

# Imagine

## GREATER BENDIGO

What does the City of Greater Bendigo do?

### Summary of services

The City of Greater Bendigo delivers 69 services that focus on the health, economic, social, cultural and environmental wellbeing of our region.

Our municipality covers more than 3,000 square kilometres and the Traditional Owners are the Dja Dja Wurrung and Taungurung peoples.

Our community is increasingly diverse and has long welcomed people from around the world to make a life here. Our population is approximately 118,000 people and is due to reach 200,000 by 2050.

We provide facilities and services, protect public health and safety, plan for the future, and help residents, business and community groups to thrive.

We strive to make Greater Bendigo a place for all residents – a place you are proud to call home. Below is a snapshot of services we deliver.

#### Animal services (BARC)

Animal services focus on responsible pet ownership, so the community and natural environment are protected from domestic animals. This is done through animal registration, the provision of public spaces where people can exercise their dogs and an animal ranger service to pick up wandering animals. There are more than 16,000 registered dogs and 5,700 registered cats in the municipality.

The Bendigo Animal Relief Centre (BARC) is a shelter to house lost pets and is also an adoption centre for animals.

#### Arboriculture

Protect and maintain the City's trees in urban and rural areas, increase urban shade, and protect significant and heritage trees.

#### Bendigo Airport

Bendigo Airport offers a range of commercial and light aircraft operations, including emergency services, flight training and recreational flying, corporate and charter operations, as well as Qantas flights between Bendigo and Sydney.

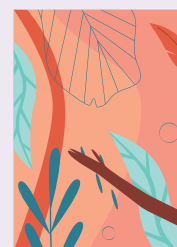
#### Bendigo Art Gallery

One of the largest regional galleries in Australia, Bendigo Art Gallery's collection includes Australian art from the 1850s to the present day, a special collection of art from the Bendigo goldfields, and 19th century European paintings, sculptures and decorative arts. The gallery also hosts an exciting exhibition program that delivers many economic benefits

The Post Office Gallery, located in the Bendigo Visitor Centre, is a satellite gallery that hosts a changing annual exhibition program.

#### Bendigo Venues and Events

This service manages The Capital and Ulumbarra theatres, Bendigo Town Hall, Dudley House and The Engine Room (the old Fire Station). The unit supports large-scale events such as the Bendigo Writers Festival and coordinates ticketing for local events. It also provides support for local artists and fosters philanthropic partnerships with local businesses to support the arts. In 2018/2019, more than 100,000 people saw a performance at The Capital or Ulumbarra theatres.



## Community organisation support

Partner with residents, community groups, organisations and government to ensure all people in the community have opportunities to learn, make connections to other people and groups, have a say and contribute to their community.

## Community safety

Partner with local organisations and groups that make it possible for people to live free from violence, to deal with emergencies and to cope with the impact of climate change.

## Customer support

The City's Customer Service Centres answer more than 100,000 incoming phone calls, 2,000 webchats and 25,000 incoming email requests each year.

## Early Learning Centres

Provide high quality early years education and care to children in the years before they enter formal education, from 12 weeks until they start school. The City provides approximately 275,000 hours of childcare each year.

## Economic growth and development

Deliver a range of initiatives and support to help businesses start or grow, such as webinars, accessing grants, mentoring support and facilitating opportunities to expand or work differently (e.g. outdoor dining), and support the search for industrial land to encourage future business growth.

## Health promotion

Support the Greater Bendigo community to be more physically active, consume healthy food and reduce harmful behaviours.

## Health protection

Environmental Health Officers inspect, monitor, educate and regulate a range of businesses, manage the disposal of sharps, monitor issues in the surrounding environment such as unreasonable noise and odour, and control pest animals on Council land.

Staff inspect all registered food, accommodation, beauty, hair and tattooing businesses to protect the public's health. They also issue permits for septic tank and wastewater systems, monitor lakes for blue-green algae and routinely inspect water quality at all public pools.

## Heritage and formal gardens

Maintain, protect and enhance the City's more than 20 heritage and formal gardens and monuments.

## Home support services

The City provides more than 56,000 hours of home support services each year, which provides short-term support to clients so they can regain capacity to look after themselves as much as possible. Services include domestic assistance, grocery shopping, personal care,

respite care, social support, food delivery, and home maintenance and basic modifications.

