

# Council Services and Facilities – Christmas and New Year Policy

**Date Adopted:** 27 August 2024

**Version:** 5.1

## Policy Objectives

The objective of this policy is to communicate Council's decision to close non-essential services and facilities during the Christmas and New Year period.

## Policy Scope

This policy applies to all Maitland City Council services and facilities.

## Policy Statement

During the period between Christmas and New Year the following Council facilities will be closed:

- Maitland Administration Centre,
- Depot facility,
- Community facilities,
- Libraries and,
- The bulky waste service will not be operating.

Other Council facilities will be closed on Christmas Day and may re-open prior to the new year with changes to their operating hours. Please contact the facility directly or visit Council's website for more information. These services and facilities include:

- East Maitland and Maitland Swimming Pools,
- Maitland Gaol,
- Maitland Regional Art Gallery – will be closed Boxing Day and New Year's Day,
- Maitland Visitor Information Centre – will be closed Boxing Day and New Year's Day,
- Maitland Resource Recovery Facility.

The community will be made aware of any operational changes to Council services and facilities during the Christmas and New Year period. Council will communicate these changes by undertaking appropriate advertising through notices in a local newspaper, Council's website and social media.

Throughout this period Council will continue to provide essential services to ensure the health and safety of the community. Essential services include:

- After hours call service for emergencies,
- Cleaning services for The Levee and all public toilets,
- Cleaning of community facilities as required,
- Kerbside garbage collection (collections will not operate on Christmas Day. Bins will be collected the following day),
- Street sweeping.

Council will still provide appropriate on call officers to respond to urgent maintenance work or emergency situations. If such a situation arises, the community is asked to contact the after hours service on 02 4934 9700. The after hours service will then contact the on call officers.

Any Council staff affected by the closure of facilities during this period will be required to take leave from annual, rostered or agreed leave balances to cover absence on normal working days.

## Policy Definitions

<b>BULKY WASTE SERVICE</b>	Refers to the booked kerbside bulky waste collection only. Regular garbage collection will operate as normal during this period, excluding Christmas Day.
<b>DEPOT FACILITIES</b>	Includes the services provided through the Maitland City Council Metford Road Works Depot.
<b>EMERGENCY SITUATION</b>	There is an immediate risk to health, life, property or the environment.

## Policy Administration

<b>BUSINESS GROUP</b>	People & Performance
<b>RESPONSIBLE OFFICER</b>	Executive Manager People & Performance
<b>COUNCIL REFERENCE</b>	Ordinary Meeting
<b>POLICY REVIEW DATE</b>	Three (3) years from date of adoption
<b>FILE NUMBER</b>	35/1
<b>RELEVANT LEGISLATION</b>	Local Government (State) Award 2023

## Policy History

VERSION	DATE APPROVED	DESCRIPTION OF CHANGES
1.0	25/01/2000	New policy adopted
2.0	12/11/2013	Policy Review
3.0	25/10/2016	Periodic policy review.  Title changed from 'Closure of Council Facilities – Christmas and New Year' to 'Council Services and Facilities – Christmas and New Year'
4.0	08/12/2020	Periodic policy review.  Change to Visitor Information Centre operating hours to meet the requirement of remaining open 363 days of the year.
5.0	27/08/2024	Periodic policy review.  Change to Visitor Information Centre operating hours. Inclusion of the closure of Community Facilities and Bulky Waste Service and the servicing of public toilets.
5.1	12/02/2025	Updated to new branding and alignment to organisation structure. No change to content.