

SERVICE ASSESSMENT

Name of Service	Town hall bookings – community and commercial
Type of Service	Non-essential service
Service Details	<ul style="list-style-type: none"> • Bookings and event management of commercial, community, internal and governance meetings within the St Kilda Town Hall and Port Melbourne Town Hall (note that the South Melbourne Town Hall is currently being managed by ANAM on behalf of Council and they have cancelled all bookings for the interim).
Actions Taken To Date	<ul style="list-style-type: none"> • Internally sponsored events and meetings have been cancelled by service managers. • A number of community and commercial bookings have been cancelled by organisers. Refunds have been provided due to the circumstances. • Proactive contact with commercial bookings to support hirers to move or cancel high risk gatherings for the March/April period with option of full refund in good faith. • Request for hirers proceeding with events to show evidence of risk management planning to respond to the risk of the spread of the coronavirus by event participants.
Reason for Review	Government has suggested a number of measures to increase social distancing within the community and minimise the spread of the Coronavirus. A review is needed to ensure reasonable steps are being taken to ensure the safety of the users of the bookable facilities at the town halls and staff.
Risk Assessment	<p>Meetings and events held within the Town Halls can range from 5-500 staff, with security guards and duty officers supporting delivery of the events. On the 18 March a directive was issued to limit gathers to 100 staff.</p> <p>At present we do not have the following measures in place to mitigate risk;</p> <ul style="list-style-type: none"> - Hand sanitisers – in short supply and have been stolen when put out for use in other sites. - Ability to enforce hygiene across the community – unable to monitor and enforce hand washing and social distancing at events run by external hirers. - Ability to know & enforce self-quarantine for those showing symptoms – relies on users self-regulating. - May not find out if someone who has used the one of the venues has been diagnosed with the virus – which should trigger a shut down and isolation of every one who was in the venue for 14 days to limit the spread of the virus. If a shut down is triggered for the St Kilda Town Hall it could also result in the administration areas being shut for 14 days, with all staff self-isolating. This could significantly impact business continuity.

Community Assessment	<p>Potential impacts of continuing service – keeping facilities open;</p> <ol style="list-style-type: none"> 1. Possible spread of virus throughout site/s resulting in fatalities among the community & reputation risk 2. Possible unsafe work environment for staff 3. Significant operations costs increase to increase the safety of users with limited effectiveness and high impact on budget. 4. Note that many bookings are being cancelled. <p>Potential impacts to the community/commercial hirers from closing the sites:</p> <ol style="list-style-type: none"> 1. Events are cancelled, and no further bookings taken for the duration of the pandemic emergency. 2. Hirers can rebook or obtain a refund. <p>Note that there are a high volume of cancellations occurring already, which will mitigate the impacts of closure.</p>
Economic Assessment	<ul style="list-style-type: none"> • May lose ongoing hirers • Note that due to the high volume of cancellations the impacts of closure would be significantly lower than normal.
Options	<p>Option 1: Bookings to be cancelled and event and meeting spaces closed for the duration of the emergency.</p> <p>Option 2: Events that are already booked proceed with risk assessments, but no further bookings are taken for the duration of the emergency.</p> <p>Option 3:</p> <ul style="list-style-type: none"> • Events continue as planned and new bookings are taken.
Legal Liability / Obligations to Contractors or External Funders	<ul style="list-style-type: none"> • Still required to run council meetings during this time. • May have difficulty accessing catering, AV technical support or security during this time if these services also become impacted. Duty officer availability may also be impacted by illness.
Budget Impact	<ul style="list-style-type: none"> • Loss to bookings revenue • Potential to still have to pay staff, catering and security if the business does not advise cancellation of bookings with 3 days' notice. • Continue with high staff costs for full time and part time staff that have guaranteed hours. However, there is an opportunity to redeploy staff as required to assist with other areas of the business during the pandemic emergency.
Community Directly Impacted Key Messages	<ol style="list-style-type: none"> 1. Community health and wellbeing is a priority for Council and therefore access to all bookable facilities within the town halls will cease until further notice. 2. Please contact Events and Corporate Facilities helpdesk xx or phone xx, if you have any queries or concerns.
Media Lines	