

# COVID-19

## UPDATED SERVICES AND OPERATIONS

UPDATE 38 – 23 SEPT 2021 - VALID UNTIL FURTHER NOTICE		STATUS
Council Administration Building	<ul style="list-style-type: none"><li>Customer Services – face to face contact</li></ul>	<b>CLOSED until further notice</b>
Customer Service Call Centre	<ul style="list-style-type: none"><li>Online Report or Request it form <a href="https://hawkesbury.nsw.gov.au/report-and-request-forms">hawkesbury.nsw.gov.au/report-and-request-forms</a></li><li>Call our Customer Service Centre on <b>4560 4444</b></li><li>Email Council at <a href="mailto:council@hawkesbury.nsw.gov.au">council@hawkesbury.nsw.gov.au</a></li><li>Visit our website <a href="https://hawkesbury.nsw.gov.au">hawkesbury.nsw.gov.au</a></li><li>Stay up to date on Council's Facebook page <a href="https://www.facebook.com/hawkesburycitycouncil">www.facebook.com/hawkesburycitycouncil</a></li></ul>	<b>OPEN</b>
Library/Gallery/Museum	<ul style="list-style-type: none"><li>In planning to deliver click and collect services in the libraries from Monday, 27 September</li><li>Email library <a href="mailto:library@hawkesbury.nsw.gov.au">library@hawkesbury.nsw.gov.au</a></li><li>Call Hawkesbury Library Service on 4560 4460 (Monday to Friday 9am-5pm)</li><li>Connect with the library on Facebook <a href="https://www.facebook.com/HawkesburyLibrary/">https://www.facebook.com/HawkesburyLibrary/</a></li><li>Connect with the library on Instagram <a href="https://www.instagram.com/HawkesburyLibrary">https://www.instagram.com/HawkesburyLibrary</a></li><li>Many library programs now online check Facebook for more details, or visit us online <a href="https://www.hawkesbury.nsw.gov.au/library/whats-on">https://www.hawkesbury.nsw.gov.au/library/whats-on</a></li><li>Return chutes at the Hawkesbury Central Library and Richmond Branch Library continue to remain open.</li></ul>	<b>ONLINE ONLY</b>
Council Meetings	<ul style="list-style-type: none"><li>Viewing online only via YouTube. See Council's Facebook page for current link to view the council meeting.</li></ul>	<b>ONGOING</b>
Council events and public programs	<ul style="list-style-type: none"><li>All Major Council Events</li><li>Waste workshops &amp; Programs.</li></ul>	<b>POSTPONED</b>
Development Application	<ul style="list-style-type: none"><li>Development Applications are now done online, head to Council's website for further details <a href="https://hawkesbury.nsw.gov.au/plan-and-build/approvals-you-need/making-a-developmentapplication">hawkesbury.nsw.gov.au/plan-and-build/approvals-you-need/making-a-developmentapplication</a></li></ul>	<b>ONLINE ONLY</b>

