

# Whole of Government talking points – COVID-19 response



- Child and Youth Protection Services (CYPS) is an essential services and is continuing to work throughout the lockdown to respond to community concerns regarding child abuse and neglect.

If you have concerns a child is being abused or neglected go to the Access Canberra website and search 'report child abuse' to make a report or call 1300 556 729. If they are in immediate danger call 000.

## Operations

- CYPS remains available throughout 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 via email.
- CYPS remains in contact with all children and families it is working with, recognising this is an exceptionally difficult time for some.
- CYPS is in regular contact with its partner and community agencies to stay up to date on how services are being delivered during the lockdown across the sector.

Melaleuca Place will be closed for face-to-face services. The team has contacted families and made arrangements for services to be delivered online.

## Bimberi Youth Justice Centre

- 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.
- Education staff who work full-time at Bimberi will 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 as directed by the ACT Courts; this is via AVL.
- 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.
- 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.

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## Child and Family Centres and Child Development Service

- All CFC and CDS sites are closed during the lockdown. Families with appointments have been contacted to reschedule and offer other remote support.
- Intake services continue to operate via phone:
  - 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 is well-placed to reimplement its online and remote services used previously in the pandemic should this be required. Planning is underway.

## 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 13 August 2021*



## 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.*

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

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## Hot issues

### ACT SITUATION

- There have been 19 new cases of COVID-19 recorded in the ACT in the past 24 hours.
- There are now 28 active cases associated with this outbreak.
- As of 9am this morning ACT Health continues to work with up to 6,526 people who have self-identified as close contacts.
- There are currently no COVID-19 patients in Canberra hospitals.
- There were 3,598 COVID-19 tests collected from ACT testing sites and over 2,125 through our private testing providers, bringing our total to over 5,700 in the last 24 hours. ACT Pathology returned 3,292 negative test results in the 24 hours to 9am today.
- There were 2,015 vaccinations administered in ACT Government clinics in the 24 hours, bringing the total vaccine doses administered to 171,560.
- Additional close and casual contact exposure locations have been identified. We ask Canberrans to please continue to check the ACT COVID-19 website regularly as the list of locations is updated as our investigations continue.

### Case in residential aged care worker

- This is the first time that the ACT has recorded a case in a retirement village or residential aged care facility.
- ACT Health is working closely with the residents and staff to manage the outbreak.
- Early investigations indicate that the staff member unknowingly worked three shifts at the Village when they were potentially infectious between Tuesday 10 August and Thursday 12 August 2021.
- The Village is communicating directly with staff, residents, their families and guardians to keep them well informed and provide support.
- All residents and staff at the Village will be tested as a priority by the ACT Health COVID-19 response team.

### Lyneham Highschool

- ACT Health confirmed yesterday evening that a student at Lyneham High School tested positive to COVID-19. The student is a close contact of a previously announced case.
- The student is considered to unknowingly have been potentially infectious at school from Monday 9 August to Thursday 12 August 2021.
- Any staff, students and visitors/volunteers who attended the school on any of these days between 8.30am and 3.30pm are being classified as close contacts and are required to quarantine. Their household members will also be required to quarantine as secondary contacts.

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- ACT Health and ACT Education have been communicating directly with those involved with regards to testing arrangements and next steps.

*Updated by PICC 16 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*

## 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 Saturday 14 August 2021)

- Police conducted 142 in-person compliance checks of homes, hotels and businesses.
- Police stopped 545 drivers to speak with them about the current health orders.
- Seven people were directed to leave the ACT in the 24-hour period.

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## *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:

- 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>
- Sunday 15 August 9.47am <https://www.policenews.act.gov.au/news/media-releases/act-policing-and-nsw-police-partner-covid-19-compliance>

*Contributed and last updated by ACT Policing 15 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.

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- 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.
- 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.

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- 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](https://covid19.act.gov.au)

*Last updated by PICC on 15 August.*

## COVID-19 VACCINATION

- Canberrans are strongly urged to get vaccinated against COVID-19 to protect themselves and their community.
- 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. 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). If your booking is at a GP or pharmacy, you should contact them directly to reschedule your appointment.
- 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.
- 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 16 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.
- 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.

# Whole of Government talking points – COVID-19 response

- 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.
- 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](http://www.transport.act.gov.au) or call 13 17 10.

