

# FAQs: Canning’s response to coronavirus (COVID-19)

## Contents

1. General .....	2
2. Events and meetings .....	7
3. Facility hire .....	9
4. Leisureplexes .....	9
5. Whaleback Golf Course .....	10
6. Parks, Playgrounds and Reserves .....	10
7. Libraries .....	12
8. Canning Lodge .....	13
9. Youth Services .....	14

## 1. General

### Where can I find accurate information about coronavirus (COVID-19)?

- Coronavirus Public hotline 24/7 - 1800 020 080
- [HealthyWA - everything you need to know about COVID-19](#)
- [COVID-19 clinic locations - who should go, who should avoid](#)
- [Healthdirect - symptom checker](#)
- [WA Government: COVID-19](#)
- [Coronavirus app](#)
- [WhatsApp Channel](#)

### Who can be tested for COVID-19?

As of 8 April 2020, testing criteria for COVID-19 has been expanded significantly at all COVID-19 clinics. Anyone in WA will now be assessed for a COVID-19 test if they present with ANY of the following:

- a fever of 38°C or above OR
- a documented history of a fever in the last few days OR
- an acute respiratory infection (eg. shortness of breath, cough, sore throat)

If you have these symptoms, please get tested, and help us identify every case of COVID-19 in WA as early as possible.

For more information visit [healthywa.wa.gov.au/coronavirus](https://healthywa.wa.gov.au/coronavirus)

### If I meet the criteria, where do I get tested?

If you live in the Perth metropolitan area or in Bunbury you will need to attend a [COVID-19 Clinic](#). If you live in a regional area, you should go to a public hospital, health service or remote health clinic.

If you are very unwell (such as experiencing shortness of breath) and need urgent medical help, call 000. If you attend an emergency department at a hospital, please let staff know immediately on arrival of your symptoms and your travel history.

For general queries or for further advice, phone the Coronavirus Health Information Line on 1800 020 080. If a non-English speaker needs help, please contact the [Translating and Interpreting Service](#) or phone 131 450.

### What if I've had close contact with someone who has tested positive?

A person determined by the WA Department of Health to be a close contact (of a person tested positive) must travel immediately to a suitable place of residence, and reside there for 14 days from their last date of contact with that person.

The close contact must not leave those premises, except for the purpose of receiving medical care, medical supplies or in an emergency.

## **What is the City doing to prevent spread of COVID-19?**

We are closely following the advice of State and Federal Governments to ensure we are part of a coordinated approach to deal with COVID-19.

On Monday 23 March we closed a number of our public facing services, including all libraries, both leisureplexes, youth centres and the Canning River Eco Education Centre (CREEC).

On Thursday 26 March we closed the customer service counter of our Administration Building. On 30 March we closed a number of outdoor facilities including Whaleback Golf Course, playgrounds, BMX tracks, the Skate Park and outdoor gyms.

Our contact centre is still operating and there are a number of ways people can connect with the City digitally if you have a question or need assistance. You can call us on 1300 422 664, email [customer@canning.wa.gov.au](mailto:customer@canning.wa.gov.au) or message us on social media @cityofcanning.

Our Crisis Management Team is meeting daily. This allows us to be responsive to the changing situation; to take each day as it comes and adjust accordingly.

Our focus at the moment is to continue the delivery of essential services across Canning, to help keep people informed with advice from the State and Federal Health Departments and to help mitigate the spread of the virus.

## **How is City supporting residents' mental health and residents doing it tough during this difficult time?**

We understand this is a difficult and uncertain time for everybody. We're recognise the social impact COVID-19 may be having on our Canning community in terms of restricted movement, social isolation, grief, loss, anger and increased anxiety. We are examining strategies for how we can be of service to our local community during these extraordinary times.

Staying active is very important to mental health so to assist our community in keeping active we are extending the time lights are on in our parks and reserves (that have lighting). We ask that people getting out and about are mindful of physical distancing.

Lights will be on 6pm to 9pm daily at:

- Woodford Reserve
- Hossack Park
- Wyong Reserve
- Willetton Reserve
- Burrendah Park, both north and south
- Centenary Park
- Clifton Park
- Riverton Reserve

- Prendwick Park
- Canning Vale Oval
- Queens Park Oval
- Coker Park
- Shelley Oval
- Thomas Moore Reserve
- Ferndale Oval

### **Are ranger services continuing?**

While there is a lot of uncertainty at the moment, you can rest assured that our Ranger and Community Safety Service continues to work around the clock to provide peace of mind to our residents.

