

# FREQUENTLY ASKED QUESTIONS



## What help will I get with payment of rates, fees and charges?

Bunbury's 2020-21 Budget will be prepared on a zero per cent rate increase and include no increases to waste and recycling charges.

Acknowledging the social and economic impacts the COVID-19 pandemic is having on ratepayers, residents and businesses, the City of Bunbury's Relief and Recovery Plan outlines a series of immediate actions to provide support to the community.

Other immediate actions to be implemented between now and 30 June 2020 include:

- Relaxation of rate payment periods for the 2020/21 financial year;
- Suspension of any debt recovery;
- No penalty interest charges to rates and billing charges until 30 June 2020;
- Suspension of lease and rental payments for select City owned property – backdated to 1 March 2020;
- Consideration of suspension of lease and rental payments for other commercial leases and licenses upon request;
- Waive renewal fees for home-based businesses and occupations.

## What is the City doing to support our community right now?

The City's Relief and Recovery Plan includes a number of immediate, short and long-term future actions to deal with the economic and social challenges facing the City not only now, but in the years to come.

The City has formed a dedicated Local Recovery Coordination Team from existing resources to plan and deliver these actions.

Measures will be taken to support the Bunbury community within the means available, notwithstanding those initiatives and support packages being established and provided by State and Federal government.

The City's immediate response has included:

- Closing and prioritisation of public facilities in the interest of public safety;
- A full refund or deferment on all memberships and cancelled bookings at City properties and facilities;
- Closing of paid ticketed parking in Bunbury;
- Signage being placed at playgrounds and skate parks advising of closures;
- Flexible payment options for those debtors experiencing hardship;
- Shorter payment terms for creditors (a maximum of two weeks);
- Buy local and support community campaigns;
- A move to digital planning services platform to ensure these services can continue remotely;
- Increasing the City's cleaning regime to ensure the city is kept as clean and hygienic as possible;
- Facilitating support for vulnerable groups within our community;
- Programs and facility activities going online;
- Donation of perishables and food items to local support services.

# FREQUENTLY ASKED QUESTIONS



## Will my bins be collected as normal?

For residential areas, yes, there is no disruption to waste services.

For business owners, the City understands that waste collection services may need to change.

Please contact our Customer Support on 9792 7333 or 9792 7000 to arrange any adjustments to current collection with the City.

Pro-rata adjustments will be made to the 2019/20 rates and businesses can elect to have any credit refunded or a credit applied against the 20/21 rates.

## Is the roadside collection (green waste) still going ahead?

Yes. Green waste collection for Area B (Bunbury, East Bunbury and Pelican Point) is scheduled for 30 March, while collection for Area C (Carey Park, College Grove, Glen Iris, Picton and Vittoria Heights) is scheduled for 6 April.

## Is the E-Waste facility on McCombe Road open?

The City's E-Waste facility is currently open but will be re-assessed on an ongoing basis.

## Where can I get my green organic/FOGO bags from?

These are still available at the City of Bunbury administration building and are being administered with social distancing measures in place.

## What is the City doing to keep streets and the CBD clean?

The City is undertaking cleaning and disinfection of public toilet facilities within the City in accordance with Department of Health WA guidelines and advice.

Appropriate detergents and disinfectants with virus-killing properties are being used to minimise the risk to the public of infection with COVID-19 when using these facilities.

The City is also currently hot water pressure cleaning pathways and sweeping in the CBD, and around our open public facilities.

The City has also linked up with Welcome Site to assist with the placement of mobile hand-washing stations in the CBD.

Soap, paper towel and water will be monitored daily with disinfecting of the units also taking place.

The positioning of the units will be monitored to ensure they are in the correct areas and moved if required. They are currently placed on the corners of:

- Victoria and Stephen streets;
- Wellington and Victoria streets;
- Carmody and Haley streets.

The stations will be in place with no end date for removal at this time.

## Can I still use public transport?

Yes, but any changes to this will be subject to the State Government and [Public Transport Authority](#).

Some services have already been scaled down temporarily by the PTA. [Click here](#) for more information.