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## 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](http://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.
- 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 15 August*

## COVID 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.

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- 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.
- Since the commencement of the lockdown, a significant level of proactive and reactive engagement activities have been undertaken by Access Canberra to support businesses in complying with the Public Health Direction.
- Since 12 August 2021 to 15 August 2021:
  - 784 inspections have been undertaken
- 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 Coordination Centre and ACT Health to ensure clear messaging and timely information is available for businesses and the community.

*Contributed by Access Canberra and last updated on 16 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.
- Items currently on loan have had their due dates extended until 14 September 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](mailto: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.

*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.

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- 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
  - 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](http://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.
- 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.

# Whole of Government talking points – COVID-19 response

- 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.
- 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

# Whole of Government talking points – COVID-19 response

*Contributed by JACS on 12 August 2021.*

## ACT COURTS AND TRIBUNALS

- Due to COVID-19 the ACT Magistrates Court building was closed today.
- Anyone who was in custody and due before the ACT Magistrates Court for a bail application was contacted. These matters were heard by Magistrates remotely.
- The ACT Magistrates Court will continue to hear urgent matters such as custodial, applications for urgent family violence orders and urgent child protection applications.
- Any person who has a concern about their urgent matter can call the ACT Magistrates Court on 6205 0000.
- Arrangements with respect to the hearing of non-urgent matters by the ACT Magistrates Court are being reviewed.
- The ACT Supreme Court and the ACT Civil and Administrative Tribunal are also continuing to operate.
- Where appropriate to the circumstances of the matter, proceedings may be conducted using Audio Visual Links or telephone.
- The public counters are closed until further notice.
- Members of the community who have matters listed in the next week should check arrangements ahead of time.
- Information and updates on the operations of the ACT Magistrates Court, ACT Supreme Court and ACT Civil and Administrative and Tribunal are available at [www.courts.act.gov.au](http://www.courts.act.gov.au) or [www.acat.act.gov.au](http://www.acat.act.gov.au)

*Contributed and updated by JACS on 16 August*

## 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.

## 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.

# Whole of Government talking points – COVID-19 response

- 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](mailto: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](mailto: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.
- *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.
- 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 *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.

### 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.

# Whole of Government talking points – COVID-19 response

- 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](#).

## Lyneham High School

- A student at Lyneham High School tested positive for COVID-19 and attended school during their infectious period.
- A student who tested positive for COVID-19 attended the Instrumental Music Program (IMP) Choir at UC High School Kaleen during their infectious period.
- ACT Health has set up testing specifically for impacted members of the Instrumental Music Program community at the Gold Creek School testing facility.
- ACT Health is inviting the Lyneham High School community to attend two dedicated testing options at Gold Creek School and Brindabella Park.

## Gold Creek School

- A student at Gold Creek School tested positive for COVID-19 and attended school during their infectious period.
- A pop up COVID-19 testing clinic has been established at the Gold Creek School for the Gold Creek and Holy Spirit schools and associated early learning centres.

*Contributed by Education and last updated on 16 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 deliver grants of \$3,000 for employing businesses and \$1,000 for non-employing businesses. The grants will be available to local businesses that have experienced at least a 30 per cent reduction in turnover due to restricted trading conditions.

# Whole of Government talking points – COVID-19 response

- The timeframes for this support grant are currently being revised in consultation with the Commonwealth given the changing COVID-19 situation. This program is jointly funded by the ACT and Australian Governments.
- The ACT Government will also open a COVID-19 Small Business Hardship Scheme, where eligible ACT small businesses will soon be able 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.
- Details of these schemes are being finalised. Businesses can express interest in the schemes via the [Business Hub website](#).

*Contributed by Economic Development on 16 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.
- 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.

# Whole of Government talking points – COVID-19 response

## 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.

## 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](http://www.act.gov.au/business/business-support/covid-19-economic-support-for-business)

*Contributed by Economic Development on 14 July*

## LOCAL BUSINESS ISSUES

### 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.

# Whole of Government talking points – COVID-19 response

- 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*

## 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)*

## 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

# Whole of Government talking points – COVID-19 response



- 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*

## 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.

# Whole of Government talking points – COVID-19 response

- 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.
- You could also suggest anyone with them 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.

