

LET'S CONNECT



Hey neighbour!

I just wanted you to know that I'm here for you if you need anything.

My details are on the back.



MESSAGE
FROM YOUR
MAYOR
SEE PAGE 2

HEY NEIGHBOUR!
SEE HOW YOU CAN
GET INVOLVED
SEE PAGE 5

YOUR COUNCILLORS SUPPORTING YOU

CENTRAL WARD



Mayor
Theresa Fedeli



Deputy Mayor
Rob Mills



Councillor
Ashleigh Cagney

SOUTH WARD



Councillor
Peter Sidgreaves



Councillor
Paul Farrow



Councillor
Eva Campbell

NORTH WARD



Councillor
Lara Symkowiak



Councillor
Cindy Cagney



Councillor
Michael Morrison

CAMDEN'S \$16.8 MILLION



MAYOR'S MESSAGE

We're in this together, Camden.

I know this has been an incredibly challenging period for all of us. The situation surrounding COVID-19 evolved so quickly and it feels like, before we even really knew what was happening, our lives had changed significantly.

While we are not facing normal times, I'm pleased to see our community adapting so well to these unusual circumstances. The Camden spirit has always been one of strength and positivity and it's been fantastic to see your can-do attitudes come out in full force. We've been connecting with our families in different ways, reaching out to help elderly neighbours, finding different ways to celebrate milestones and throwing our support behind local businesses more than ever. I have never been prouder to be the Mayor of Camden because you, our residents, are doing such a stellar job.

I'm excited to release this special COVID-19 edition of Let's Connect because it details our \$16.8 million support package, which will go a long way in helping our local businesses and our residents. It was great to work collaboratively with Council staff and Councillors to develop this comprehensive package.

I'd like to end by urging everyone to stay strong. Think about just how sweet everything will be when we come out the other side of this – those first family hugs, the delicious meals in our local restaurants and cafes, throwing a party and even the simple trips down to your beautician. Until then, stay safe and positive, Camden.

Theresa Fedeli

Mayor of Camden



THREE STAGES OF SUPPORT COMING YOUR WAY

Council has developed a three-part relief package, totalling at \$16.8 million, to provide help and support for residents and local businesses suffering the shock of COVID-19.

STAGE ONE INCLUDES:



Reimbursement

The reimbursement of payments to Council and relaxation of cancellation policies for community groups and individuals using Council's facilities, spaces and services.



Digital portal

A digital portal for support information and services for community and businesses adversely effected by COVID-19 and seeking support.



Lifeline support

A number of staff members volunteering at Lifeline, who are experiencing an increase in calls at this time.



Digital campaigns

A number of digital media campaigns have been developed to support local businesses and boost positivity in the community.



eLibrary

A digital and contactless delivery of library programs and services for Camden residents who used to attend regular programming and vulnerable groups needing social engagement.

COVID-19 RELIEF PACKAGE

STAGE TWO INCLUDES:



Rate relief

Ratepayers will be provided with a one-off \$100 rate rebate for the 2020/21 rating year.



Quick Response Grants

Quick Response Grants of up to \$2,000 for businesses struggling to meet their short-term operational commitments.



Digital Adaptation Grants

Digital Adaptation and Innovation Grants of up to \$15,000 for small businesses who are trying to pivot their operations in response to COVID-19.



Community Response Grants

Community Response Grants of up to \$15,000 for organisations and not for profit organisations providing on-the-ground services to Camden residents.



Domestic waste charge freeze

There will be no increase to domestic waste management charges for 2020/21.



Non-statutory fee waiver

Council has waived a number of non-statutory fees for a six-month period.



Rent relief

Businesses, currently leasing Council facilities, with an annual income of up to \$50 million will receive a 50 per cent reduction in rent.



Accelerated projects

The opportunity to accelerate the delivery of a number of projects from the 2020/21 Capital Works Program, to be completed by 31 December 2020.



Local procurement

Altering Council's procurement process to introduce a Local Preference Policy and a Local Vendor Panel.



