



WARRNAMBOOL
CITY COUNCIL

The things we do



www.warrnambool.vic.gov.au

Connect to Council





What does Warrnambool City Council do?

Often, when it comes to local government, people think of “roads, rates and rubbish”.

Council is of course involved in those three activities but also delivers a broad range of other services. Warrnambool City Council covers an area of 120sqkm and includes the city of Warrnambool and the towns of Allansford, Woodford and Bushfield.

The population is 35,000 and expected to approach 50,000 by 2035.
Council has about 700 employees, including casual, seasonal and part-time staff.

Warrnambool also has seven elected Councillors. The Councillors elect the city’s mayor. It is the role of Councillors to develop a four-year Council Plan which provides the “big picture” direction for the city.

This booklet provides a brief outline of many of the key services provided to the community by Council.



The things we do

Rubbish

Garbage collected from 15,600 properties weekly. There are 811,000 services annually and about 5,900 tonnes of household waste collected each year.

Recycling Collection

15,600 properties serviced fortnightly which equates to 369,200 services per annum and the recovery of 3,800 tonnes of recyclable material.

Services provided by



WARRNAMBOOL
CITY COUNCIL

The things we do



Services provided by



WARRNAMBOOL
CITY COUNCIL

Public Place Bin Collection Service

Each year there are 65,000 public place bin collections and 5,200 public place recycling bin collections.



The things we do

Services provided by



WARRNAMBOOL
CITY COUNCIL

Roads and footpaths

Council builds and maintains 330km of sealed roads, 30km of unsealed roads, 440km of kerb and channel and maintains more than 350km of footpaths and bike paths.

The things we do



Services provided by



WARRNAMBOOL
CITY COUNCIL

Drainage

Council maintains 180km of drains, 7500 drainage pits and three major stormwater tunnels located along Japan, Simpson and Fairy streets.

The things we do

Services provided by



WARRNAMBOOL
CITY COUNCIL

Street sweeping

CBD streets and paths are swept regularly while CBD bins are collected daily. Streets in industrial and residential areas are swept annually.

Services provided by



Buildings

Council owns/manages 350 buildings including:

- Lighthouse Theatre
- AquaZone
- Warrnambool Stadium
- Warrnambool Art Gallery
- Warrnambool Civic Centre
- Archie Graham Community Centre
- Proudfoots and numerous recreational facilities
- Public toilets
- Council houses
- Offices

More than 160 community groups, businesses and other organisations operate from Council-owned buildings.



The things we do



Services provided by



WARRNAMBOOL
CITY COUNCIL

Home support

The Home Support service includes Meals on Wheels, home maintenance, personal care, domestic help and respite care. Council provides 20,000 meals and 57,000 hours of services to 1700 residents each year.

The things we do



Services provided by



WARRNAMBOOL
CITY COUNCIL

Planned Activity Groups

PAGS supports 75 regular clients including Men's Group, Day Centre on Wheels and social activity groups for frail aged and people with disabilities.



The things we do

Rural Access

Services provided by



WARRNAMBOOL
CITY COUNCIL

This program seeks to support people with a disability to participate in the life of their local community. This includes the delivery of inclusive events, advocating for inclusive services and building capacity within local organisations – such as football clubs, neighbourhood houses and men's sheds to include people with a disability.



The things we do

Services provided by



WARRNAMBOOL
CITY COUNCIL

Warrnambool Livestock Exchange

Warrnambool Livestock Exchange provides weekly prime cattle, calf and dairy cattle sales along with monthly store sales and special sales at the Caramut Road facility. In 2015-2016 throughput was about 90,000 head of cattle valued in excess of \$100 million.

Parks and Gardens

Council is responsible for managing 400ha of open space including 250 parks, gardens, playgrounds and sportsgrounds, foreshore and reserves.