# Whole of Government talking points – COVID-19 response

- 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

- Under the Public Health Direction cleaners are considered essential workers for the purposes of:
  - Cleaning of essential businesses and services; and
  - End-of-lease cleaning, in line with the exemption for moving residence, where it cannot be reasonably delayed.
- Cleaning services can be provided to NDIS clients under the direction as it is considered part of providing care services. There is further advice for disability providers at <https://www.covid19.act.gov.au/stay-safe-and-healthy/disability/advice-for-disability-providers>
- Cleaning of non-essential businesses premises and commercial buildings is not permitted under the direction.
- Cleaners should wear a mask at all times, practice appropriate hand and respiratory hygiene, and observe physically distancing wherever possible. Cleaners should also check in wherever required or available.

*Contributed and updated by Economic Development 16 August*

## Advice for garden centres and nurseries

Why can't garden centres open when hardware stores can and they stock similar items?

- Hardware businesses are considered to be an essential business under the public health direction primarily to allow tradespeople to access critical tools and items for urgent repair and maintenance.
- 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.
- People who do need to visit a hardware store for essential supplies are encouraged to get their items as quickly as possible and should not browse. As more is known about the outbreak in the ACT, it may be possible to revisit the settings relating to non-essential retail.
- We understand this is a difficult time for local business. The ACT Government is finalising the support it will provide to businesses impacted by the COVID restrictions.
- Further information is available at <https://www.act.gov.au/business/business-support/covid-19-economic-support-for-business>.

## 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](https://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.

## 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.

Updated by CSD 15 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.

# Whole of Government talking points – COVID-19 response

- 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](http://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.

## Rough Sleepers

- 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 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.

### 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.

# Whole of Government talking points – COVID-19 response

- 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.
- Child and Youth Protection Services (CYPS) is an essential services and is continuing to work throughout the lockdown to respond to community concerns regarding child abuse and neglect.

If you have concerns a child is being abused or neglected go to the Access Canberra website and search 'report child abuse' to make a report or call 1300 556 729. If they are in immediate danger call 000.

### Operations

- CYPS remains available throughout 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 via email.
- CYPS remains in contact with all children and families it is working with, recognising this is an exceptionally difficult time for some.
- CYPS is in regular contact with its partner and community agencies to stay up to date on how services are being delivered during the lockdown across the sector.

Melaleuca Place will be closed for face-to-face services. The team has contacted families and made arrangements for services to be delivered online.

### Bimberi Youth Justice Centre

- 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.
- Education staff who work full-time at Bimberi will 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 as directed by the ACT Courts; this is via AVL.
- 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.

# Whole of Government talking points – COVID-19 response

Keep CBF  
safe &  
strong

- 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 the lockdown. Families with appointments have been contacted to reschedule and offer other remote support.
- Intake services continue to operate via phone:
  - 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 is well-placed to reimplement its online and remote services used previously in the pandemic should this be required. Planning is underway.

## 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.

# Whole of Government talking points – COVID-19 response

Contributed and last updated by CSD on 13 August 2021

## CONSTRUCTION SECTOR

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

1. Construction projects are expected to stop during lockdown.
  - a. A very limited number of ACT Government projects relating to the ACT Government's COVID-19 response may continue, subject to restrictions.
  - b. There may be a very limited number of other works which may be necessary for emergency services.
2. Construction sites must be made safe and secure during the lock-down. In this respect:
  - a. 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:
    - i. Works to ensure emergency access to property is possible. For example, completing a driveway to enable emergency access to a private residence; or
    - ii. 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.
  - b. In making a site safe, attention should be made to:
    - i. Ensuring site fencing is appropriate and secure;
    - ii. Ensuring materials cannot blow off the site or otherwise be improperly accessed;
    - iii. Ensuring works or materials that need to be safely propped are done so;
    - iv. Ensuring 'fall from height' and trenching risks are appropriately made secure;
    - v. Ensuring any other site-specific hazards are addressed;
    - vi. Ensuring the risk of environmental spills are addressed;

- vii. Covering, protecting or moving materials which, if exposed to the elements, would be unsafe;
  - viii. Ensure regulatory signage is installed and visible. This should include contact details for the site; and
  - ix. Ensuring all other actions normally undertaken to secure a site during a shutdown (such as during the Christmas shutdown) are undertaken.
3. 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

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

### Offsite fabrication and manufacturing

5. 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

6. All of NSW is now deemed a COVID-affected area.
7. 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      | Walleroo, 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                               |

8. All other NSW residents are not permitted to enter the ACT without an exemption. Exemptions are generally not being granted for construction activities.
9. 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:
- a. The ACT resident is working on a construction site within one of the postcode areas listed above; AND

# Whole of Government talking points – COVID-19 response



- b. 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.

