

Monday 23 March 2020

CHANGES TO COUNCIL SERVICES IN RESPONSE TO COVID-19

The City of Ryde has introduced a range of changes to its services to ensure the health and safety of the community and limit the spread of the coronavirus (COVID-19).

The following services are impacted:

Ryde Aquatic Leisure Centre

The Ryde Aquatic Leisure Centre has been closed until further notice. All payments and memberships will be put on hold and visit passes will be extended.

City of Ryde Libraries

All five branches of the Ryde Library Service remain open for the 'Drop and Collect at Your library' service. Each branch will be open between 10am and 4pm Monday to Friday and closed on weekends. There will be a limited number of desktop computers available for 15 minute sessions, which will be sanitised between users.

Members are encouraged to use the online library resource and access the extensive eBooks and eAudiobooks available. The online library is available at www.ryde.nsw.gov.au/onlinelibrary.

Council meetings

The City of Ryde Council meeting scheduled for Tuesday, 24 March 2020, will proceed with strict social distancing procedures.

Council is encouraging the public not to attend the meeting but instead watch proceedings via the live stream available on Council's website. Members of the public who wish to address the meeting are also encouraged to submit their comments in writing via the online form available at www.ryde.nsw.gov.au/addressmeeting.

Customer Service Centre

Both the call centre and customer service centre at 1A Pope Street, Ryde, remain open. The centre has introduced social distancing procedures, meaning customers must maintain a two metre distance from staff.

Customers are encouraged to visit the City of Ryde website – www.ryde.nsw.gov.au – where information and a variety of services are available online.

Building and Development advisory service

Face-to-face meetings with the Building and Development advisory service have been suspended. Customers can call the Customer Service Centre on 9952 8222 to speak to a dedicated Town Planner who is available from 9am and 1pm Monday to Friday.

In addition, Council's Development Engineers are available for phone enquiries between 9am and 1pm every Wednesday, while Building Certification and Compliance Officers are available to discuss building certification and compliance matters between 9am and 1pm every Thursday.

Immunisation clinic

The City of Ryde Immunisation Clinic at West Ryde Hall, 1A Station Street, West Ryde, will proceed on Tuesday, 24 March 2020 with enhanced infection control and social distancing measures. Further clinics will be subject to further advice from NSW Health.

Halls and venues

All Council halls will close as of midnight Monday, 23 March 2020.

Citizenship ceremonies

The April and May citizenship ceremonies in the City of Ryde have been postponed until further notice.

Waste collection service

All regular waste collection services will continue as normal. However, to ensure these services can be maintained, Council requests that only urgent household clean-up and e-waste bookings are made at this time.

Parks and playgrounds

All parks and playgrounds remain open, however, members of the community are advised to follow strict social distancing measures to protect the health and safety of everyone.

Shop Ryder Community Bus

The free Shop Ryder bus service continues to run from Wednesday to Saturday during 8.30am and 2pm. All users of this service are asked to practice safe hygiene protocols and follow social distancing measures.

For further information about COVID-19 including the latest news, service and event status updates, as well as frequently asked questions, visit www.ryde.nsw.gov.au/covid19.

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