Please note, our vehicles are changing their look over the next couple of weeks, but will continue to patrol the district to discourage anti-social behaviour and provide assistance to our community. The team can be contacted 24 hours a day, seven days a week on 1300 422 664.

### **I've noticed people are still gathering in large groups. Can the Rangers enforce physical distancing?**

The City has received a number of reports about individuals or businesses not complying with mass gathering, social distancing or self-isolation guidelines. We appreciate you being proactive, however please contact WA Police on 131 444, as they are delegated under the emergency management legislation to enforce these guidelines.

The City echoes messaging from the Federal and WA Governments and urges everyone to adhere to all COVID-19 requirements to stop the spread. To assist in this messaging we have increased communications across the City's channels, as well as using variable message boards at key sites.

### **What is happening with the restricted burn period?**

The first day of April usually marks the transition date from the 'Prohibited' burning period to the 'Restricted' burning period, meaning those on properties greater than 2000sqm can apply for a permit to burn garden refuse. Please be mindful that COVID-19 impacts the respiratory system and we do not want to aggravate those who are currently of ill health, asthmatic or otherwise vulnerable. As a result, no permits to burn will be issued until further notice.

For more information please visit [www.canning.wa.gov.au/burnpermit](http://www.canning.wa.gov.au/burnpermit) or contact the City Rangers on 1300 422 664. The City thanks you for your understanding and cooperation on this matter given the current circumstances.

### **Is the Animal Management Facility open?**

The City's Animal Management Facility (AMF) continues to operate its normal opening times, although only one customer can access the AMF office at a time due to COVID distancing requirements. You can locate the Facility at 289 Bannister Road, Canning Vale or call us on 1300 422

664. Our hours are Monday to Friday: 4.30pm to 5.30pm, and weekends and public holidays: 4pm to 5pm. We are closed Good Friday and Christmas Day.

### **Is the South Perth Cat Management Facility open?**

No. The South Perth Cat Management facility is closed to the general public. If you believe that your cat is impounded please contact the City of Canning Rangers on 1300 422 664 so we can make alternative arrangements to get your cat home.

### **What community outreach is being done?**

Our staff are in frequent contact with community groups and non-profit organisations.

We will launch a neighbourhood taskforce to work with community connectors, local groups, businesses and other stakeholders to ensure that help is directed where it is needed most at a grassroots level.

Through this taskforce we will establish community connections between those that need help and those that want to help. If you do know of anyone in your community who are doing good things or want to help. Please let us know, we'd love to chat with them.

### **Will the City offer financial relief or support to families and local businesses?**

We understand this is a tough time for businesses across Australia, and that the future is uncertain. We are investigating how we can work in unison with the federal and state governments to support residents and local businesses doing it tough.

Currently the City's 2019-2020 annual budget is being amended to include our immediate response plans for coronavirus including fee waivers for business, a consideration of existing lease arrangements and a new financial hardship policy. This budget amendment will be considered at an upcoming April Council meeting.

### **Will the City freeze rates and charges?**

The City of Canning Council will be considering a freeze on rates and charges in response to the COVID-19 pandemic.

This will be proposed to Council as part of our 2020-2021 annual budget. The 2020-2021 annual budget is planned to be a unique response to the current social and economic conditions faced by our community and ratepayers and will potentially include several provisions aimed at providing financial relief for City of Canning ratepayers which will be outlined in a report to Council. The Council is acutely aware of the hardship being faced by the community and businesses.

Currently the City's 2019-2020 annual budget is being amended to include our immediate response plans for coronavirus including fee waivers for business, a consideration of existing lease arrangements and a new financial hardship policy. This budget amendment will be considered at an upcoming April Council meeting.

## **What kind of lease and rent relief is being considered for Council owned property?**

A report has been prepared for Council to consider granting temporary rent concessions for tenants of council owned property.

## **Will the City aim to pay creditors earlier?**

Yes, all small businesses will be paid within 14 days.