*Contributed and updated by MPC 16 August*



## 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 that is 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.*

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

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## Hot issues

### ACT SITUATION

- With the Delta strain of COVID-19 actively being transmitted, now is not the time to become complacent. The Delta strain of COVID-19 is dangerous and very easily transmitted.
- Remember that during lockdown you should only be interacting with other people in your household. You should not have any family gatherings and do not have parties with friends.
- If undertaking essential activity out in the community – wear a mask, maintain good hand hygiene, keep your distance and use the Check In CBR app.
- Thank you to all Canberrans who are following lockdown rules to keep the community safe. It is critical we take every precaution during this time to limit the spread of COVID-19 in the ACT.

### Key Numbers

- 22 new cases of COVID-19 recorded in the ACT in the past 24 hours
- 67 active cases associated with this outbreak
- Over 10,000 people have self-identified as close contacts as of 9am 17 August
- Over 190 exposure locations listed for the ACT
- No COVID-19 patients in Canberra hospitals
- Over 8,000 tests were collected with 6,630 negative test results returned from ACT testing sites and private testing providers in the 24 hours to 9am 18 August
- 176,174 vaccine doses administered to date

### New School Cases

- Four (4) of today's new confirmed cases of COVID-19 are linked to three new school communities. These include:
  - UC Lake Ginninderra College,
  - Harrison School, and
  - St Thomas Aquinas Primary School.
- ACT Health is working closely with the Education Directorate and the school principals to communicate with staff and students on these exposure locations and testing arrangements.

### Testing Update

- We continue to see record numbers of testing taking place across the Territory, with an approximate turnaround time of 24 hours.
- The drive through Kambah testing site has opened to the general public from 8am today. It will operate each day between 8am – 4pm.
- We are also currently planning for another southside testing site. Once arrangements are finalised, further information will be provided.

Updated by PICC 18 August

## 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 Saturday 14 August 2021)

- Police conducted 142 in-person compliance checks of homes, hotels and businesses.
- Police stopped 545 drivers to speak with them about the current health orders.
- Seven 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:

# Whole of Government talking points – COVID-19 response

Keep CBF  
safe &  
strong

- 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>
- Sunday 15 August 9.47am <https://www.policenews.act.gov.au/news/media-releases/act-policing-and-nsw-police-partner-covid-19-compliance>

*Contributed and last updated by ACT Policing 15 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*

### 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

# Whole of Government talking points – COVID-19 response

- 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.
- 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.

# Whole of Government talking points – COVID-19 response

- 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](https://covid19.act.gov.au)

*Last updated by PICC on 15 August.*

## COVID-19 VACCINATION

- Canberrans are strongly urged to get vaccinated against COVID-19 to protect themselves and their community.
- 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. 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). If your booking is at a GP or pharmacy, you should contact them directly to reschedule your appointment.
- 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.
- 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 16 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.
- 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.

# Whole of Government talking points – COVID-19 response

- 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.
  - 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.

# Whole of Government talking points – COVID-19 response



- To find out more visit [www.transport.act.gov.au](http://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.

## Park & Ride

- The Park & Ride scheme has been put on hold due to the current COVID-19 lockdown.
- Public transport customers travelling for essential purposes can use any Park & Ride location during the COVID-19 pandemic without a permit.
- We are not issuing permits at this time and customers who submit permit applications are being notified of the current arrangements.

## Lost property

- The hours for lost property collection have been reduced for the duration of the COVID-19 lockdown to support our workforce.
- Lost property collection will continue to be operational with the following changes to occur from Wednesday 18 August:
  - Monday, Wednesday and Friday open from 9.00am-12.00pm
  - Tuesday and Thursday open from 12.00pm-3.00pm

*Contributed by TCCS and last updated on 18 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](http://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.
- 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 15 August*

## COVID 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.
- Since the commencement of the lockdown, a significant level of proactive and reactive engagement activities has been undertaken by Access Canberra to support businesses in complying with the Public Health Direction.
  - Since 12 August 2021, 467 formal engage inspections have been undertaken with business across Canberra.
- 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 Coordination Centre and ACT Health to ensure clear messaging and timely information is available for businesses and the community.