## Immunisation

The City issues approximately 5,800 vaccines at public immunisation sessions and 3,270 vaccines through the school immunisation program each year.

## Livestock Exchange

Where agricultural producers can buy and sell sheep and cattle at weekly sales. Approximately 1 million sheep are sold at the Livestock Exchange each year. Animal welfare standards are upheld in line with industry expectations.

## Major events

Attract and retain major events in Greater Bendigo that deliver social and economic benefit. Events include sport, arts and culture, food and wine, agriculture, car clubs, music and business events



## Maternal and Child Health Service (MCH)

MCH nurses support the health and wellbeing of children and their families. MCH centres offer child growth and development assessments, referrals to other health agencies, health and early parenting information, links to community resources and new parents' groups. The City's MCH nurses provide approximately 18,500 hours of consultations a year.

## Natural reserves

Maintain the City's 170 natural reserves and protect and enhance our natural environment.

## Parking

Provide a range of parking options to meet the needs of residents, businesses, commuters and visitors, including a mix of on-street and off-street parking. The City manages over 6,500 car parking spaces. Timed, ticketed parking is used in the city centre to encourage a turnover of car parks so there is more opportunity for people to access a park.

## Organisation support

There are a range of functions internally that support running the organisation, including financial services to ensure the City is accountable and efficient in its use of community money, civic governance to support good decision making and to ensure the organisation and Council comply with legislative requirements, and human resources to manage the fair recruitment of staff and ensure safe, inclusive work places for all staff and contractors.

## Passive reserves and playspaces

Design, deliver and maintain more than 310 passive reserves and 130 playspaces throughout the municipality. Liaise with developers to ensure passive reserves and playspaces are incorporated into new housing areas.

## Permit advice

Information and advice on obtaining a range of permits, including planning permits, building permits, copies of plans and siting consent. Staff also provide advice on pool fencing, termites, heritage restoration and protection, and building in bushfire prone areas.

## Planning and delivery of renewing, upgrading and building new projects

Deliver and maintain high quality buildings for the community to use. In 2019/2020, more than 500 building condition audits were undertaken.

## Property management and maintenance

Maintain community buildings through regular reporting and maintenance, which ensures buildings are safe and comply with all relevant building standards.

## Rates service

Manage the timely collection of rates, charges and Fire Services Levy. Update and maintain the property database with accurate information to support collecting rates from more than 50,000 residential properties and more than 3,900 commercial and industrial properties.

## Roads, footpaths and bridges

The City is responsible for the construction and maintenance of all local roads, footpaths and bridges in Greater Bendigo. The City has more than 300 bridges, 1,222km of kerb and channel, 1,514km of sealed road, 1,401km of unsealed roads and 897km of footpaths.

The City is not responsible for VicRoads' main arterial roads or Department of Environment, Land, Water and Planning and Parks Victoria tracks.

## School crossing supervision

The service aims to provide a safe environment for school students to travel safely to and from school. The City supervises 46 school crossings.

## Sports club development

Build the capability of sports clubs to provide services to local residents by supporting them to be accessible, offer a broad range of options and deliver quality services.

## Sports fields

Maintain more than 70 sporting fields. The City's extensive range of sports fields cater for a variety of sporting activities played at varying levels, from elite to community-based, and help to attract sporting events to the region.

## Stormwater drainage

Reduce the risk of flooding and infrastructure damage by ensuring the City's waterways are clean and the drainage system is maintained. This includes maintaining more than 1,055km of underground drains and 47,625 drainage pits.

## Strategic planning

Plan and rollout a range of strategies that ensure Greater Bendigo is a sustainable and liveable community that can accommodate future population growth.

## Street cleaning

Ensure the city centre is well presented, including regular cleaning of roads, footpaths and facilities like public toilets. There is also a regular program of street cleaning in suburban areas and rural townships.

## Tourism

Actively promote Greater Bendigo as an attractive destination to domestic and international visitors for business and leisure. Ensure Greater Bendigo is a welcoming city and region, where visitors are supported to explore the region through the Bendigo and Heathcote Visitor Centres.



## Waste education

Educate the community about resource recovery and recycling to minimise the amount of waste going to landfill. More than 50 per cent of all waste from kerbside collections is diverted from landfill.

## Waste management

Provide waste, recycling and organics collection services to more than 49,000 residential properties and 1,700 commercial properties.