Services provided by



- gardens and major reserves include Botanic Gardens, Lake Pertobe, Albert Park, Victoria Park Jubilee Park.(Allansford), Jubilee Park (Woodford) and St James Park
- 70 playgrounds.
- 14 ovals.
- 179 neighbourhood parks.
- 52 street roundabouts.
- highway medians.
- Lady Bay foreshore.
- strategic firebreak slashing.
- powerline clearance program.
- tree planting and maintenance programs



The things we do



Services provided by



Warrnambool Regional Airport

The 152ha airport caters for an average of 35 daily aircraft movements. It supports emergency services including Victoria Police, a fixed wing ambulance, rescue helicopter and the CFA.

An aerial photograph of the Port of Warrnambool, showing a large harbor with a long pier extending into the water. The water is a vibrant turquoise color, and the surrounding land is green with some buildings. The sky is clear and blue.

The things we do

Services provided by



WARRNAMBOOL
CITY COUNCIL

Port of Warrnambool

Council maintains the Port of Warrnambool on behalf of the Department of Transport, Planning and Local Infrastructure.



The things we do

Environmental Health Services

Services provided by



WARRNAMBOOL
CITY COUNCIL

Council runs immunisations programs that deliver 7000 injections annually across 100 sessions. Warrnambool's childhood immunisation rates exceed the state and national average. Council also inspects food premises and public swimming pools to ensure they are operating in a safe way.

The things we do

Services provided by



Housing for the disadvantaged

Council owns 13 houses through which it provides affordable accommodation to those in need, including single parents and their children.

The things we do

Services provided by



WARRNAMBOOL
CITY COUNCIL

Animal control

More than 1650 cats and 4400 dogs are registered and Council also supports an animal pound that cares for lost or abandoned pets.

The things we do



Services provided by



WARRNAMBOOL
CITY COUNCIL

School crossings

Warrnambool has 32 school crossings used by 5,000 children daily who are supervised by a team of 40 supervisors.

The things we do



Services provided by



WARRNAMBOOL
CITY COUNCIL

Parking

About 3500 car parking spaces are managed by Council, including more than 1000 free spaces.



The things we do

Services provided by



WARRNAMBOOL
CITY COUNCIL

The Archie Graham Community Centre

This multi-purpose venue caters for a variety of community needs and groups. It provides a hydrotherapy pool, fitness programs, education programs such as computer classes, social programs such as bus trips, hosts a seniors' festival and offers rooms for hire.

A photograph of two elderly women standing in a lush garden. The woman on the left is wearing a light-colored patterned shirt and a beige jacket. The woman on the right is wearing a blue and white patterned shirt. They are standing in front of a dark wooden shed with a gabled roof. The garden is filled with green foliage and trees, with sunlight filtering through the leaves.

The things we do

Services provided by



WARRNAMBOOL
CITY COUNCIL

Social Support Program

The Social Support Program supports 75 regular older adults and people with disabilities to participate in social activity groups including the Men's Group and Day Centre on Wheels.



The things we do

Services provided by



WARRNAMBOOL
CITY COUNCIL

Carer respite service

This service provides more than 25000 hours of respite and operates across the municipalities of Warrnambool, Moyne, Corangamite, Southern Grampians and Glenelg.



The things we do

Services provided by



Corporate services

Departments of Financial Services, Information Services, Revenue and Property, Organisational Development and Communications ensure Council's finances are on track; that we keep pace with changes in IT; that we manage and care for our staff and communicate openly with each other and our community. Council's front-of-house City Assist team handles more than 90,000 inquiries annually.

The things we do



Children's Services Centre & City Kindergarten



Parenting and Child Services

Services provided by



PACS provides outreach services to over 250 families across the South West. Delivering a range of parenting support and education programs to increase parenting capacity and strengthen parent-child relationships. All programs are focused on achieving best outcomes for a child's health safety and wellbeing.

The things we do

Services provided by



WARRNAMBOOL
CITY COUNCIL

Volunteer co-ordination

Council promotes volunteerism, places volunteers with community organisations and provides training to volunteers and volunteering involving organisations.



The things we do

Services provided by



WARRNAMBOOL
CITY COUNCIL

Family Day Care

Council supports and administers a network of sub-contracted Family Day Care educators who provide flexible care and developmental activities in their own homes to care for other people's children.



