



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.



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







Public Place Bin Collection Service

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





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.







Street sweeping

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

The things we do

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.





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



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.





Rural Access

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.





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.

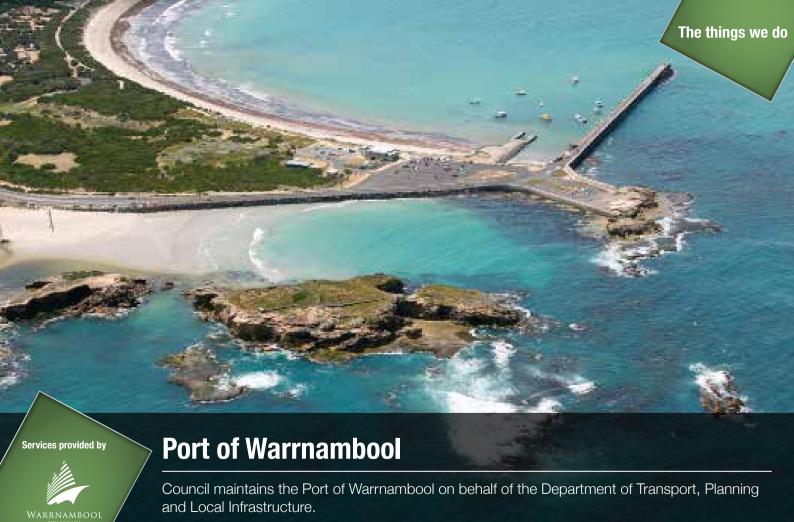
Services provided by



- 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





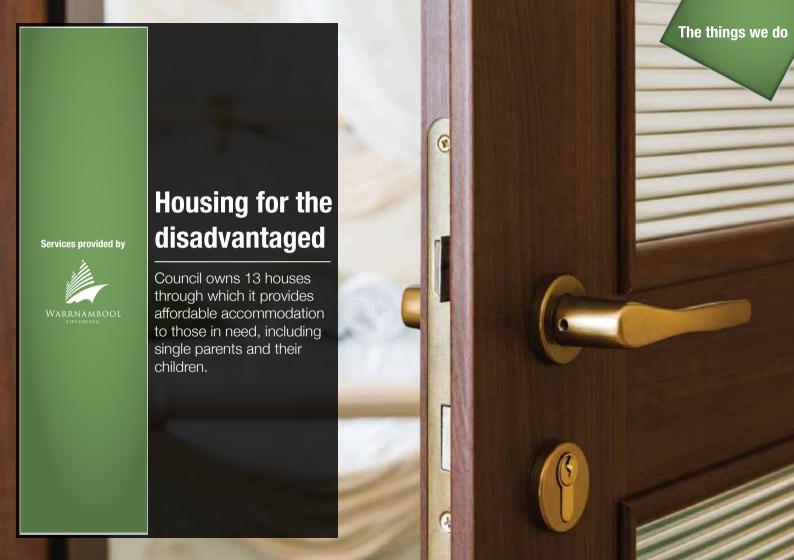






Environmental Health Services

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.