## **Will the Administration Building be closed down?**

We have closed the customer service counter of our Administration Building from 26 March to restrict the number of people entering the building, and to prevent close contact.

This is in line with the Prime Minister's announcement on 24 March introducing further measures to help stem the spread of COVID-19 in the community.

Our call centre is still operating and there are a number of ways people can connect with the City digitally if you have a question or need assistance. You can call us on 1300 422 664, email [customer@canning.wa.gov.au](mailto:customer@canning.wa.gov.au) or message us on social media @cityofcanning.

A mailbox is available next to the noticeboard at the front of the Administration Building for those who need to drop off planning documents.

While our customer service counter is closed, the Administration building is still operating. We have also taken a number of steps to reduce the number of staff working out of our buildings, including transitioning to home-based work where possible, and are forward planning for if our Administration Building does need to close.

## **How do I conduct essential business such as paying rates or infringements, applying for permits or registering my pet?**

You can conduct a number of key activities via the City of Canning website. These include:

- [Paying your rates, infringements, pet registration, booking and debtors invoices](#)
- [Reporting an issue such as a missed bin, illegal parking, graffiti or a fallen tree branch](#)
- [Requesting road or footpath maintenance](#)
- [Lodging or tracking progress of an online Building & Planning Application](#)
- [Viewing impounded animals](#)

We also accept a number of payments online at [canning.wa.gov.au/payonline](http://canning.wa.gov.au/payonline)

If you need to make a payment over the phone or have difficulty making a payment, please contact us on 1300 422 664 to determine your options.

## **Is the Waste Transfer Station open?**

Yes. The Waste Transfer Station will continue to operate as per its normal opening hours.

Community members wishing to drop off items will be required to pay by card as the City is no longer accepting cash payments.

## Will my bin still be collected?

Yes. Waste services are continuing to operate as normal. Your general waste and recycling bin collection dates will not change, neither will your bulk waste and bulk garden organics verge collection dates. Your dates and other general information about our waste services can be found at [canning.wa.gov.au/waste](http://canning.wa.gov.au/waste)

## What is happening in the planning and development space?

On 11 April the State Government issued an exemption notice for local planning approvals to support the COVID-19 response. These exemptions give greater flexibility, speed and co-ordination across the planning and development system.

The Notice provides a blanket two-year extension to be granted for all current development approvals to assist job-creating projects. It removes the requirement for planning approval across a number of [essential local community services](#) and ensures restaurants and cafes can easily change their businesses to takeaway only.

These exemptions are in place for temporary situations only, so brick-and-mortar applications are not included and the usual approvals will need to be sought in most instances within 90 days of the lifting of the State of Emergency.

The exemptions apply to individual proponents and local government across Western Australia. For more information visit [www.dplh.wa.gov.au/notice-of-exemptions](http://www.dplh.wa.gov.au/notice-of-exemptions)

## Where can I find the most up-to-date information regarding Canning's response to coronavirus (COVID-19)?

This situation is changing regularly but there are a number of ways you can stay informed:

- Visit [canning.wa.gov.au/coronavirus](http://canning.wa.gov.au/coronavirus)
- Follow the City of Canning on Facebook at [facebook.com/cityofcanning](https://facebook.com/cityofcanning)
- Contact the City on 1300 422 664 or email [customer@canning.wa.gov.au](mailto:customer@canning.wa.gov.au)

## 2. Events and meetings

### Are City events cancelled?

Yes, following current advice from Federal and State Governments community events are cancelled until further notice.

Our libraries, Leisureplexes, youth centres and Canning River Eco-Education Centre are also closed and are no longer running events.

For the latest information visit our website or Facebook pages.

### Will Citizenship ceremonies still go ahead?

The City has made the decision to cease citizenship ceremonies for the next two months and has relayed this decision to the Department of Home Affairs. Canning residents wanting an urgent

ceremony can contact the Department of Home Affairs on 131 881 or email [ceremony.wa@homeaffairs.gov.au](mailto:ceremony.wa@homeaffairs.gov.au)

## Will Council Meetings continue?

Following advice from the Minister for Local Government we are introducing measures to reduce the length of our Council meetings, including prioritising items which are considered essential and deferring consideration of items which are deemed non-essential.

The City has also decided to cease Strategic Issues Briefings, workshops and Agenda Briefings until further notice.

