking points – COVID-19 response

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HUMAN RIGHTS COMMISSION

- The Human Rights Commission physical office in Canberra is closed to the public but their services remain open during our usual business hours.
- We are still available via phone and email
- The HRC enquiry line is continuing to operate as usual between 9am and 5pm Monday to Friday on 02 6205 2222 or email human.rights@act.gov.au
- Complaints can still be made and conciliation conferences will continue to be conducted during this period, although not as face-to-face meetings.
- All conciliation conferences are being undertaken by phone or videoconferencing, unless there are exceptional circumstances which warrant a face-to-face meeting.
- Victim Support ACT remains open and ready to assist you via 6205 2222 or victimsupportintake@act.gov.au.
- People affected by domestic, family or sexual violence can still seek help during the current lockdown.
- These services are open and ready to help victims of domestic or family violence:
 - Domestic Violence Crisis Service 24/7 crisis line Ph 62 800 900
 - Canberra Rape Crisis Centre Ph 6247 2525, 7am-11pm
 - Victim Support ACT Ph 6205 2222 Mon-Fri 9-5
 - Women's Legal Centre Ph 6257 4377, Mon-Fri 9-5.
 - Legal Aid ACT Helpline Ph 1300 654 314, Mon-Fri 8:30am to 4.30pm
 - 1800RESPECT 24/7, if you're affected by sexual or domestic violence.

Contributed by JACS on 13 August 2021

EDUCATION AND EARLY CHILDHOOD

General

- During the lockdown families should keep their children at home.
- Teacher-led remote learning will not be offered during the lockdown. [Home learning resources](#) by year level are available on the Education Directorate's website for students and families who wish to undertake self-directed learning from home. Schools will use this time to transition to remote learning should the lockdown be extended.
- All ACT schools will remain open for children of parents who cannot work from home and vulnerable children for supervision and general learning activities. Those students will be able to attend their usual school.
- Year 11 and 12 College students are encouraged to continue with their current assessment tasks from home.
- All students aged 12 years and older are required to wear masks at all times outside of the home, including if they attend school. Younger children are exempt.
- Schools will check in on vulnerable students.

Whole of Government talking points – COVID-19 response

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- Ongoing cleaning and hygiene measures will be put in place at school sites.

Out of School Hours Care

- Out of School Hours Care will remain open during remote learning for children who need to attend, such as vulnerable children but families are encouraged to keep their children at home.
- The ACT Government will work to support Out of School Hours Care providers, including accessing information about Commonwealth support in the event of closures and/or significantly reduced attendance.

Community hiring of school facilities

- Community hiring of school facilities is suspended during the period of the lockdown.
- Once COVID-19 restrictions are eased, community users of school facilities with a pre-existing booking will be able to resume their use at any time.
- Hirers must comply with ACT and Australian Government guidelines, such as social distancing rules and permissible activities. The current guidelines and advice for the Territory can be found on the [ACT Covid19 website](#).

Contributed by Education and last updated on 12 August

LOCAL BUSINESS SUPPORT

Financial support for local businesses during lockdown

- A jointly funded package from the Commonwealth and the ACT Governments will give support to small and medium businesses in the Territory who have been impacted by the lockdown measures.
- The ACT COVID-19 Business Support Grant will provide \$3,000 for employing businesses and \$1,000 for non-employing businesses where turnover has declined by 30% or more in the week defined as Friday 13 August - Friday 20 August 2021 (compared to the prior 7-day period) as a result of the COVID-19 health restrictions.
- The ACT Government will also open a COVID-19 Small Business Hardship Scheme, where eligible ACT businesses can apply for credits on the cost of eligible fees and charges of up to \$10,000 (inclusive of GST) per ABN. This scheme will provide credits for payroll tax, utilities, rates and certain business licences for small to medium businesses that can demonstrate a 30 per cent revenue loss in revenue.
- Details of these schemes are being finalised. Businesses can express interest in the schemes via the [Business Hub website](#).