Centre-based childcare

Services provided by



WARRNAMBOOL
CITY COUNCIL

Centre-based Child Care is quality care for children of working families and the general community. Warrnambool City Council operates three childcare centres providing long day care services. They are: Florence Collins Children's Complex, Matron Swinton Childcare Service and Sherwood Park Childcare Service. The services operate from Monday to Friday and cater for children between the ages of 0-6 years on a part-time or full-time basis.



Kindergartens

Services provided by



In addition to a funded four-year-old kindergarten program, Warrnambool City Council also offers after kindergarten care and a three-year-old kindergarten program. Three of Council's 12 kindergartens are located within a childcare centre (Florence Collins, Matron Swinton and Sherwood Park), one is located at the Children's Services Centre (City Kinder) and another co-located with West Warrnambool Primary School (Mahogany Kindergarten).



The things we do

Services provided by



WARRNAMBOOL
CITY COUNCIL

Outside School Hours Care

Council's Outside of School Care service operates an After School Care Program and Vacation Care Program for primary school aged children. After School Care operates from 3.30pm until 6pm every school day while Vacation Care operates from 8am to 6pm Monday to Friday during school holidays.



The things we do

Maternal and child health

This service provides primary health care for children aged up to six years and their parents. The MCH service engages parents and children in 10 key ages and stages consultations and associated MCH services to provide a comprehensive and focused approach for the promotion, prevention, early detection, and intervention of the physical, emotional or social factors affecting very young children and their families. An enhanced MCH service is also available that provides a more intense level of support for children and families at risk of poor outcomes.

Services provided by



WARRNAMBOOL
CITY COUNCIL

Events and promotion

Services provided by



WARRNAMBOOL
CITY COUNCIL

Council's events and promotions team delivers and/or provides support to a range of other events including Wunta, Sufferfest, Tour of the South West, Surf Life Saving Championships, the Melbourne to Warrnambool Cycling Classic and the Warrnambool Gift, all of which contribute significantly to the local economy.

The things we do

Services provided by



WARRNAMBOOL
CITY COUNCIL

Warrnambool Library

Council contributes to the Corangamite Regional Library Corporation which runs the library. The library has more than 13,000 members and records more than 116,000 visitors annually, borrowing more than 256,000 items.

The things we do

Services provided by



Youth services

These include the youth council, the Beyond the Bell program, the Warrnambool and Moyne Youth Achiever Program, L2P learner drive mentoring and FFreeZA events.

A group of adults and children are in a swimming pool, using yellow foam noodles for water play. The pool is outdoors, and the water is clear blue. The adults are smiling and interacting with the children. The children are holding the noodles and playing with them. The pool is surrounded by a concrete deck and some outdoor furniture is visible in the background.

The things we do

Services provided by



WARRNAMBOOL
CITY COUNCIL

AquaZone

Council's aquatic centre includes indoor and outdoor pools, children's pools and a gymnasium. Learn-to-swim programs are offered along with fitness programs. AquaZone also hosts school and club swimming carnivals and records in excess of 200,000 paid visits annually.

The things we do

A gallery wall with several framed landscape paintings. The paintings are in ornate gold frames and depict various natural scenes, including forests, fields, and a small building. The wall is a solid blue color.

Warrnambool Art Gallery

Services provided by



WAG showcases the finest local, national and international artists and retains a permanent collection which attracts many residents and visitors. The gallery also provides an important and popular education program for students while gallery staff are involved in outreach programs that have had a significant impact in the community, particularly in the street art genre.

Recreation

Services provided by



WARRNAMBOOL
CITY COUNCIL

Council's Recreation Department works with local clubs and organisations to develop their activities, events and facilities. Strategic planning and support and partnership in public health and wellbeing initiatives helps build a strong healthy community.

The department also coordinates Council's community funding program that provides eligible local clubs and organisations with much-needed funds to help deliver programs and complete projects.

The things we do

Services provided by



Warrnambool Stadium and Warrnambool Gymnastics Centre:

The Stadium and Gymnastics Centre offer a wide range of indoor sport opportunities including basketball, volleyball, badminton, netball, indoor bias bowls and gymnastics. The Stadium hosts many major events, expos and sports tournaments each year.



