

Council Services Affected



Last updated: 1 April 2022

Alexandrina Council's top priority is the health and safety our community, volunteers and staff, whilst continuing to serve our community as best we can. This document will continue to be updated with future changes in response to COVID-19 and Government advice – please check our website for the latest version at alexandrina.sa.gov.au/coronavirusresponse

Contacting Council

NORMAL COUNCIL BUSINESS: Please call us on **8555 7000** during business hours or email alex@alexandrina.sa.gov.au

CORONAVIRUS SPECIFIC ENQUIRIES: Please email us at coronavirus@alexandrina.sa.gov.au or visit alexandrina.sa.gov.au/coronavirusresponse for regular updates and helpful links to trusted sources of information.

LOCAL BUSINESS OWNERS: Please call the Business Alexandrina team on **8555 7455** anytime between 9am–5pm Monday to Friday or email business@alexandrina.sa.gov.au

Topic	Action and Change to Service Provision
Art Galleries	Signal Point Gallery is closed for renovations until further notice. The South Coast Regional Art Centre (Old Police Station) remains open.
Business Alexandrina The Hub	The Goolwa Business Alexandrina Hub is open. Our business team is available by phone 8555 7455 and email business@alexandrina.com.au Monday to Friday 9am–5pm.
Caravan Parks and Camping Reserves	If you are heading to a caravan park, we suggest you call ahead before you leave to check if bookings are being accepted and what on-site facilities will and won't be open. Council's only camping reserve, Frank Potts Reserve at Langhorne Creek, is open.
Community Safety Services and Compliance	These services will continue to the extent required to manage risks to public health and safety.
Council Events and Hire of Council Facilities	External hirers are encouraged to monitor the Alexandrina Council website for updated advice on bookings. Booking enquiries for Council facilities leased to a third-party should be directed to the lease holder.
Council Offices	<p>The Goolwa and Strathalbyn offices are open 9am–5pm Monday to Friday. In both locations, physical changes and restrictions on patron numbers will remain to ensure compliance with social distancing requirements.</p> <p>The Customer Experience Team will continue to serve the community from 9am–5pm Monday to Friday by phone 8555 7000 and email alex@alexandrina.sa.gov.au. Specific queries about Council's COVID-19 response can be email to coronavirus@alexandrina.sa.gov.au. Please refer to separate section below for further information about library services across the district.</p>

Topic	Action and Change to Service Provision
Council/Committee Meetings/Briefings	Council Meetings and Briefings will continue and be monitored in the coming weeks. Due to COVID-Safe requirements, public attendance will be restricted to five people in the Public Gallery, strictly via registration (or a first-in basis if there are no registrations). Please direct registrations to 8555 7000 or alex@alexandrina.sa.gov.au
Council Volunteer Program	Given the demographic and breadth of our volunteer cohort, and the responsibility Council has for these individuals, decisions (with the exception of cemeteries) will be made on a case by case basis during this time for each service area. Importantly this is not a reflection of the importance we place on the contribution made by our respected volunteer body. It is considered an essential move to mitigate risks and keep our volunteers safe and healthy.
Field Services from Depot/ Rapid Response	These will continue to the extent required to support the operation, inspection and maintenance of essential public works, facilities and operations. For after hours and emergency matters please contact Council on 8555 7000 .
Fleurieu Aquatic Centre and Strathalbyn Pool	The Fleurieu Aquatic Centre is open. For updates visit fleurieuaquaticcentre.com.au The Strathalbyn Swimming Pool is open. The pool season has been extended until 15 May 2022. For updates visit sa.ymca.org.au/strathalbyn-pool
Goolwa and Strathalbyn Libraries, Milang and Port Elliot Depots and Mount Compass Kiosk	The Goolwa Library and the Strathalbyn Community Centre/Library are open Monday to Saturday, and the Mount Compass Kiosk is now open. The Milang Library is open Monday 3–5pm and Friday 9.30am–12noon. The Port Elliot Library is open Wednesday 2–4.30pm and Saturday 9.30am–12 noon. Hand hygiene and social distancing measures will continue to be in place until further notice. To access the Click and Collect service, patrons are encouraged to visit our Online Library Catalogue at alexandrina.sa.gov.au/libraries or call 8555 7033 for assistance. JP Services are currently provided at Goolwa Library and Strathalbyn Library.
Lease Management – Sports, Clubs, Hirers, Commercial Operators	Goolwa Sports stadium will be open as per Level 1 restrictions. Clubs and Sporting Associations are asked to abide by the advice of their official professional body and the Federal Government. Booking enquiries for Council facilities leased to a third-party should be directed to the lease holder.
Playgrounds, Outdoor Equipment and Skate Parks	Council playgrounds, skate parks, dog parks, BBQ areas and outdoor sporting equipment remain open at this stage. Community should continue to practice good hygiene and social distancing in our outdoor spaces.
Public Toilets	Public toilets are open.
Visitor Services	The Goolwa Visitor Information Centre is open Monday to Sunday 10am–4pm. The Strathalbyn Visitor Information Centre is open Monday to Sunday 10am–3pm. The Goolwa Riverboat Centre is normally open from 10am–3pm on Wednesday, Saturday and Sunday depending on availability of volunteer staff. Our Visitor Services team are available by phone 1300 466 592 and email vist@alexandrina.com.au Monday to Friday 9am–5pm. For inspiration on things to see and do during your stay go to visitalexandrina.com.au
Waste Collection and Wastewater Management	These will continue as essential services with customer service support for faults and breakdowns only. The Fleurieu Regional Waste Authority will continue to provide kerbside collection of waste during this period. The Goolwa Waste and Recycling Depots at Goolwa and Strathalbyn will be closed to the public but will be accessible in an emergency.