Contributed by Economic Development on 13 August

Covid disaster payment

- Employees who are unable to earn an income during the lockdown may be able to access the Commonwealth Government's COVID-19 Disaster Payment.

Whole of Government talking points – COVID-19 response

- Payment amounts will vary from \$200 to up to \$750 depending on the hours of work lost during the lockdown and other eligibility criteria.
- More information about the scheme and how to apply is available on the *Services Australia website*.

Contributed by Economic Development on 14 August

Financial support for local tourism industry

- The ACT Government will provide support of up to \$75,000 for individual accommodation providers and \$15,000 for small private tourism operators as the Territory faces ongoing travel restrictions and border closures due to Sydney's COVID-19 outbreaks.
- The tourism industry has been one of the hardest hit since the pandemic began and, while the local sector had been recovering, the recent developments in Sydney have had a significant financial impact – particularly for accommodation providers and small tourism operators.
- A number of support measures will be made available to significantly impacted ACT tourism businesses.

Accommodation and Tourism Venue Operator Support Program – up to \$75,000

- Around 90 accommodation providers and up to 20 privately operated tourism venues will be able to apply for a full rebate on the water and sewerage fixed charge component of their Icon Water bills for the first two quarters of 2021-22, providing financial support of up to \$75,000.
- This will provide around \$30,000 in financial support for an average sized accommodation provider.
- These businesses are the hardest hit by the Sydney outbreak and the Victorian border closure.
- To be eligible for the support, tourism businesses must be able to demonstrate 30 per cent loss of revenue in July 2021 compared to April 2021.

Small Tourism Operator COVID Recovery Payment – up to \$15,000

- Small tourism operators and boutique accommodation providers likely to receive less than \$15,000 under the Accommodation and Tourism Venue Operator support program, will be contacted to apply for the Small Tourism Operator COVID Recovery Payment.
- This payment of up to \$15,000 will assist with a range of business expenses. Eligibility will also require evidence of a 30 per cent loss of revenue in July 2021 compared to April 2021 and evidence of expenses incurred.
- Guidelines for the Small Tourism Operator COVID Recovery Payment are available on the Business Hub website where businesses are able to register their interest.

Hire car and charter bus registration fees

- Vehicle registration fee waivers for hire cars and charter buses registered in the ACT, will be extended for another six months until 30 March 2022 to provide further relief to these tourism businesses.
- The current registration waiver provides assistance to around 40 local operators.

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Tourism industry funding programs brought forward

- Two tourism industry funding programs will be brought forward to open once restrictions are eased so that tourism providers can be ready to welcome back visitors from Sydney and other parts of Australia.
- The Tourism Cooperative Marketing Fund will offer \$500,000 in funding particularly encouraging collaboration between tourism operators and accommodation providers while the \$750,000 COVID-Safe Tourism Co-Investment Program will encourage the development of new experiences to attract overnight visitors to Canberra. Both programs will open for applications once restrictions are eased with more information available soon.
- For further information on these and other COVID-19 support measures, visit:
www.act.gov.au/business/business-support/covid-19-economic-support-for-business

Contributed by Economic Development on 14 July

Click and Collect (for non-essential retail) during lockdown

- Click and Collect for non-essential retail is not currently permitted under the Public Health Direction currently in force in the ACT. This is because the aim of the lockdown is to restrict the movement of people as much as possible to prevent the spread of the highly infectious Delta strain of COVID-19.
- As more is known about the outbreak in the ACT, it may be possible to revisit the settings relating to Click and Collect for non-essential retail.

Contributed by Economic Development on 13 August

Guests in hotels

Hotel restaurants are not permitted to offer seated dining arrangements, and should only offer room service or takeaway only at this time.

Unless guests are in quarantine, they can leave their hotel room for the following reasons:

- to buy essential groceries and medicine
- to access essential healthcare including in-home care
- for essential work
- to exercise outdoors for one hour per day in your region
- to get a COVID-19 test
- to get a COVID-19 vaccinated.