*Contributed by Access Canberra and last updated on 16 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.

# Whole of Government talking points – COVID-19 response

- Items currently on loan have had their due dates extended until 14 September 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](mailto: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

*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.
- **There is currently a slight delay to bin deliveries and repairs due to delivery staff needing to self-isolate. Please allow between 5 and 14 days for requests to be actioned.**
- Bulky waste collections are continuing at this stage.
- All facilities are closed until further notice, including:

# Whole of Government talking points – COVID-19 response



- Recycling Drop Off Centres
- Mugga and Mitchell Resource Management Centres, including the Green Shed and the green waste drop-off
- 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](http://www.act.gov.au/recycling).

*Contributed and updated by TCCS 18 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.
- 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.
- 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**

### **ACT COURTS AND TRIBUNALS**

- The ACT Magistrates Court resumed operations on Tuesday morning (17 August 2021) after being closed the previous day due to some staff and judiciary being identified as secondary contacts.
- There have been no identified close contacts of COVID-19 at the ACT Law Courts.
- The relevant members of the judiciary and staff have now been cleared to return to work by ACT Health.
- The Courts and Tribunal have adapted their operations while the lockdown remains in place to ensure COVID safe measures are in place.
- Where appropriate parties may attend to their matters by appearing by video or by telephone.

### **DIRECTOR OF PUBLIC PROSECUTIONS**

- DPP staff are working from home where possible
- Court appearances are still being attended but by using online systems

### **ACT CORRECTIVE SERVICES**

- ACT Corrective Services are operating under Stage 3 of the Pandemic Arrangements.
- This includes the suspension of face-to-face visits at the Alexander Maconochie Centre (AMC) for the duration of the lockdown.
- Other changes include the suspension of programs and education at the AMC.
- Staff are required to wear masks at the AMC.
- All face-to-face visits at the AMC have been suspended for the period of the COVID-19 Lockdown in the ACT.
- This includes all legal and professional face-to-face 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
- These restrictions will be reviewed towards the end of the Lockdown in the ACT and changes will be made accordingly.

# Whole of Government talking points – COVID-19 response

## ACT PUBLIC TRUSTEE AND GUARDIAN

- The Public Trustee and Guardian (PTG) 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 page
- 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. Interviews for emergency Wills will continue during the Lockdown. These Wills e.g. hospice, hospital, nursing home and offices will be conducted in a COVID safe manner.
- PTG is maintaining essential services including ensuring all clients that rely on PTG for income payments receive their entitlements on time into their bank accounts.

## HUMAN RIGHTS COMMISSION

- The Human Rights Commission (HRC) office in Canberra is closed to the public but services remain open.
- The HRC enquiry line continues to operate during normal business hours, 9am to 5pm, Monday to Friday on 02 6205 2222 or email [human.rights@act.gov.au](mailto:human.rights@act.gov.au)
- 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 by phone 02 6205 2222 or email [victimsupportintake@act.gov.au](mailto:victimsupportintake@act.gov.au)
- People affected by domestic, family or sexual violence can still seek help during the Lockdown.
- Help is available:
  - Domestic Violence Crisis Service 24/7 Crisis Line on 6280 0900
  - Canberra Rape Crisis Centre on 6247 2525, 7am to 11pm
  - Victim Support ACT on 6205 2222, Monday to Friday, 9am to 5pm
  - Women's Legal Centre on 6257 4377, Monday to Friday, 9am to 5pm
  - Legal Aid ACT Helpline on 1300 654 314, Monday to Friday, 8:30am to 4.30pm
  - 1800RESPECT OR 1800 737 732 or 1800respect.org.au 24/7, if affected by sexual, domestic or family violence and abuse
  - Call 000 if in danger.

## SECURITY AND EMERGENCY MANAGEMENT DIVISION

- Public Safety CCTV Network continues to be monitored.

