

**Meeting Date:** Tuesday 25 September 2018  
**Location:** Council Chambers, Level 1A, 1 Pope Street, Ryde  
**Time:** 7.00pm

*Council Meetings will be recorded on audio tape for minute-taking purposes as authorised by the Local Government Act 1993. Council Meetings will also be webcast.*

### **NOTICE OF BUSINESS**

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## **LATE ITEM**

### **16 2018/2019 CHRISTMAS / NEW YEAR ARRANGEMENTS - COUNCIL BUSINESS OPERATIONS**

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**Report prepared by:** Manager - People and Culture  
**File No.:** GRP/09/5/13 - BP18/1036

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#### **REPORT SUMMARY**

This purpose of this report is to seek Council's endorsement of the proposed business operations during the 2018/2019 Christmas and New Year Period, with Council's operations proposed to close from 12.00pm Friday, 21 December 2018 and recommence on Wednesday, 2 January 2019.

From 12.00pm on Friday, 21 December 2018, there will be essential services or staff on call throughout the Christmas and New Year period to ensure critical services are undertaken. During this period Council's Ryde Aquatic Leisure Centre (RALC) and Library services will be open and operating on revised hours as detailed in this report.

It is proposed that Council staff will meet from 12 noon on Friday, 21 December 2018 for an end of year update on current issues from the General Manager, and to also provide staff with a Christmas lunch. Council's business operations will be therefore closed from 12 noon on 21 December 2018.

#### **RECOMMENDATION:**

- (a) That the Council endorse the changes to normal City of Ryde business operations over the 2018/2019 Christmas and New Year period, as outlined in this report.
- (b) That the Council endorse the end of year staff function, including staff update and Christmas lunch, being held at Next Generation from 12 noon on Friday, 21 December 2018.
- (c) That the changes to normal business operations referred to in (a) above, be advertised in the Mayor's Column, on Council's website, through Social Media and by way of notice at the front of Council's customer service centres, Council's branch libraries and the Ryde Aquatic Leisure Centre.

#### **ATTACHMENTS**

There are no attachments for this report.

Report Prepared By:  
**Marnie Mitchell**  
**Manager - People and Culture**

Report Approved By:  
**Steven Kludass**  
**Director - Corporate Services**

## **ITEM 16 (continued)**

### **Discussion**

In previous years, normal City of Ryde business operations have ceased over the Christmas and New Year period with the exception of Council Libraries and the RALC that continued to open with reduced operating hours.

Throughout this period, skeleton staff have remained on duty supported by staff on-call, in order to continue essential services and to respond to urgent customer requests.

This report seeks Council's endorsement for the proposed arrangements for Council's operations to close from 12.00pm on Friday, 21 December 2018 and recommence on Wednesday, 2 January 2019.

The Libraries and RALC will have modified opening hours during this period.

This will result in Monday 24, December 2018 being declared a shutdown day and staff other than those required to work (skeleton staff and critical operations/services) will be required to take one day of accrued leave.

### ***Outdoor Operations***

During the shutdown period, the following service functions will remain operational with on-duty staff;

- Cleansing operations:
  - Shopping Centres – streets, footpaths and bin collections.
  - Parks – bin collections.
  - Public Toilets.
- Urgent infrastructure repairs (public safety).
- General Parks Maintenance and mowing of Regional Parks.
- Rangers – normal patrols.
- Hall Hire – pre bookings.

**ITEM 16 (continued)**

***Ryde Aquatic Leisure Centre***

The proposed RALC operation hours for this period are as follows:

Monday, 24 December 2018	Closed
Tuesday, 25 December 2018	Closed (Christmas Day)
Wednesday, 26 December 2018	Closed (Boxing Day)
Thursday, 27 December 2018	9.00am – 5.45pm
Friday, 28 December 2018	9.00am – 5.45pm
Saturday, 29 December 2018	9.00am – 5.45pm
Sunday, 30 December 2018	9.00am – 5.45pm
Monday, 31 December 2018	9.00am – 5.45pm
Tuesday, 1 January 2019	9.00am – 5.45pm (New Year's Day)
Wednesday, 2 January 2019	5.30am – 8.45pm (resume Normal Business Operations)

The RALC returns to normal hours of operation on Wednesday, 2 January 2019.

In addition, the Stadium at the RALC will be closed for use by customers from Friday, 21 December 2018 until Saturday, 5 January 2019. During this period maintenance works are scheduled to be undertaken including the following:

- Painting of stadium grandstand 21 - 23 December
- Resurfacing stadium floor 27 - 28 December
- Setting time for stadium Floor 29 December - 4 January

Patchwork and repainting of the pool grandstand and surrounds will also be undertaken.

***City of Ryde Libraries***

The proposed Library operations are as follows:

Friday, 21 December 2018 – from 12 noon	All libraries closed
Saturday 22 – Sunday 23 December 2018	All libraries open with normal operating hours
Monday, 24 December 2018 – Tuesday, 2 January 2019	All libraries closed
Wednesday, 2 January 2019	All libraries open at 10.00am and resume normal operations

Please note that the Library closure on Monday December 24 aligns with Councils decision from December 2012 when that date last fell on a Monday.

## **ITEM 16 (continued)**

### ***On-Call and After Hours Call Centre Arrangements***

The Operations Centre will be continue to have essential services operating from 12.00pm Friday, 21 December 2018 through to Tuesday, 1 January 2019, with regular hours of operation commencing again on Wednesday, 2 January 2019.

A roster of on-call staff will be prepared for all other departments and these staff will be available to respond to urgent matters if required. This will include other functions such as information systems (IT) support and Development Application (DA) notifications. All details of on-call staff will be provided to Councillors prior to the Christmas and New Year shutdown.

The normal after-hours call centre arrangements will apply during this period, whereby any customers calling Council's main phone number will speak to an operator who will then allocate the enquiry to the relevant officer for action.

### ***Advertising of Changes to Normal Business Operations***

The proposed changes to normal business operations for the Christmas/New Year period are proposed to be advertised in the Mayor's Column, on Council's website and by way of notice at Council's customer service centres, Council's branch libraries and the Ryde Aquatic Leisure Centre. It is also proposed to utilise Council's social media for notification.

### ***End of Year Staff Function***

It is proposed that the staff update and Christmas function be held from 12 noon on Friday, 21 December 2018 at Next Generation. Councillors will be advised of the details once confirmed, with all Councillors welcome to attend.

### **Financial Impact**

Adoption of the recommendation outlined in this report will have no additional financial impact as the funding for staff resourcing over the Christmas and New Year shutdown period and the end of year staff function is already included in existing operating budgets.

### **Conclusion**

This report seeks Council's endorsement for the proposed arrangements for Council's operations to close from 12.00 noon Friday, 21 December 2018 and recommence on Wednesday, 2 January 2019, with the exception of Libraries and RALC as outlined in this report.