The things we do

Lighthouse Theatre

The performing arts centre provides a high quality venue where people can see, present and explore the arts, ideas and events. Each year about 190 performances are presented in the venue's two theatre spaces. The venue also hosts numerous events and conferences and each year the Lighthouse receives more than 62,000 visitors.

Services provided by



WARRNAMBOOL
CITY COUNCIL



The things we do

Economic Development

Services provided by



WARRNAMBOOL
CITY COUNCIL

Council works closely with businesses, industry groups, government to developing a prosperous local economy and strengthen the city's business capabilities. We do this through business engagement and visitation, investment attraction, workshops, networking events and industry development projects.

Services provided by



City planning

Council's planners carry out two main roles. The first is to ensure planning applications for new residential, commercial and industrial developments meet community expectations for a growing, yet liveable city. The second is to undertake long-term planning to assist in the development of a well-connected and serviced community.

Tourism services

Council manages Flagstaff Hill Maritime Village which is a well-established visitor attraction, Council also operates a Visitor Information Centre which offers an online booking service and owns and manages Surfside Holiday Park and the seasonally operational Shipwreck Bay Holiday Park. Council also contributes to Great Ocean Road Regional Tourism activities and promotes the region through a range of initiatives including the provision of websites **www.visitwarrnambool.com.au** and **www.wonderfulwarrnambool.com.au**

The famous Middle Island Maremmas are also managed by Flagstaff Hill Maritime Village in partnership with Warrnambool Coastcare Landcare Group, **www.warrnamboolpenguins.com.au**

Services provided by



WARRNAMBOOL
CITY COUNCIL

The things we do

Services provided by



WARRNAMBOOL
CITY COUNCIL

Building services

Provide building permits and enquiry service, maintains records of building permits issued (including permits issued by private building surveyors) and provides statutory building services in accordance with the Act.

Council and Community

Council also provides financial support to a number of community groups, initiatives and at times individuals who are representing our community. Among the groups Council has supported or continues to support are:

- Peter's Project
- Great Ocean Road Regional Tourism
- SES
- Coastguard
- RSPCA
- Allansford Recreation Reserve Committee
- Supervised Taxi Rank
- Warrnambool Surf Life Saving Club
- Life Saving Victoria
- Various school scholarships
- Various Warrnambool residents participating at a national/ international sporting level.
- Worn Gundidj Cooperative
- Aus Music Festival

Services provided by





The things we do

Services provided by



WARRNAMBOOL
CITY COUNCIL

Advocacy

Council lobbies State and Federal governments seeking funding for special projects and for enhanced services. For example in 2015 and 2016 Council successfully applied to the Federal and State Governments for grants totalling \$10 million to renew the Warrnambool city centre.

Council budget

Council provides these services and projects through annual budgets of between \$75 million and \$85 million. Major changes to the overall budget depend on the number and size of major capital works projects.

Council collects about \$34 million in rates from residents.
This equates to less than \$2.80 per resident, per day.

The remainder of the budget is sourced from funding provided by the Federal and State governments.

Services provided by



WARRNAMBOOL
CITY COUNCIL

Information current as of 2016.

Getting in touch with Warrnambool City Council

Telephone: 1300 003 280 or 5559 4800

In person: Civic Centre, 25 Liebig Street, Warrnambool

Email: contact@warrnambool.vic.gov.au

Web: www.warrnambool.vic.gov.au

Post: Warrnambool City Council, PO Box 198, Warrnambool 3280

If you are deaf or have a hearing or speech impairment you can call through the National Relay Service (NRS):

TTY users can phone 133677 then ask for 03 5559 4800 OR 1300 003 280.

Speak & Listen (speech-to-speech) users can phone 1300 555 727 then ask for 03 5559 4800 OR 1300 003 280.

Internet relay users can connect to NRS on www.relayservice.com.au then ask for 03 5559 4800 OR 1300 003 280.



www.warrnambool.vic.gov.au

Connect to Council

