



# AGENDA

## **PARTNERSHIP AND PARTICIPATION STRATEGIC REFERENCE GROUP**

Notice is hereby given that a meeting of the Partnership and Participation Strategic Reference Group will be held via TEAMS

**WEDNESDAY 6 MAY 2020**

Beginning at 6:00pm for the purpose of considering matters included in this agenda.

## **Committee Members**

|                         |   |
|-------------------------|---|
| Cr Sue Heins (Chair)    |   |
| Mayor Michael Regan     |   |
| Cr Kylie Ferguson       |   |
| Cr Penny Philpott       |   |
| Tony Hilliger           | Surf Life Saving Sydney Northern Beaches Inc      |
| Ina Vukic               | Northside Enterprise                              |
| Antony Biasi            |   |
| John Buggy              | Belrose Open Space Corridor Association           |
| Denice Smith            |   |
| Craig Susans            |   |
| Caroline Glass-Pattison | First Nations                                     |
| Myriam Conrie           |   |
| Chris Fulton            |   |
| Hannah Jamieson         |   |
| David Hope              | North Sydney District Council of P&C Associations |
| Jane Mecelli            |   |

## **Council Officer Contacts**

|                |                                    |
|----------------|------------------------------------|
| Melanie Gurney | Executive Manager Library Services |
| Andrew Grocott | Manager Community Engagement       |
| Tamara Lukic   | Governance Officer                 |

## **Quorum**

A majority of members including the Chair or one of the elected Councillors.

**Agenda for Partnership and Participation  
Strategic Reference Group Meeting  
to be held on Wednesday 6 May 2020  
via TEAMS Commencing at 6:00pm**

|            |  |          |
|------------|--|----------|
| <b>1.0</b> | <b>ACKNOWLEDGEMENT OF COUNTRY</b> .....  | <b>4</b> |
| <b>2.0</b> | <b>APOLOGIES</b> .....   | <b>4</b> |
| <b>3.0</b> | <b>DECLARATION OF PECUNIARY AND CONFLICTS OF INTEREST</b> .....  | <b>4</b> |
| <b>4.0</b> | <b>CONFIRMATION OF MINUTES OF PREVIOUS MEETING</b>   |          |
| 4.1        | Minutes of Partnership and Participation Strategic Reference Group meeting<br>held 5 February 2020 ..... | 4        |
| <b>5.0</b> | <b>UPDATE ON ACTIONS FROM LAST MEETING</b>   |          |
|            | Nil  |          |
| <b>6.0</b> | <b>AGENDA ITEMS</b> .....  | <b>5</b> |
| 6.1        | Partnerships during and post COVID-19 .....  | 5        |
| <b>7.0</b> | <b>GENERAL BUSINESS</b>  |          |

**NEXT MEETING Wednesday 5 August 2020**

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## 1.0 ACKNOWLEDGEMENT OF COUNTRY

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As a sign of respect, Northern Beaches Council acknowledges the traditional custodians of these lands on which we gather and pays respect to Elders past and present.

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## APOLOGIES

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All members are expected to attend the meetings or otherwise tender their apologies to the Chair and Governance at [councilmeetings@northernbeaches.nsw.gov.au](mailto:councilmeetings@northernbeaches.nsw.gov.au).

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## DISCLOSURES OF INTEREST

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Members should disclose any "**pecuniary**" or "**non-pecuniary**" interests in matters included in the agenda. The [Northern Beaches Council Code of Conduct](#) (the Code) provides guidance on managing conflicts of interests.

A **pecuniary interest** is defined in Section 4 of the Code as:

*A pecuniary interest is an interest that you have in a matter because of a reasonable likelihood or expectation of appreciable financial gain or loss to you or a person referred to in clause 4.3.*

A **non-pecuniary conflict of interest** is defined in Section 5 of the Code as:

*A non-pecuniary conflict of interest exists where a reasonable and informed person would perceive that you could be influenced by a private interest when carrying out your official functions in relation to a matter.*

If you required further information or guidance about disclosing an interest please contact Governance at [councilmeetings@northernbeaches.nsw.gov.au](mailto:councilmeetings@northernbeaches.nsw.gov.au).