The Local Government (Administration) Amendment Regulations 2020 have now been gazetted and allow elected members to join council meetings by electronic means in the event of either a public health emergency or a state of emergency, subject to certain approvals.

The City is currently working through the best way to address the new regulations. This includes how to provide elected members with the means to join council meetings electronically, how to record the meetings and what process is needed for public questions.

We will be meeting on-line for the April OCM. The public will have a facility to submit questions. Recordings of Council meetings will continue to be made available to the public. We do not anticipate this will change the meeting dates in 2020.

## Are Ordinary Council Meetings still open to the public?

Council meetings will be held online from April until further notice. More information on how to submit questions and view recordings will be coming shortly.

## Can club activities, meeting and events still be held?

Current federal recommendations are that gatherings of people should be avoided wherever possible.

All non-essential gatherings have been suspended, commencing 23 March 2020. This extends to religious gatherings, places of worship, there are also restrictions for weddings and funerals.

We have made the decision to close a number of our facilities. This includes all casually hired halls and community centres. Please note, this extends to indoor spaces which are booked for use, not leased facilities.

### For additional advice contact State and Federal Department of Health:

- **Latest information:** [healthywa.wa.gov.au/coronavirus](http://healthywa.wa.gov.au/coronavirus) or the Coronavirus Health Information Line: 1800 020 080
- **Department of Health:** [health.gov.au](http://health.gov.au) or download the official Coronavirus Australia app or join the Federal Coronavirus [WhatsApp channel](#) on [iOS](#) or [Android](#)
- **Translation or interpreting services:** 131 450

### 3. Facility hire

#### Can I still book indoor spaces such as halls etc.?

No. The City has ceased all booking of indoor spaces (halls, community centres etc.) Please note, this extends to indoor spaces which are booked for use, not leased facilities.

#### I had an existing booking for an indoor space – will I be refunded?

If you are a regular hirer of the space:

- once the restrictions are lifted, your bookings will resume as they were
- we will change invoices for March to reflect all cancelled dates
- any payments made for bookings in March that cannot go ahead will be held in credit until bookings can resume again, or we will refund any overpayment in full if requested
- All April invoices that have already been issued will be cancelled.

Any payments made for a casual booking will be refunded in full without penalty.

#### If I have made a booking for an outdoor space, is it still valid?

The National Cabinet has limited indoor and outdoor gatherings to two people only, with exceptions for family or household units or weddings (max 5 people) and funerals (max 10 people). We will make contact with you if your booking application indicates that your event does not meet these requirements and your booking will be cancelled.

#### I want to cancel an outdoor space booking, how do I do this?

You can call 1300 422 664 or email [bookings@canning.wa.gov.au](mailto:bookings@canning.wa.gov.au)

### 4. Leisureplexes

#### What is happening with the Leisureplexes?

Our Leisureplexes are temporarily closed following recent Federal and State Government announcements to stem the spread of COVID-19. We are closely following these directives to ensure we are part of a coordinated approach.

Download our Get Active in Canning App on the App store for other tips and ways to stay healthy.

#### Does the shutdown relate to all services and fitness activities and future events?

Yes, all centre activities and services are closed.

#### What happens to my membership during this time?

All memberships will be suspended and you will not be charged for your membership during the shutdown period. At this stage, unless you have advised us otherwise, we have stopped your membership and payments until 30 June 2020.

If your payments are by direct debit, there will be no further payments deducted from your account until the centres re-open. All memberships paid up front will be suspended until the centre re-opens.

Any member holding a multi-pass will have three months added to the current expiry date.

### **What happens to my Leisureplex booking and any payments made?**

If you are a regular hirer of Leisureplex function centres, pools or sports courts:

- once the centres re-open, your bookings will resume as they were
- we will change invoices for March to reflect any cancelled dates
- any payments made for bookings in March that cannot go ahead will be held in credit until the centres re-open
- April invoices will be cancelled.

Casual bookings can be cancelled or postponed until a later date. If cancelled, any payments or deposits made will be refunded in full. Your bookings officer will be in touch with you to discuss the process of applying for refunds.

### **How long will the shutdown last?**

The shutdown is effective as of midday Monday 23 March and will be in place until further notice. Please refer to our website and follow our [Facebook page](#) for regular updates.