Art Gallery online

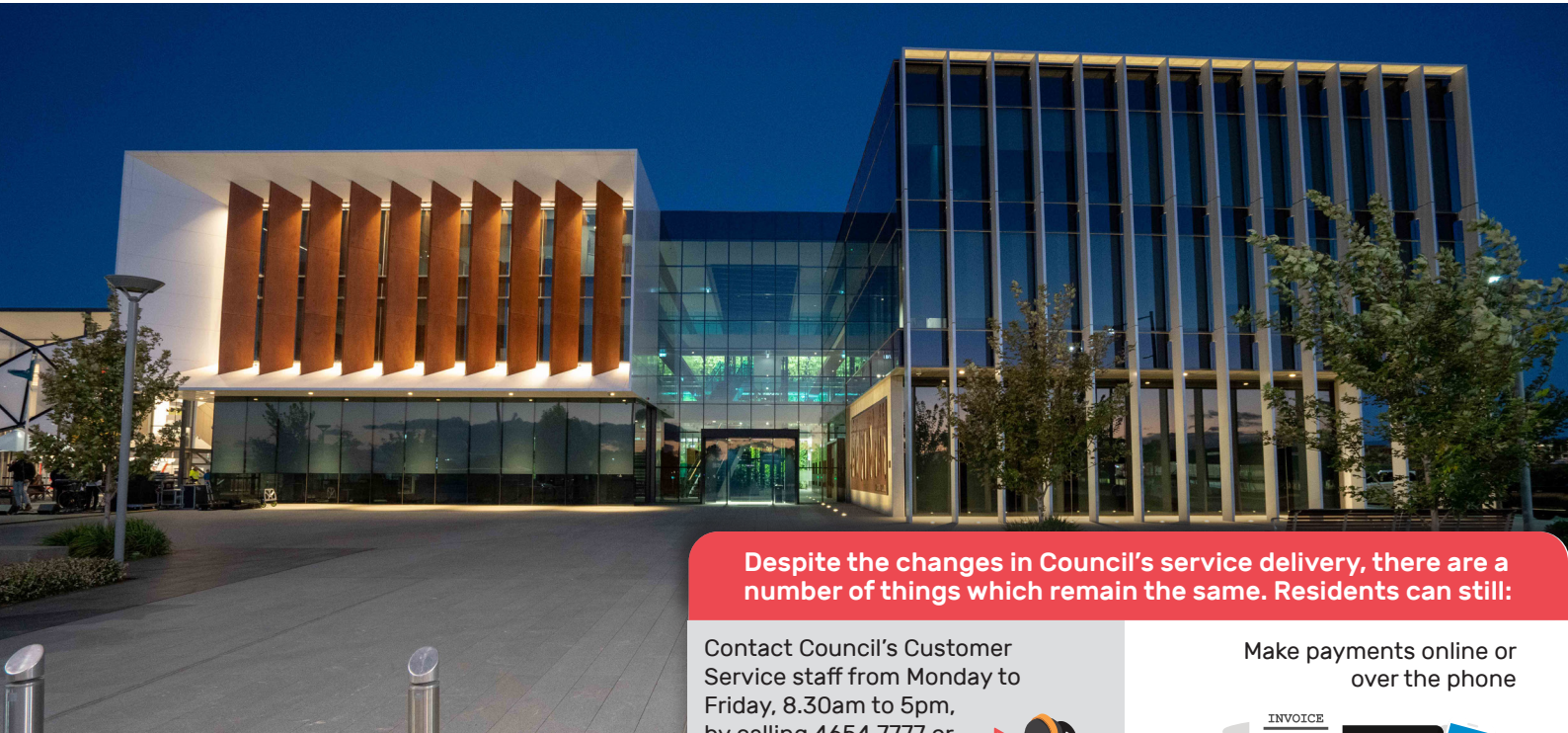
The digital delivery of Alan Baker Art Gallery programs and exhibition.

STAGE THREE,

or the recovery phase of the package, will be tailored in coming weeks, once the social and economic impacts of COVID-19 on the Camden community becomes clearer. It will include a mix of major projects, events and activations and grants and financial support mechanisms for business and community groups.

For more information on Council's \$16.8 million support package, visit www.camden.nsw.gov.au/COVID-19-support-package

SERVICE AND FACILITY UPDATE



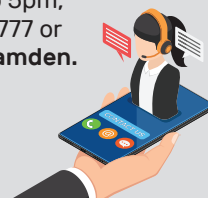
Despite the changes in Council's service delivery, there are a number of things which remain the same. Residents can still:

CHANGES IN SERVICE DELIVERY

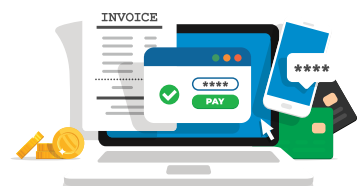
Council has taken a number of precautionary measures to help reduce the spread of the coronavirus. These include:

- Postponement of upcoming events and activities;
- Postponement of all face-to-face enquires, including meetings with the Duty Planner and JP services;
- Temporary closure of all Council halls and facilities across the Camden area;
- Temporary closure of Council's Customer Service Centre and Hubs;
- Temporary closure of public facilities, including public barbecues and outside gyms, across the Camden area;
- Operating our animal holding facility by appointment only;
- Temporary suspension of free microchipping service; and
- Temporarily moving Council's Ordinary Meeting online.