# FREQUENTLY ASKED QUESTIONS



## What City-owned facilities are still open?

The City of Bunbury administration building and works depot building remain open with strict hygiene and social distancing measures in place. Payments can still be made at the administration building, but cash-less payments are encouraged. Most payments can be made [online](#).

The South West Sports Centre, Bunbury public libraries, Bunbury Regional Art Gallery, Bunbury Museum and Heritage Centre, Bunbury Wildlife Park and Bunbury Visitor Centre have all been closed until further notice. Decisions around the operation of all City-owned facilities is based on advice and regulations from State and Federal governments.

## Will I still have to pay my membership at the South West Sports Centre?

No. All direct debit memberships will be suspended immediately, and upfront memberships will have extensions once the centre reopens.

Little Lappers Swim School direct debits will also be suspended and a credit honoured for future lessons.

## Can I still access library services, such as book borrowing and printing?

While you cannot attend Bunbury public libraries in person, our [e-Library](#) is always open. Library customers can access eBooks, e-audio, movies, e-magazines, languages and Ancestry.com etc.

To access the e-Resources all you need is a library card. If you don't have an existing library card, call and sign up over the phone on 9792 7190.

The City libraries are also now offering stories for children online here.

The libraries are unable to provide printing services during closures.

All items currently checked out have been extended to 30 June 2020 and we will not be accepting any items returned to the library, please keep them safe at home until we re-open.

Online holds and requests will not be processed.

If you have any questions, our staff are still available to help. Please contact the libraries on 9792 7190.

Please be mindful of limited staff availability. You can also keep up to date by subscribing to the libraries' [eNewsletter](#) or following them on [Facebook](#).

## Can we still go to the beach, parks or playgrounds and use barbecue facilities?

Public playgrounds, outside gyms and skateparks are closed across the City.

This is in response to new regulations announced by the Federal Government.

The majority of barbecues and drinking fountains across the City have now been disconnected and had signage put in place.

People are reminded that gatherings of two or more people who don't live together are banned, and social distancing (staying 1.5m away from other people) should continue to be practiced.

## Am I still able to access public toilets/ablutions?

Public toilet facilities that are considered low traffic have been closed.

This process will assist with the prioritisation of cleaning and sanitary items to higher traffic and essential public facilities.

The following facilities have been closed:

- Stephen Street Exe-loo;
- Jetty Baths Exe-loo;
- Venezia Boulevard toilets Pelican Point;
- Jaycee Park toilets;
- Saint Marks toilets.

Drinking fountains across the City have been disconnected and cannot be used.

# FREQUENTLY ASKED QUESTIONS



## **Are Bunbury City Council meetings still going ahead and can I attend?**

Council meetings will continue on a fortnightly basis, however in accordance with local government regulations all briefings and meetings will be held as e-meetings until further notice.

A link will be provided on the City's [website](#) by midday on the Tuesday of each Council Meeting and Agenda Briefing to enable the public to watch the meetings.

Council Meetings (not Agenda Briefings) will continue to allow public participation via Public Question Time and Deputations as has previously been the case. The City is currently developing E-meeting Guidelines, which will also be available on the City's website during the week commencing Monday, 6 April 2020.

The guidelines will provide further detail about the enablement of Public Question Time and Deputations.

## **Where can I stay up-to-date on council news?**

The City is providing daily updates on its [website](#) and through all available communication channels.

Follow us on [Facebook](#), [Instagram](#), [Twitter](#) and [LinkedIn](#).

## **What can I do to support my community?**

Volunteer South West is the agency registering people to volunteer in response to the COVID-19 pandemic. Volunteer tasks do not require any face-to-face interaction with clients and may include things like regular phone calls to people who are most vulnerable in their homes, dropping off shopping to doors for people who are unable to leave their homes etc.

If you would like to register with Volunteer South West please call 9791 3214.

Community Home Care is the lead agency in the delivery of support to the community and will be offering social support to all elderly and vulnerable persons regardless of whether they are eligible for existing services. If you are concerned about a family member, loved one or neighbour or simply wish to register yourself for support please contact Community Home Care on 9720 5100.

Otherwise, we can all look out for one another and give help to those who need it most.