*Contributed by JACS on 18 August 2021*

## EDUCATION AND EARLY CHILDHOOD

General

# Whole of Government talking points – COVID-19 response

- 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.
- 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.

## 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.

## Gold Creek School

- A student at Gold Creek School tested positive for COVID-19 and attended school during their infectious period. This case has since resulted in further cases within this school community.
- A pop up COVID-19 testing clinic was established at the Gold Creek School for the Gold Creek and Holy Spirit schools and associated early learning centres.
- The Education Directorate and ACT Health continue to work to support the school and the school community during this time.

## Lyneham High School and Instrumental Music Program

- A student at Lyneham High School tested positive for COVID-19 and attended school during their infectious period. This case has since resulted in further cases within this school community.
- A student who tested positive for COVID-19 attended the Instrumental Music Program (IMP) Choir at UC High School Kaleen during their infectious period.
- ACT Health set up testing specifically for impacted members of the Instrumental Music Program community at the Gold Creek School testing facility.
- ACT Health also set up dedicated testing options for the Lyneham High School community at Gold Creek School and Brindabella Park.
- The Education Directorate and ACT Health continue to work to support the Lyneham and Instrumental Music Program communities during this time.

## Chapman Primary After School Care

- ACT Health has advised that a confirmed COVID-19 case has attended Chapman Primary After School Care service building during their infectious period between **2.30pm and 6.00pm** on **Tuesday 10 and Wednesday 11 August**.
- Close contacts have been contacted and are being advised to quarantine. Other members of the Chapman Primary School community **are not** considered close contacts.
- ACT Health invited close contacts of this case to receive priority testing at the Kambah drive-through COVID-19 testing clinic on Tuesday 17 August.
- The Education Directorate and ACT Health continue to work to support the school and the school community during this time.

## 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](#).

## 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 17 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.

# Whole of Government talking points – COVID-19 response

- The ACT COVID-19 Business Support Grant will deliver grants of \$3,000 for employing businesses and \$1,000 for non-employing businesses. The grants will be available to local businesses that have experienced at least a 30 per cent reduction in turnover due to restricted trading conditions.
- The timeframes for this support grant are currently being revised in consultation with the Commonwealth given the changing COVID-19 situation. This program is jointly funded by the ACT and Australian Governments.
- The ACT Government will also open a COVID-19 Small Business Hardship Scheme, where eligible ACT small businesses will soon be able 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.
- Details of these schemes are being finalised. Businesses can express interest in the schemes via the [Business Hub website](#).

*Contributed by Economic Development on 16 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.
- 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*

## LOCAL BUSINESS ISSUES

### 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*

## 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)*

## 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.

# Whole of Government talking points – COVID-19 response



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*

## 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.

# Whole of Government talking points – COVID-19 response



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.
- You could also suggest anyone with them 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*

## Advice for commercial cleaners

- Under the Public Health Direction cleaners are considered essential workers for the purposes of:

# Whole of Government talking points – COVID-19 response

- Cleaning of essential businesses and services; and
- End-of-lease cleaning, in line with the exemption for moving residence, where it cannot be reasonably delayed.
- Cleaning services can be provided to NDIS clients under the direction as it is considered part of providing care services. There is further advice for disability providers at <https://www.covid19.act.gov.au/stay-safe-and-healthy/disability/advice-for-disability-providers>
- Cleaning of non-essential businesses premises and commercial buildings is not permitted under the direction.
- Cleaners should wear a mask at all times, practice appropriate hand and respiratory hygiene, and observe physically distancing wherever possible. Cleaners should also check in wherever required or available.

*Contributed and updated by Economic Development 16 August*

## Advice for garden centres and nurseries

Why can't garden centres open when hardware stores can and they stock similar items?

- Hardware businesses are considered to be an essential business under the public health direction primarily to allow tradespeople to access critical tools and items for urgent repair and maintenance.
- 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.
- People who do need to visit a hardware store for essential supplies are encouraged to get their items as quickly as possible and should not browse. As more is known about the outbreak in the ACT, it may be possible to revisit the settings relating to non-essential retail.
- We understand this is a difficult time for local business. The ACT Government is finalising the support it will provide to businesses impacted by the COVID restrictions.
- Further information is available at <https://www.act.gov.au/business/business-support/covid-19-economic-support-for-business>.