### **Will there be online alternatives offered?**

We are currently investigating how we can continue to service our members. In the meantime, members can download our free Get Active Canning app. The app includes a number of challenges to encourage physical activity and is available on iPhone and Android.

### **What if I have more questions?**

Customers are encouraged to email [leisureplex@canning.wa.gov.au](mailto:leisureplex@canning.wa.gov.au) if you have any further questions or concerns.

## **5. Whaleback Golf Course**

### **Is Whaleback Golf Course still open?**

No. In line with the National Cabinet's decision to limit indoor and outdoor activity to two people only, Whaleback Golf Course has closed until further notice.

## **6. Parks, Playgrounds and Reserves**

### **Are public playgrounds, the BMX track and skate park open?**

No. Under further restrictions handed down by the National Cabinet to limit indoor and outdoor gatherings to two people only, from midnight Monday 30 March all public playgrounds, skate parks and outside gyms in public places are closed.

This includes the City of Canning's 142 public playgrounds, Willetton Skate Park and Kent Street BMX track, as well as outdoor exercise equipment, drinking fountains and barbecues. The City will be placing signage near these areas and taping and/or fencing off these facilities to comply with this direction.

### **Can I still walk my dog, kick a ball or exercise in a park?**

Yes you can. Our parks and public open spaces remain open, however we want to ensure that both our teams and members of the public remain safe.

You can help us by:

- adhering to the limit of two people only, except for family units or people from the same household going out together
- refraining from using playgrounds, drink fountains, exercise equipment, BBQs and the BMX track or skate park (closed from midnight 30 March)
- maintaining physical distancing at all times (1.5m)
- keeping at least two bus lengths from operating machinery
- ensuring dogs are placed on leads whenever machines are in operation.

For the safety of other park users please follow any sign posted park rules. Please give space to our operational teams, they are doing their best to keep the spaces well maintained for all to enjoy.

### **What is the City doing to encourage physical health and wellbeing at this time?**

Staying active is so important for your physical and mental health. To assist our community in keeping active, lights will be on from 6pm – 9pm daily at the below parks and reserves:

- Woodford Reserve
- Hossack Park
- Wyong Reserve
- Willetton Reserve
- Burrendah Park, both north and south
- Centenary Park
- Clifton Park
- Riverton Reserve
- Prendwick Park
- Canning Vale Oval
- Queens Park Oval
- Coker Park
- Shelley Oval
- Thomas Moore Reserve
- Ferndale Oval

We ask that if you are out and about, please be mindful of physical distancing and adhere to the two person limit, except for family units or people from the same household going out together.

## 7. Libraries

### **What is happening with the City's libraries?**

All four Canning libraries – Bentley, Cannington, Riverton and Willetton – are closed until further notice.

### **Where can I return an item that I borrowed?**

The after-hours chute at Riverton will be open 24 hours for the return of items from all libraries.

### **I can't get to Riverton. Can I extend my loan of an item?**

Any items currently on loan will be extended to 30 June 2020 and the City will waive any overdue charges until 30 June 2020.

Feel free to contact Canning Libraries on 1300 422 664 if you'd like further information.

### **Will Canning libraries offer a 'click and collect' service?**

No. We will no longer be exploring a 'click and collect' borrowing service. Canning Libraries have closely assessed the risks and have decided not to go ahead due to conflicting and inconclusive evidence about the lifespan of the coronavirus on surfaces. There is nothing more important to us than the safety and wellbeing of our staff and community.

### **If I cannot visit the library, can I become a member online?**

Community members can join the library from home for instant access to a huge range of eBooks, eAudiobooks, eMagazines, film and documentaries.

For more information on how to join, visit [canning.wa.gov.au/libraryservices](http://canning.wa.gov.au/libraryservices) and click on 'Become a member' on the left side bar.

### **Can I borrow digital items online?**

Library members can instantly access a wide range of digital items and online learning resources from home, including eBooks, eAudiobooks, eMagazines, IELTS language resources, film and documentaries. To access these digital items, visit [canning.wa.gov.au/elibrary](http://canning.wa.gov.au/elibrary)

We are increasing these resources over the coming weeks to meet expected demand.