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## 4.0 CONFIRMATION OF MINUTES OF PREVIOUS MEETING

### 4.1 MINUTES OF PARTNERSHIP AND PARTICIPATION STRATEGIC REFERENCE GROUP MEETING HELD 5 FEBRUARY 2020

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#### RECOMMENDATION

That the Minutes of the Partnership and Participation Strategic Reference Group meeting held 5 February 2020, copies of which were previously circulated to all Members, be confirmed as a true and correct record of the proceedings of that meeting.

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## 6.0 AGENDA ITEMS

|                   |   |
|-------------------|---|
| ITEM 6.1          | PARTNERSHIPS DURING AND POST COVID-19                                   |
| REPORTING OFFICER | EXECUTIVE MANAGER COMMUNITY, ARTS AND CULTURE                           |
| TRIM FILE REF     | 2020/222230   |
| ATTACHMENTS       | 1 <a href="#">↓ Partnership During and Post COVID-19 - Presentation</a> |

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### EXECUTIVE SUMMARY

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#### PURPOSE

To present Council's initial response to the impacts of the COVID-19 crisis and seek input from the Partnership and Participation Strategic Reference Group on this response and workshop other opportunities.

#### SUMMARY/REPORT

The COVID-19 crisis is having a major impact on how we all live our lives; from how we interact with each other to the businesses we can visit and recreational activities we can participate in. Council is responding to the potential impact of COVID-19 on the local economy and the whole community through a Business Support Plan and Community Care Package.

The Community Care Package aims to mitigate the impacts of COVID-19 on the community at a time of increased anxiety, social isolation and increasing financial hardship. It aims to address the impacts of social distancing and bans on gatherings on all members of the Northern Beaches community and minimise the impacts to the most vulnerable members of our community. It is important that our whole community, especially the vulnerable, elderly and isolated individuals, feel supported at this time.

This item will consist of a presentation, Attachment 1, and a workshop.

In preparation for the workshop please consider the following in relation to how partnerships can assist post COVID-19:

#### Businesses:

1. What partnerships may assist local businesses?
2. Ideas for programs and projects to support local businesses.

#### Community organisations:

1. What partnerships may assist community organisations, including not-for-profit and charitable organisations?
2. Ideas for programs and projects to support community organisations.

#### The community:

1. What partnerships may assist community engagement?
2. Ideas for programs and projects to encourage community engagement.

#### RECOMMENDATION

That the Partnership and Participation Strategic Reference Group:

1. Note the presentation of the Business Support Plan and Community Care Package.
2. Participate in a workshop, exploring opportunities for partnerships and collaborations post the COVID-19 pandemic.

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## REPORT

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The COVID-19 crisis is having a major impact on how we all live our lives; from how we interact with each other to the businesses we can visit and recreational activities we can participate in. Council is responding to the potential impact of COVID-19 on the local economy and the whole community through a Business Support Plan and Community Care Package. Within these support plans are a range of measures, including partnerships and collaboration with a range of organisations, business groups and individuals.

### **BUSINESS SUPPORT PLAN**

Council recognises the pressure and uncertainty many businesses across the Northern Beaches are experiencing, following declaration by the World Health Organisation of COVID-19 Pandemic.

All levels of Government, Federal, State and Local are working to support local businesses to enable them to continue to provide vital services to our communities and help small business to stay in business. At this stage, the priority for Council is to ensure our local business community feels supported by Council, is well informed and knows where and how to access advice, funding and practical resources.

Specifically, Council's Business Support Plan includes:

1. waiving of Small Business Fees
2. flexible and Pragmatic Enforcement and Compliance
3. apply the Rates and Annual Charges Hardship Policy to impacted ratepayers
4. actively co-ordinate business chambers and local networks
5. provide regular updates to our local businesses, through a growing database of over 10,000 local businesses. This includes the creation of a dedicated 'Supporting Local Businesses' section on Council website
6. assist to build digital capability of businesses through social channels/webinars
7. build on relationships with State Government Agencies.

With local economic conditions changing rapidly, Council will continue to look at new ways we can connect with our business community and continue to provide support, ensuring we can scale-up our response, where necessary. Visit our dedicated "Supporting Local Businesses" section on Council's website.