## 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.

# Whole of Government talking points – COVID-19 response



- A full list of domestic, family and sexual violence services is available on [covid19.act.gov.au](https://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.

## 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 18 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](http://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.

## Rough Sleepers

- 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 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.

## 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

# Whole of Government talking points – COVID-19 response

## 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.
- Child and Youth Protection Services (CYPS) is an essential services and is continuing to work throughout the lockdown to respond to community concerns regarding child abuse and neglect.

If you have concerns a child is being abused or neglected go to the Access Canberra website and search 'report child abuse' to make a report or call 1300 556 729. If they are in immediate danger call 000.

### Operations

- CYPS remains available throughout 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 remains in contact with all children and families it is working with, recognising this is an exceptionally difficult time for some.
- CYPS is in regular contact with its partner and community agencies to stay up to date on how services are being delivered during the lockdown across the sector.
- Melaleuca Place will be closed for face-to-face services. The team has contacted families and made arrangements for services to be delivered online.
- 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

- 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.

# Whole of Government talking points – COVID-19 response



- 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.
- 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 the lockdown. Families with appointments have been contacted to reschedule and offer other remote support.
- 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. Planning is underway.

## 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 17 August 2021*

## CONSTRUCTION SECTOR

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

1. Construction projects are expected to stop during lockdown.
  - a. A very limited number of ACT Government projects relating to the ACT Government's COVID-19 response may continue, subject to restrictions.
  - b. There may be a very limited number of other works which may be necessary for emergency services.
2. Construction sites must be made safe and secure during the lock-down. In this respect:

- a. 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:
  - i. Works to ensure emergency access to property is possible. For example, completing a driveway to enable emergency access to a private residence; or
  - ii. 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.
- b. In making a site safe, attention should be made to:
  - i. Ensuring site fencing is appropriate and secure;
  - ii. Ensuring materials cannot blow off the site or otherwise be improperly accessed;
  - iii. Ensuring works or materials that need to be safely propped are done so;
  - iv. Ensuring ‘fall from height’ and trenching risks are appropriately made secure;
  - v. Ensuring any other site-specific hazards are addressed;
  - vi. Ensuring the risk of environmental spills are addressed;
  - vii. Covering, protecting or moving materials which, if exposed to the elements, would be unsafe;
  - viii. Ensure regulatory signage is installed and visible. This should include contact details for the site; and
  - ix. Ensuring all other actions normally undertaken to secure a site during a shutdown (such as during the Christmas shutdown) are undertaken.
- 3. 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

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

## Offsite fabrication and manufacturing

- 5. 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

- 6. All of NSW is now deemed a COVID-affected area.
- 7. 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 |

# Whole of Government talking points – COVID-19 response



|      |  |
|------|--|
| 2619 | Jerrabomberra                                  |
| 2620 | Queanbeyan, Googong, Karabar, Sutton, Gundaroo |
| 2621 | Bungendore                                     |
| 2623 | Captains Flat                                  |
| 2626 | Bredbo and Michelago                           |

8. All other NSW residents are not permitted to enter the ACT without an exemption. Exemptions are generally not being granted for construction activities.
9. 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:
  - a. The ACT resident is working on a construction site within one of the postcode areas listed above; AND
  - b. 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.

*Contributed and updated by MPC 16 August*

the 1990s, the number of people in the UK who are aged 65 and over has increased from 10.5 million to 13.5 million, and the number of people aged 75 and over has increased from 4.5 million to 6.5 million (Office for National Statistics 2000).

There is a growing awareness of the need to address the needs of older people, and the need to ensure that the health care system is able to meet the needs of older people. The Department of Health (2000) has published a strategy for older people, which sets out the government's commitment to improve the health and quality of life of older people. The strategy is based on the following principles:

- Older people should be able to live independently and actively in their own homes.
- Older people should be able to access the services and support they need to live well.
- Older people should be able to participate in decisions about their care and services.

The strategy also sets out a number of key objectives, including: to reduce the number of older people who are dependent on others; to improve the health and quality of life of older people; to ensure that older people are able to access the services and support they need; and to ensure that older people are able to participate in decisions about their care and services.

The strategy is a key document for the health care system, and it sets out the government's commitment to improve the health and quality of life of older people. It is a key document for the health care system, and it sets out the government's commitment to improve the health and quality of life of older people.

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