For more information and to access digital items, visit [canning.wa.gov.au/elibrary](http://canning.wa.gov.au/elibrary)

### **Are Little Street Libraries continuing?**

Little Street Libraries are changing with additional measures to ensure the health and wellbeing of our community during the COVID-19 pandemic.

Books are pick up only and are stocked by Canning Libraries in packaging and following a two week quarantine period. Please do not put books into the library to ensure the health of all users. For more information please call 9231 0944 or visit [canning.wa.gov.au/littlestreetlibrary](http://canning.wa.gov.au/littlestreetlibrary)

### **When will the libraries reopen and normal programs resume?**

With the situation constantly and rapidly evolving, we cannot say for sure at this stage. Please be assured that the City is actively working to manage this situation, and are mindful of the uncertainty we are all faced with.

### **Where can I find the most current information on Canning Libraries?**

This situation is changing regularly but there are a number of ways you can stay informed:

- Visit [canning.wa.gov.au/libraryservices](http://canning.wa.gov.au/libraryservices)
- Follow Canning Libraries on Facebook at [facebook.com/canninglibraries](https://facebook.com/canninglibraries)
- Follow the City of Canning on Facebook at [facebook.com/cityofcanning](https://facebook.com/cityofcanning)

## **8. Canning Lodge**

### **How is the City reducing the risk of exposure to residents at Canning Lodge?**

The absolute priority of Canning Lodge is to meet the health and safety needs of residents and staff.

Staff continue to closely monitor the Department of Health website for aged care-specific updates. They also monitor the Western Australia Department of Health website for regular updates on State cases and local resources.

Effective midnight 29 March, Canning Lodge shut its doors to all visitors with family members only allowed to visit in exceptional circumstances.

Prior to that from 19 March, strict visitation restrictions had been put in place at Canning Lodge to protect the residents from COVID-19. These restrictions prevented children from entering the facility, limited the number of people that can visit and the time of day they can enter.

Lodge staff will continue to provide opportunities for social and lifestyle activities for all residents and has purchased six iPads so residents can Facetime or Skype their families and friends while visiting restrictions are in place.

### **Are there any restrictions on visiting Canning Lodge? If so, what are they?**

We need our staff to feel safe at work and help us to prevent our residents from being exposed to coronavirus. We are confident that all family and friends of our residents share our desire to protect our vulnerable residents as best we can in this uncertain time.

In line with Government guidelines we have restricted entry of visitors to Canning Lodge to minimise the risk to our residents and staff.

## How are Canning Lodge residents staying socially connected?

For residents in our Canning Lodge residential aged care facility it is vitally important that social connections are maintained while COVID-19 physical distancing measures are in place. The City of Canning recently purchased six iPads to allow our Canning Lodge residents to continue to interact with their families and friends.

The first Skype and Facetime sessions between residents and their families were held on Friday 27 March. These iPads ensure they can keep those vital human connections alive.

For some residents, they have needed a little help getting started, but welcomed the opportunity to stay in contact with their families during these difficult times.

## What will happen if an employee or resident contracts coronavirus?

If an employee or resident is suspected as contracting a respiratory illness:

- Residents will be supported in maintaining isolation and social distancing within their environments, their medical practitioner will be advised for medical support, and their comfort and care needs will be attended to as with any other respiratory illness. The residents will be tested for a range of respiratory viruses including COVID-19 as a precaution and we will be in contact with their primary contacts throughout this process.
- As with our residents, our employees' health and welfare is a priority. Any staff member who meets the Department of Health travel criteria or has had contact with others who are unwell and it is suspected they may have contracted a respiratory illness, will be asked to self-isolate and seek appropriate testing.

## 9. Youth Services

### What is happening with youth centres?

Lynwood and Willetton Youth Centres are closed for the foreseeable future. Bentley Hub is also closed until further notice.

Following recent State and Federal announcements to stop non-essential services, the City has made the decision to put these measures in place to ensure social distancing and help stop the spread of COVID-19 in our community.

### What does this mean for our young people?

Our young people will not be able to utilise the Youth Centres effectively immediately.

We will be developing alternative program delivery models and embrace digital technology to remain connected with our young people and provide them with innovative, new ways of remaining engaged and active during this period of reduced physical contact.

If any members of the community – particularly any young people in Canning – need to reach out to the Canning Youth Team please call 1300 422 664. For more information and to stay up to date, [click here](#)