Check in with your neighbours, family and friends, only buy what you need and be kind to each other.

While it is important to remain alert – there is no need to panic or forget about our most vulnerable community members.

For those who are feeling anxious or overwhelmed ask for help when you need it by phoning a friend or take advantage of resources such as Beyond Blue who has helpful advice on how to look after your mental health.

## **What accessible facilities are still available in the City?**

The beach wheelchairs at Koombana are no longer available until further notice.

This measure has been considered for public health reasons to lessen the risk of possible transmission of COVID-19.

The Changing Place Facility at Koombana is still available to the public.

However, due to the Hello Summer Kiosk limited opening hours the loan key for the facility will be unavailable to borrow from the kiosk.

Therefore, please remember to bring your MLAK key with you if you wish to use the Changing Place Facility. Eligible people and organisations can purchase a Master Locksmiths Access Key (MLAK) directly from the Master Locksmith Association, or via the [Changing Places website](#).

If you do misplace your key and it is an emergency you contact the City of Bunbury on 9792 7000 to obtain a loan key.

# FREQUENTLY ASKED QUESTIONS



## Is the City running any school holiday programs?

City-run school holiday programs have been suspended until further notice, however the City has developed a list of at-home activities which you can check out [here](#).

## Can I still use Beam scooters in Bunbury?

No. Beam in consultation with the City of Bunbury, has temporarily suspended its e-scooter service.

Once the current situation subsides, the City and Beam will come together and look at options to resume the trial with an updated street trading licence agreement.

Contact [Beam](#) for more information.

## What is the City doing to help the homeless community in Bunbury?

Our Community Safety team is in regular contact with the external organisations and service providers who provide the support and care for those experiencing homelessness to gauge where they can support services for some of the most vulnerable people in our community.

The City knows that our homeless community tend to stay in their preferred location in small groups, away from large crowds.

The City has conducted welfare checks and provided information, signage and advice to those currently at the Graham Bricknell Memorial Music Shell and All Weather Shelter.

External services are continuing to operate and provide essential services, while taking the health and wellbeing of their staff and volunteers into consideration.

The following services are currently operational:

- In-Town Lunch Centre (Tuesday to Friday, 9am to 2pm);
- The Soup Van (Saturday nights only);
- The Salvation Army (by appointment only);
- Shower and toilets at Queens Gardens;
- Community lockers at In Town Lunch Centre, behind the music shell and all weather shelter;
- All weather shelter, behind the music shell;
- Horizon House (housing for 16 to 22 year olds);
- Accordwest (housing, food vouchers and emergency relief).

Local police and City rangers are also providing daily welfare checks and offering advice and information to those who need it.

The City has donated all surplus food from the South West Sports Centre Aquarium Café and Bunbury Wildlife Park Wildside Café to Foodbank and the In-Town Lunch Centre.

The community can help out in the following ways:

Food donations can be made to:

- In Town Lunch Centre;
- Soup Van (canned soup only) – drop to Nola Marino's Office (Corner of Clifton and Victoria Street). If you would like to volunteer please email [bunburysoupvan@gmail.com](mailto:bunburysoupvan@gmail.com);
- Food Bank WA – 5 Clifford St, Davenport.

# FREQUENTLY ASKED QUESTIONS



## **What is social distancing and why is it important?**

Everyone must practice social distancing to slow the spread of COVID-19. Refer to the Department of Health's [social distancing guide](#).

## **What should I do if I have been told to self-isolate?**

Refer to the Department of Health's [isolation guide](#).

## **What is the City doing in preparation for life after COVID-19?**

In response to the COVID-19 pandemic, the City has formed the Local Recovery Coordination Team, the aim of this group is to actively assist the recovery of the City and its community, into the future.

This team will focus on both human/social recovery and the economic re-build of the community.

And the City's Relief and Recovery Plan includes a number of immediate, short and long-term future actions to deal with the economic and social challenges facing the City not only now, but in the years to come.

## **Where can I get the most up-to-date information on COVID-19?**

The City is providing regular updates through all available communication channels, but the [Department of Health's website](#) is the best place for information.

You can also call the Department's Coronavirus hotline on 1800 020 080.