Contact Council's Customer Service staff from Monday to Friday, 8.30am to 5pm, by calling 4654 7777 or emailing mail@camden.nsw.gov.au



Make payments online or over the phone



Fill out and lodge a number of forms and applications online, at www.camden.nsw.gov.au/payments-and-forms/



Lodge a DA online



Have their waste collected weekly, as per usual



Book in building and driveway inspections



Contact Council's Duty Planner for advice, by calling 4654 7777



Access a range of library eResources at www.library.camden.nsw.gov.au/e-resources



Update their pet's details online



Use the **OurCamden app**, which has a number of functions including lodging a Customer Service request and reporting a hazard; and

Visit Camden General Cemetery.



FUN FACT

You can access thousands of eBooks and eAudiobooks through our Library Services' CloudLibrary app. Become a Library member now, by visiting library.camden.nsw.gov.au

SUPPORTING OUR COMMUNITY

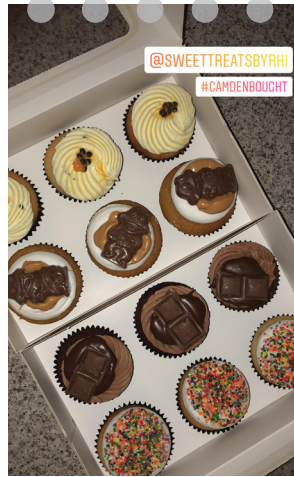
#CAMDENBOUGHT

Residents are being encouraged to support local businesses by joining a new social media campaign, championed by Camden Council and Camden Region Economic Taskforce (CRET).

The #camdenbought campaign asks residents to take photos of the products they have purchased from local businesses and post them on social media.

Local businesses also have a new platform to promote their business and offers during the COVID-19 pandemic on the Council website.

Businesses can list their offers on the newly designed directory page on Council's website by filling out the form at www.camden.nsw.gov.au/business



HEY NEIGHBOUR!

We are encouraging residents to stay connected and support one another by giving a calling card to their neighbours.

Residents can leave a calling card for a neighbour with their contact details and a brief message to let them know you are there for them – whether it's for a chat over the fence or help with collecting medicine or groceries.

Residents can also join in on our #camdenlove social media campaign by posting what you are doing while at home.

There are some Hey Neighbour cards you can cut out at the back of this newsletter. They can also be downloaded and printed out, by visiting www.camden.nsw.gov.au/covid-19-support/hey-neighbour

VIRTUAL EASTER HAT PARADE

This year, Council ran its first-ever virtual Easter Hat Parade to help celebrate the day.

A big thank you to all the creative kids who took part and congratulations to our winners, Callum, Riley and Charlie!



HELP IS HERE



MENTAL HEALTH AND WELLBEING SUPPORT SERVICES

During this time of uncertainty, it's important to look after your mental health. If you need someone to talk to, help is available.

Mental health support and general counselling resources:



Provides crisis counselling and suicide prevention services. Details: 13 11 14 (24 hours, seven days) and Lifeline online chat.



Online and phone mental health support. Details: 1300 224 636 (24 hours, seven days), as well as online chat.



A national youth mental health foundation dedicated to improving the wellbeing of young Australians (12-25 years). Details: www.headspace.org.au



A professional telephone and online support and information service for Australian men. Details: 1300 789 978 (24 hours, seven days), as well as online counselling.



A free telephone and online service for people with stress, worry, anxiety, low mood or depression.

Details: 1800 614 434 (Monday to Friday, 8am-8pm, and Saturday, 8am-6pm).

Head to Health

A website by the Australian Department of Health that aims to help people find good mental health and wellbeing information, resources, and links to online and phone mental health services. Details: www.headtohealth.gov.au



**Black Dog
Institute**

Up to date information and resources on mental illness, online self-testing, current treatments and wellbeing. Details: www.blackdoginstitute.org.au

SANE AUSTRALIA

A national charity helping all Australians affected by mental illness. Details: www.sane.org



Australia's leading online mental health and wellbeing organisation for young people and their parents. Details: www.au.reachout.com

For more support available, visit www.camden.nsw.gov.au/covid-19-support/



CUT OUT AND LET YOUR NEIGHBOUR KNOW YOU CARE

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#connectwithcamden



CONNECT WITH US USING THE FOLLOWING HANDLES

- Facebook: Camden Council
- LinkedIn: camden-council
- Twitter: @council_camden
- Snapchat: @camden_council
- YouTube: Camden Council NSW
- Instagram: @camdencouncilnsw



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COUNCILLOR CONTACT DETAILS

CENTRAL WARD

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cr.morrison@camden.nsw.gov.au