

SERVICE ASSESSMENT

Name of Service	Community Facilities
Type of Service	Discretionary service
Service Details	<ol style="list-style-type: none"> <li>1. Community centres open and available for hire to the community.</li> <li>2. Staff onsite at three community centres to support the service</li> </ol>
Actions Taken To Date	<ul style="list-style-type: none"> <li>- Installation of hand sanitiser in two venues (Betty Day &amp; Mary Kehoe)</li> <li>- Email sent to hirers advising that Council is guided by the DHHS and there is currently no direction to close community centre however this situation is subject to change. The email also gave the hirers the option to cancel bookings.</li> <li>- Acceptance of cancellations</li> <li>- Return of deposit or money paid</li> <li>- Mobility of staff to allow for working from home arrangements.</li> </ul>
Reason for Review	<p>Community facilities are predominantly utilised by the elderly. The elderly are more at risk of experiencing severe symptoms of COVID-19. There is a review needed to ensure reasonable steps are being taken to ensure the safety of the users of community facilities.</p> <p>There is also an increased risk to staff of being exposed to Covid19 on-site given the number of people using the centres daily.</p>
Risk Assessment	<p>On average there are 60-80 people through each centre per day, comprising of higher risk and vulnerable community members. At present we do not have the following measures in place to mitigate risk;</p> <ul style="list-style-type: none"> <li>- Hand sanitisers – in short supply and have been stolen when put out for use.</li> <li>- Daily deep cleaning of Venues (Venues are cleaned once every few days) – significant cost and considered ineffective in significantly reducing risk given the number of people coming in and out during each day between cleans.</li> <li>- Ability to enforce hygiene across the community – unable to monitor and enforce hand washing and social distancing given some sites are un manned and other sites have multiple spaces being used at once.</li> <li>- Ability to know and enforce self-quarantine for those showing symptoms – relies on users self-regulating.</li> <li>- May not find out if someone who has used the one of the venues has been diagnosed with the virus – which would trigger a shut down and isolation of every one who was in the venue for 14 days.</li> </ul>

	<ul style="list-style-type: none"> <li>- Constraining access and oversight to these centres increases staff exposure and risk.</li> </ul>
Community Assessment	<p>Potential impacts of continuing service – keeping centres open;</p> <ol style="list-style-type: none"> <li>1. Possible spread of virus throughout site/s resulting in fatalities among the community &amp; reputation risk</li> <li>2. Possible unsafe work environment for staff</li> <li>3. Significant operations costs increase to increase the safety of users with limited income.</li> <li>4. Note that many bookings are being cancelled.</li> </ol> <p>Potential Impacts of maintaining community access but removing staff from sites;</p> <ol style="list-style-type: none"> <li>1. No face to face access for vulnerable people and community groups.</li> <li>2. Casual enquiry will be an issue however most of these are taken at a town hall location.</li> <li>3. Licensees and Regular hirers will continue to have access to these sites due to historic access arrangements for regular users.</li> </ol> <p>Potential impacts to the community from closing the sites:</p> <ol style="list-style-type: none"> <li>1. Regular users, including significant numbers of older and more vulnerable community members, lose access to activities that provide important opportunities for connection with others.</li> <li>2. Adhoc users lose their bookings for a one off event, considered a lesser impact given it is a one off event and the number of cancellations that are occurring already.</li> </ol> <p>Note that due to the high volume of cancellations the impacts of closure would be significantly lower than normal and only 3 out of 13 sites are normally staffed.</p>
Economic Assessment	<p>Closing off regular access may result in those groups not being able to deliver the community value associated with their gatherings and events. Given the current context, it is not thought that there would be a long term impact on future bookings from closure of the sites.</p>
Options	<p>Option 1: Bookings to be cancelled, community centres closed and staff to work remotely.</p> <p>Option 2: Staff to work remotely and centres to remain open for regular hirers.</p> <p>Option 3: Centres to remain open and staff to remain working at Betty Day, South Melbourne and Liardet Community Centre.</p>
Legal Liability / Obligations to Contractors or External Funders	<p>There are a number of licences in place for spaces within some of these sites. A review of each of these agreements is underway. Access controls will need to be enforced given historic access arrangements for regular users. This can be done through signage</p>

	on site, contacting all users, and regular security patrols/inspections of sites.
Budget Impact	Loss to bookings revenue Possible increase in service costs required in the spaces Staff on-costs if they are unable to continue with their day to day jobs. Opportunity to redeploy staff to support other parts of the business through the pandemic response.
Community Directly Impacted Key Messages	<ol style="list-style-type: none"> <li>1. Community health and wellbeing is a priority for Council and therefore access to all community facilities will cease until further notice.</li> <li>2. Please contact Community Facilities helpdesk xx or phone xx, if you have any queries or concerns.</li> </ol>
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Media Lines	