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<b>Mandatory Critical Stage Inspections</b>	All inspections relating to: Development Applications, Construction Certificates, Occupation Certificates, Building Information Certificates, Subdivision Works Certificate Inspections and Subdivision Certificate Inspections and Swimming Pool Inspections can be undertaken in a COVID safe way complying the requirements of the Public Health Order.  To make an appointment please contact our Customer Service Centre on 4560 4444.	<b>BY APPOINTMENT</b>
<b>Sewage Management Facilities (SMF)</b>	Inspections have recommenced.	<b>OPEN</b>
<b>Visitor Information Centre</b>	Face to Face Contact  Emails, telephone and social media communications <a href="https://discoverthehawkesbury.com.au/">discoverthehawkesbury.com.au/</a>	<b>CLOSED until further notice</b>  <b>OPEN</b>
<b>Council Ferries</b>		<b>OPEN</b>
<b>Road Maintenance</b>		<b>ONGOING</b>
<b>COUNCIL FACILITIES</b>		
<b>Richmond Swimming Centre</b>	Opening Monday 27 September for recreational and lap swimming only, from 8am-6pm Monday to Saturday, and Sunday 10am-6pm. The restrictions for outdoor gatherings apply.  If all participants 16-years and older are not fully vaccinated: entry only for family groups or two people only if not from same family group  If all participants 16-years and older are fully vaccinated: groups of up to 5 allowed (not including children 12 and under).  See: <a href="https://www.nsw.gov.au/covid-19/rules/greater-sydney#outdoor-gatherings">https://www.nsw.gov.au/covid-19/rules/greater-sydney#outdoor-gatherings</a>	<b>REOPENING 27 SEPTEMBER</b>
<b>Oasis Aquatic and Leisure Centre, South Windsor</b>		<b>CLOSED</b>
<b>Oasis Aquatic and Leisure Centre, South Windsor – Outdoor Pool</b>	Opening Monday 27 September for recreational and lap swimming only, from 6am-6pm Monday to Friday, Saturday and Sunday 8am-6pm and Public	<b>REOPENING 27 SEPTEMBER</b>

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	<p>Holidays 10am-4pm. The restrictions for outdoor gatherings apply.</p> <p>If all participants 16-years and older are not fully vaccinated: entry only for family groups or two people only if not from same family group</p> <p>If all participants 16-years and older are fully vaccinated: groups of up to 5 allowed (not including children 12 and under).</p> <p>See: <a href="https://www.nsw.gov.au/covid-19/rules/greater-sydney#outdoor-gatherings">https://www.nsw.gov.au/covid-19/rules/greater-sydney#outdoor-gatherings</a></p>	
<b>Hawkesbury Indoor Stadium</b>		<b>CLOSED</b>
<b>Hawkesbury Community Nursery</b>		<b>CLOSED</b>
<b>Hawkesbury Companion Animal Shelter</b>	Open for COVID safe adoption, rehoming, lost dogs and cats and animal welfare in accordance with listed conditions. Please call before attending 4560 4644.	<b>OPEN</b>
<b>All Community Centres</b>	Call your local community centre to determine services available. Use the link for the phone number of your service <a href="http://hawkesbury.nsw.gov.au/services/other-key-services/community-directory">hawkesbury.nsw.gov.au/services/other-key-services/community-directory</a>	Call your local Community Centre for information
<b>WASTE FACILITIES</b>		
<b>Domestic Waste Collection Services</b>		<b>ONGOING</b>
<b>Green Waste Collection</b>		<b>ONGOING</b>
<b>Recycling Waste Collection</b>		<b>ONGOING</b>
<b>Pump Out Service</b>		<b>ONGOING</b>
<b>Hawkesbury Waste Management Facility</b>	<p>Anyone attending the facility will be required to wear a mask and keep appropriate distancing. Payments will only be made by EFTPOS</p> <p>The operating hours for approved waste drops offs are Monday to Sunday, 8am to 4pm</p>	<b>OPEN</b>
<b>PARKS AND RECREATION</b>		
<b>Parks</b>		<b>OPEN</b>

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Upper Colo Reserve		<b>CLOSED</b>
Playgrounds		<b>OPEN</b>
Outdoor Gym Equipment		<b>OPEN</b>
Dog Parks		<b>OPEN</b>
Skate Parks		<b>OPEN</b>
Tennis Courts	Bookings only for family groups or two people only; or if all participant over 12 years old are fully vaccinated, groups of up to 5 allowed (not including children 12 and under). See: <a href="https://www.nsw.gov.au/covid-19/rules/greater-sydney#outdoor-gatherings">https://www.nsw.gov.au/covid-19/rules/greater-sydney#outdoor-gatherings</a>	<b>OPEN</b>
BMX Tracks		<b>OPEN</b>
Sporting Fields	Organised sport is currently not operating. For any enquires regarding sporting fields and their facilities contact the Hawkesbury Sports Council.	<b>OPEN</b>