### **COMMUNITY CARE PACKAGE**

The COVID-19 pandemic has seen numerous impacts across the Northern Beaches community, including:

- wide spread anxiety and worry, with the community looking to Council for leadership and advice
- limited access to essential food, medication and hygiene items, particularly for older, people with disability and our most vulnerable community members
- social isolation, especially for people who may already have minimal social contact and limited use of online platforms
- loss or reduction in employment, and the impacts of this on mental health and homelessness
- increasing financial hardship.

The Community Care Package aims to mitigate the impacts of COVID-19 on the community at a time of increased anxiety, social isolation and increasing financial hardship. It will also alleviate the impacts of social distancing and minimise the risk to our community by maintaining access to much needed community and social support services.

The key features of the package are; measures to maintain social connection for the community, modified delivery of essential Council services and coordination of local community service organisations and agencies providing essential services and support to the community.

## 1. Connecting community

With the cancellation/ postponement of community gatherings and events and the closure of community and cultural facilities, including the Manly Art Gallery & Museum, Glen Street Theatre, community centres and libraries, the community is at risk of becoming disconnected. To address this social isolation, measures within the Community Care Package are:

- The Library Service has introduced a number of initiatives, including:
  - Implementation of non-contact services in the Home Library Service so that the service can continue and be expanded if needed.
  - Library 2U. People in isolation will be able to get a delivery of books, as an extension of the current Home Library Service. Customers are able to submit an online form to request a book delivery, and commenced 6 April, with over 20,000 loans at the time of the agenda going to print.
  - Promote library membership and the large amount of material on-line available through the website. Any community member can join the library on-line and have access to resources covering many interests and topics.
  - Review opportunities to increase the level of content available to customers on ePlatforms. This includes increasing the number of simultaneous titles available that customers can access with no wait times.
  - Make it easier to borrow items, with an extension of the loan period from three to six weeks, an increased cap on accumulated fines before borrowing ceases, and the continuation of the courier service between branches, ensuring customers have access to the full library collection.
- Identify ways of staying in touch with a large number of volunteers within the Northern Beaches not able to volunteer in their area of interest during this period. This has included a page on Council's website that provides information and referral to community groups looking for volunteers.
- Explore new ways of connecting with special interest communities, such as the arts and environmental communities, including on-line chat forums, on-line galleries, webinars and dissemination of information of interest to the specific group.
- Contact our database of community groups, religious organisations and cultural groups to assist them to develop clear action plans and identify how Council can assist their communities stay connected.
- Distribute information via Council's numerous networks and inter-agencies.
- Use social media, mailing lists, e-newsletters and information notices at Customer Service and Libraries to promote valid information and legitimate advice, such as information from the Department of Health and other state or federal agencies.

- Publish information on community service programs and support available to the community on our website, in areas such as mental health, meal services, essential services and financial support.
- Distribute general information via social media to assist in having a well-informed community and lessen community anxiety. Services will also be promoted to ensure the community is well connected with local agencies.
- Support groups that can no longer meet in person to implement online and video conferencing so they can still meet e.g. youth groups.
- Development of the “hello neighbour” campaign to stay connected. Over 70,000 leaflets were delivered to letterboxes of all residents from 16 April 2020.

## **2. Essential Council community services**

Council delivers some direct community services, with modifications required to our current delivery models and practices to ensure the safety of staff and the community. This includes Meals on Wheels, Adolescent and Family Counselling Service and Children’s services. These are all continuing to operate with modified practices, to ensure that the most vulnerable in our community continue to be supported.

## **3. Coordination and support of community services**

As the impact of the COVID-19 virus evolves, it is anticipated the demands on community service providers will increase, particularly in light of reduced employment, increasing financial hardship and social isolation.

Council will support local services and identify any service gaps that will best assist our community at this time. An internal working party has been established to coordinate outreach to not-for-profit and charity organisations that provide direct community services and support for the community. Staff have contacted local agencies to discuss their response to the pandemic, how Council might assist with that response, identify any gaps in current service delivery, and how services might be coordinated to fill those gaps.