Guests are able to leave the hotel to return to their principle place of residence. Taxis, rideshare and hire cars are operating.

No new 'recreational' bookings should be taken during lockdown. Bookings may be accepted for:

- a person avoiding or escaping an emergency
- a person who is an essential worker
- a person requiring any other form of emergency accommodation

Whole of Government talking points – COVID-19 response

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Contributed by Economic Development on 14 August

Face mask advice for businesses

- Face masks must be worn by everyone aged 12 years and over outside the home.

Updated by PICC 12 August

Check In CBR advice for retail businesses

Can a business refuse entry to someone who doesn't Check In?

- Business owners and their staff have a general power to refuse entry or service on reasonable and lawful grounds.
- You may refuse a person entry or service if a customer does not comply with the requirement. This may apply where a person hasn't checked in or they refuse to do so on request. Adopting this approach is a decision of the business and its staff, and discretion should be used on each occasion.
- If a customer becomes difficult you can seek assistance from ACT Policing on 131 444.
- For more information on your rights and responsibilities with refusing entry, the Australian Government has very useful general guidance on the topic available at: <https://business.gov.au/people/customers/refusing-service>

What if my customers don't want to use the QR code?

- Businesses must use their best endeavours to require everyone on its premises to check in, this could include:
 - Active monitoring of points of entry.
 - Requesting that people show staff the 'green tick'.
 - Signage or messaging in clear view advising of the need to check in.
- As well as scanning a QR code, there is the option to check in using the six digit number located under the QR code.
- If anyone refuses to check in, businesses should highlight the importance of the check in requirements to assist the contact tracing efforts, and to keep the community safe and business open.
- Businesses may also want to remind people of their legal obligation to check in, and potential penalties for failing to do so.
- That is a person may face a fine of \$1,000 if they fail to comply with the check in requirement.

What if customers don't have a smart phone or have forgotten it?

- For anyone who does not own a smartphone or forgets to bring it with them when going out, businesses have the ability to check people in on their behalf through a business profile function on the Check In CBR app.
- The business profile function ensures the customer's information goes straight to ACT Health and does not get recorded on the device to ensure privacy.

Whole of Government talking points – COVID-19 response



- You could also suggest anyone in their group can check them in on their own smartphone as a frequent guest.

Contributed and updated by Economic Development on 5 July

Check In CBR advice for staff

- It is now mandatory for anyone aged 16 years and over, including staff, to use the Check In CBR app if they are on business premises, no matter how brief the length of time.
- The check in process is quick and simple to use, and there should be no additional burden for staff.
- You should include how you are supporting your staff to meet this requirement in your COVID Safety Plan.

Why are staff included?

- The ability to quickly obtain a full and accurate picture of everyone, including staff, who have been on a premise at a particular date and time is critically important for contact tracing purposes and keeping our community safe.
- It can be difficult to quickly obtain the details of staff who have been on a shift at a specific date and time, particularly when this information is required out of hours. Any delay in the provision of information could potentially be detrimental to ACT Health's contact tracing efforts in the event of a COVID-19 outbreak.

Updated by Economic Development on 12 July

Advice for business on customers breaking public health direction

- Business owners and their staff can refuse entry or service on reasonable and lawful grounds.
- A business may refuse a person entry or service if the business knows the person is breaching public health directions. Adopting this approach is a decision of the business and its staff, and discretion should be used on each occasion.
- If a customer becomes difficult a business can seek assistance from ACT Policing on 131 444.
- For more information on rights and responsibilities with refusing entry, the Australian Government has very useful general guidance on the topic available at:
<https://business.gov.au/people/customers/refusing-service>

Contributed and last updated by CMTEDD on 3 August

Construction Sector Travel Exemptions

- ACT Health updated its process on 14 July in relation to exemptions for the construction sector. This updated process reflects risks unique to the sector and the significant number of exemption applications which are received from individuals wishing to travel to the ACT from this sector.
- Exemption applications for construction workers must be signed by the head contractor at the site which the construction industry worker will be working, and are granted for specific project sites only.