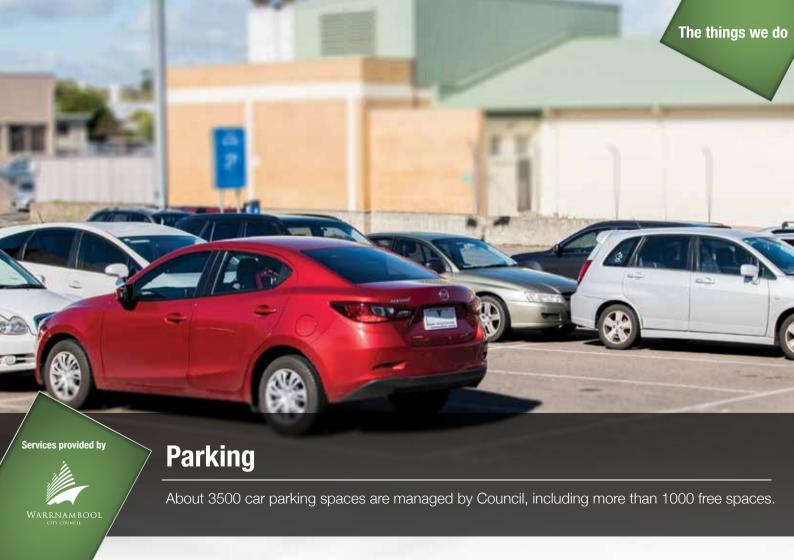






School crossings

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

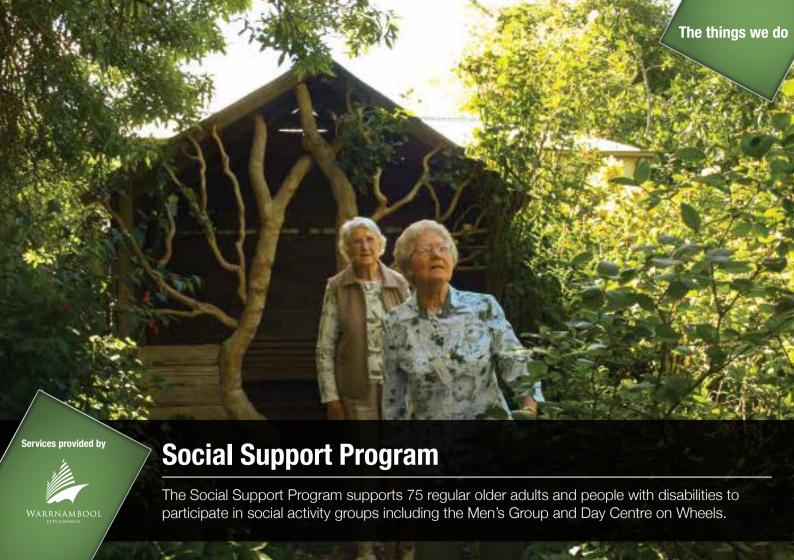






The Archie Graham Community Centre

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.







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.





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.









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



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 colocated with West Warrnambool Primary School (Mahogany Kindergarten).





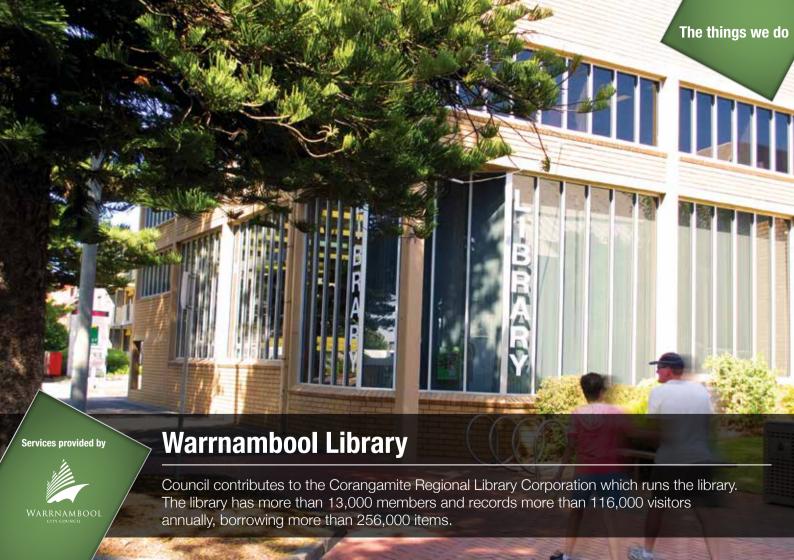
Maternal and child health

Services provided by



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.











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.





Recreation

Services provided by



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 **Gymnastics Centre:**

Services provided by



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.

Warrnambool

Stadium and

Warrnambool





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



Economic Development

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



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.





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



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





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.





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 f