Service providers contacted in the week beginning 23 March include providers that provide and/or support:

- meal and essential support services
- social housing and crisis accommodation
- services for victims of domestic violence
- homelessness services
- mental health support
- youth and family support services
- services for seniors and people with disabilities
- services for new migrants
- services for vulnerable community members
- employment and financial support services.

The working party is keeping in touch with these organisations and is also obtaining information to coordinate strategic responses to new emerging needs, such as grief and loss support as well as

social connection programs. A key action taken to date is the establishment of a food and essential good distribution centre, working with local community organisations to distribute fresh produce on a daily basis. This started with the donation of 100 boxes of produce per day from Harris Farms, and has grown with the community providing non-perishable items for distribution through established charities and community organisations.

Other actions within the Community Care Package include:

- the use of online training and webinars for the Suicide Prevention Gatekeeper training and forums. It is vital that Council continues this program, and trains as many community members as possible
- continued promotion of the Community Grants program as this program assists community organisations to provide much needed services and programs. The face-to-face briefings have been cancelled, with direct phone calls to all known applicants to discuss grant guidelines and support the organisations in applying for this valuable financial support.

The Community Care Package is a live document, with amendments made when required. This will ensure Council continues to support and assist the community sector to provide essential services to the Northern Beaches community and mitigate the impact of social isolation.

## **CONSULTATION**

### **Business Support Plan**

Council has met with each of the five Business Chambers on the Northern Beaches to inform them of the proposed Business Support Plan and to collate ideas and actions for consideration in this report.

### **Community Care Package**

Council has liaised with key community service providers to develop the Community Care Package. To date, staff have been in contact with a large number of community organisations. These include Community Northern Beaches, Northern Beaches Community Connect, Community Care Northern Beaches, Easylink Transport, Manly Warringah Womens' Resource Centre, Northern Beaches Womens' Shelter, Mission Australia, Salvation Army, One Meal, The Link Food Care, Grace City Church Community Food Care and the Community Pantry.

Contact with community organisations will continue on a regular basis, with amendments made when required to continue to support and assist the community sector to provide essential services to the Northern Beaches community.

Community input to the plan will be sought through social media channels and the Your Say page on the website, in addition to input from Council's existing customers and the large number of community organisations that staff are in contact with on a regular basis.