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- If an exemption is granted by ACT Health, the exempted worker cannot work at any other project sites. If an exempted worker wishes to work at another project site, they must apply for and be granted a separate exemption for this. This is to reduce the risk of COVID-19 transmission between project sites.
- Given the evolving situation in New South Wales in particular, it is highly likely that exemption requests will not be granted. ACT Health encourages individuals and businesses in the sector to plan on this basis. It may also be a condition if an exemption is granted for an exempted worker from a COVID-19 affected area that the worker complete a 14-day quarantine period prior to entering the worksite.
- The ACT Government and ACT Health are working closely and collaboratively with the construction sector to ensure essential construction work can continue in a safe manner, while protecting the health and safety of Canberrans.

Contributed by PICC 20 July

COMMUNITY SERVICES

Domestic and family violence services

- Domestic and family violence services are open during lockdown.
- While the ACT is in lockdown for the next 7 days, if you are not safe at home, you can leave.
- If you are in immediate danger call ACT Police on 000.
- Canberra's domestic and family violence services are essential services and will remain open during lockdown.
- If you are living with domestic and family violence help is available.
- A full list of available services is on covid19.act.gov.au
- If it is not an emergency and you are worried about your safety, or the safety of your family, you can call:
 - Police Operations on 131 444
 - Domestic Violence Crisis Service on 02 6280 0900
 - 1800RESPECT 1800 737 732

Emergency food relief

- Free food and essential items are available for Canberrans who need it during the seven-day lockdown.
- Any Canberran who is significantly and adversely impacted by this lockdown and is unable to feed their family or themselves are encouraged to call VolunteeringACT on 1800 43 11 33.
- Callers will be linked with a staff member from Volunteering ACT who will place a shopping order on their behalf.
- Members of the ACT Emergency Services Agency (ACTESA) will then collect their order and deliver it to them.

Whole of Government talking points – COVID-19 response

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Housing ACT

- Housing ACT is still open online and over the phone and will continue to provide essential services and support.
- During the lockdown, we ask that you do not visit the Housing ACT Shopfront. If you need to contact Housing ACT, please call 13 34 27 (9:00 am – 5:00 pm) and a staff member will assist you. For Tenancy enquiries phone 1800 950 255 (9:00 am – 5:00 pm)
- The Programmed Maintenance call centre will continue to operate and Tenants can phone 6207 1500 (24 hours).

Homelessness services

- Homelessness services will continue throughout the lockdown period.
- If you are homeless or at immediate risk of homelessness including emergency accommodation call OneLink on 1800 176 468 or via www.onelink.org.au.
- OneLink's normal hours of operation will continue throughout the lockdown period for contact by phone or email. These are Monday to Friday 8.00am - 6.00pm, and Saturday and Sunday 12.30pm - 5.00pm.

Crisis accommodation and support

Toora Women Inc

- Toora will continue to support women, children and families who are homeless or at risk of homelessness or in need of alcohol and other drug supports.
- Toora has implemented operational precautions to ensure sustainability of service delivery during this period.
- You can contact:
 - Toora Domestic Violence and Homelessness Services on 6247 2399
 - Toora Alcohol and other Drug Services on 6241 7233
 - Toora Counselling Services on 6122 7070

Beryl Women Inc

- Beryl will continue to remain open and available to their accommodated clients and those they are working with in an outreach capacity.
- For existing clients, Beryl's on-call system is still operating from 5:00 pm to 9:00 am Monday to Friday and 24 hours on weekends.
- Beryl is not doing any face-to-face contact unless in cases of an emergency.

Child and Youth Protection Services

Reporting child abuse and neglect

- Keeping our children safe during this time remains a critical priority for our community.