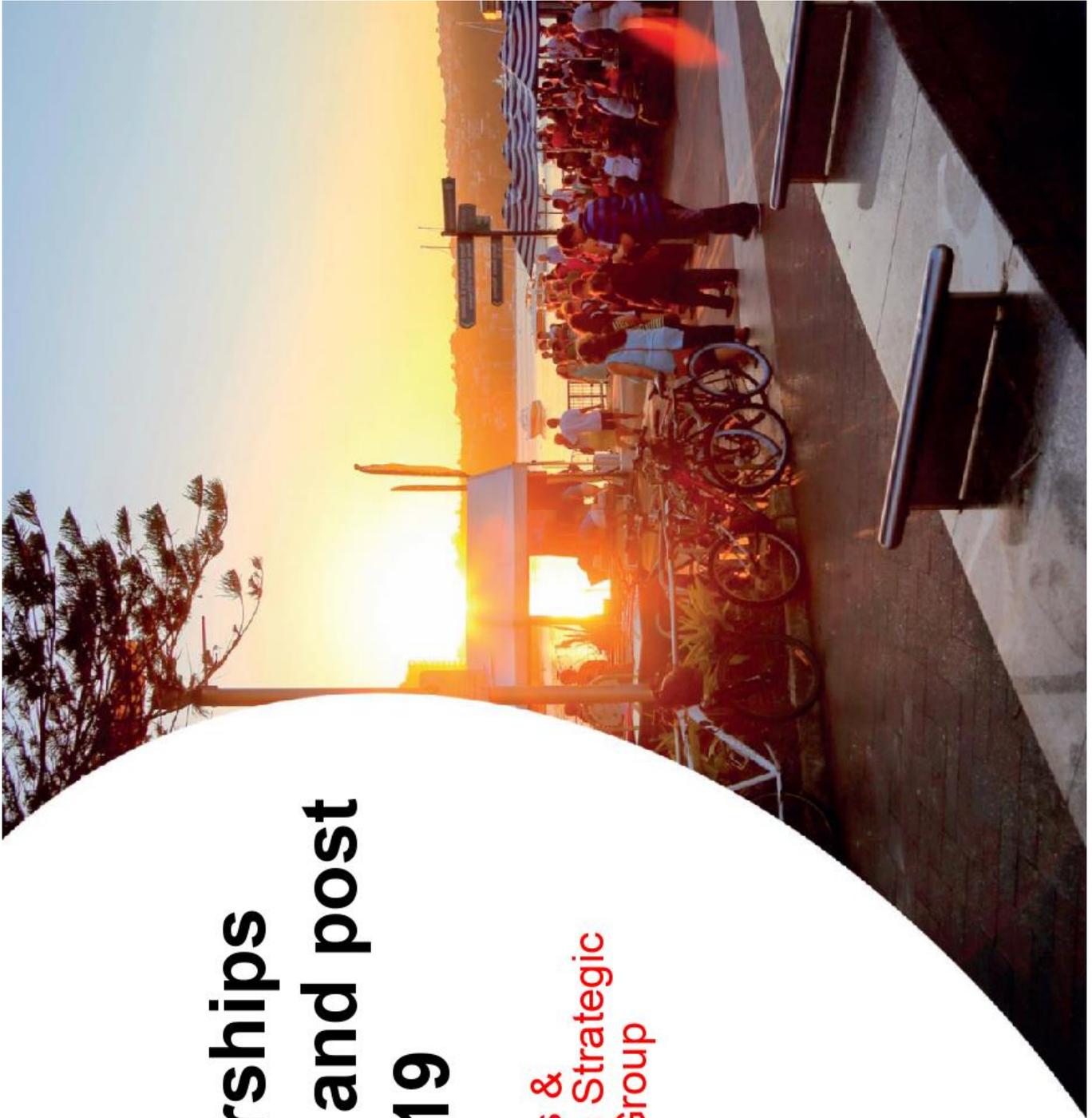
## **TIMING**

The Business Support Plan and the Community Care Package commenced implementation on 25 March 2020.

# Partnerships during and post Covid-19

Partnerships &  
Participation Strategic  
Reference Group

6 May 2020



# Business Support Plan

Includes:

- Waiving of Small Business Fees
- Apply the Rates and Annual Charges Hardship Policy to impacted ratepayers
- Actively co-ordinate business chambers and local networks
- Provide regular updates to our local businesses, through a growing database of over 10,000 local businesses.
- Assist to build digital capability of businesses through social channels/webinars
- Build on relationships with State Government Agencies

# Community Care Package

## Connecting Community

### Includes:

- Library 2U service
  - *Library 2U service, commenced 6 April 2020*
- Neighbour Support – *Hello neighbour*
  - *Cards delivered to all households from 16 April*
- Connecting via website, EDM, social media
  - *Online webinars, exhibitions, talks, virtual meetings and forums*
  - *Ongoing*

# Community Care Package

## Coordination & support of community services

### Includes:

- Contact with over 50 local not-for-profit, charitable and community organisations
- Food & essential goods distribution
  - Connecting providers with potential partners
  - Partnership between Council and existing meal / food distribution agencies. eg: Community Co-op, Ozharvest
- Volunteer Coordination
  - Referral of community members willing and able to volunteer to appropriate community organisations
- Rough sleepers/ crisis accommodation

# Partnerships post Covid-19

(once social distancing measures are lifted)

## Businesses:

- What partnerships may assist local business?
- Ideas for programs, projects to support local businesses?

*This will be conducted as a workshop, please document your ideas to these questions prior to the meeting, in preparation to share and discuss ideas*

# Partnerships post Covid-19

(once social distancing measures are lifted)

## Community organisations:

- What partnerships may assist community organisations?
- Ideas for programs, projects to support community organisations?

*This will be conducted as a workshop, please document your ideas to these questions prior to the meeting, in preparation to share and discuss ideas*

# Partnerships post Covid-19

(once social distancing measures are lifted)

## The community:

- What partnerships may assist community engagement?
- Ideas for programs, projects to encourage community engagement?

*This will be conducted as a workshop, please document your ideas to these questions prior to the meeting, in preparation to share and discuss ideas*