Welcome to Ballarat

This booklet identifies many of the services and facilities in Ballarat to assist you with settling in and finding your way around our city. We encourage you to visit the services and businesses in this booklet, to explore and seek further information as you settle into Ballarat.

At the back of the booklet you will find a series of vouchers, worth thousands of dollars. These vouchers are designed to help you settle in upon your arrival in Ballarat and give you an indication of the many products, services and facilities available in your new home.

Every effort has been made to ensure the information in the booklet is accurate and up-to-date at the time of printing. To make changes in future editions, please email economicdevelopment@ballarat.vic.gov.au

The City of Ballarat respectfully acknowledges the Wadawurrung and Dja Dja Wurrung people - traditional custodians of the land on which we live and work.

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A message from the Mayor

As Mayor of Ballarat, I would like to warmly welcome you to our wonderful city. I am delighted you have chosen Ballarat as your new home.

There are many reasons why more and more people choose to make the move to Ballarat every year. Ballarat has a distinct advantage—the infrastructure of a capital city, yet with the warmth and support of a regional community. So it is no surprise that Ballarat is the second fastest growing city in regional Victoria.

Ballarat is a proud, progressive, pioneering city that continues to attract business and tourism investment. With world-class health and education services and facilities, there is no better place to live, start a business and raise a family. I am confident you will establish a quality of life that helps you and your family settle quickly and easily.

A range of exciting opportunities exist for new residents who are interested in becoming involved in our vibrant city. Whether your interests lie with the environment, sport or social activities, there is a group for you. We look forward to your active participation within our community.

This New Residents Welcome Booklet is packed with all the information you need to find your way around the city. It also includes thousands of dollars in discount offers that will assist you to settle into your new home and community.

Congratulations on choosing Ballarat as your new home. We hope you enjoy living in our great city and that your transition to our community is easy and enjoyable.

Cr Samantha McIntosh
City of Ballarat Mayor
The story of Ballarat

Long before Europeans arrived, the Ballarat district was home to more than 25 Aboriginal tribes known as the Wadawurrung people.

By the mid-1830s, pastoralists had moved into the area and gold was discovered at Poverty Point in 1851.

News that Ballarat was home to the richest alluvial goldfield in the world resulted in a population explosion as people flocked here from around the globe to seek their fortune. By 1852, about 20,000 diggers were desperately panning for gold along the creek banks.

In 1854, frustrated over the government’s system of gold licences and a lack of representation in parliament, the miners united under the now famous Eureka Flag. Led by Irishman Peter Lalor, the miners set up a stockade which was stormed by government forces at dawn on Sunday 3 December, 1854. Although the miners were soundly defeated during the short battle that followed, the event is renowned as a landmark moment in Australian political and social history. The exorbitant gold licence was replaced with a miners’ right which also entitled the holder to the right to vote. Hence, Ballarat is widely known as the birthplace of Australian democracy.

Within a decade, the chance of finding alluvial gold had greatly diminished and large mining companies were formed to resource and administer the sinking of mine shafts well below the surface.

Many of Ballarat’s impressive public and private buildings were financed during the gold rush, when canvas tents were replaced with grand buildings and homes.

Ballarat was proclaimed a town in 1852, a municipality in 1855, a borough in 1863 and a city in 1870.

Welcome to the golden city – Ballarat.
Location
A great place in a great spot.
Ballarat is located in Victoria, a south-eastern state of Australia. The city is 110kms (75 minutes) west of Melbourne via the Western Freeway - away from the hustle and bustle, but close enough to commute. Ballarat is also just 85kms (60 minutes by car) from Geelong, 614kms (6.5 hours) from Adelaide and 122kms (90 minutes) from Bendigo.

Size
Not too big. Not too small.
More than 105,000 people call Ballarat home. Total land area is just under 740 square kilometres.

Geography
There are ranges of hills and mountains throughout our regions and the jewel in our crown, Lake Wendouree, which covers more than 200 hectares. Ballarat is 441 metres above sea level.

Economy
It’s stronger than ever.
Ballarat’s key growth sectors include construction, education and health care. More than 30 percent of Ballarat industry and businesses export products and services overseas and the unemployment rate is well below the Victorian average. Ballarat’s total economic output is $11 billion a year and growing.

Doing business in Ballarat
Supporting business growth
Ballarat is home to a progressive business StartUp community with various coworking spaces, incubators and accelerator programs as well as other services to assist business development in the community. As a hub for collaboration, innovation and invention, Ballarat hosts various services designed to foster entrepreneurship, product development and support the commercialisation of Ballarat’s brightest ideas.

Transport
It’s easy to get out and about.
Accessible by road and rail, Ballarat is serviced by four major highways with easy access to the Melbourne International Airport. Our city is just an hour’s drive to the Port of Melbourne, Australia’s largest container and general cargo port.
Public transport in Ballarat comprises an intricate network of bus routes and an intercity rail and bus service. The intercity service passes through Ballarat connecting with Melbourne and other Victorian country centres and interstate destinations. All passenger trains that operate between Ballarat and Melbourne are new V/Line VLocity class trains that offer high quality style, comfort, efficient operation and greater passenger safety.

Fast Facts
Meet your Councillors

The Ballarat municipality is divided into three wards – North, South and Central - with three elected Councillors representing each ward. The City of Ballarat Council is made up of a dynamic group of people led by Mayor Cr Samantha McIntosh.

To ensure the best possible representation, the City’s councillors are appointed into one of three portfolio teams.

If you are unsure about which ward you live in or the name of your Council representatives, call City of Ballarat Customer Service on 5320 5500.

Council encourages community participation at its Ordinary Meetings, which are open to the public and held at the Town Hall every three weeks on a Wednesday from 7pm.

Council elections are held every four years with the next election scheduled in October 2020. Voting is compulsory at Council elections for anyone enrolled on the electoral role for State and Federal elections. For more information regarding voting entitlements at Council elections, visit the Victorian Electoral Commission website: www.vec.vic.gov.au
Visit the City of Ballarat Customer Service Centre

The Phoenix

For your convenience, the City of Ballarat has a centrally-located Customer Service Centre, known as The Phoenix.

Situated behind the Town Hall in Armstrong Street South (opposite the Central Square Shopping Centre), our friendly Customer Service staff can assist you with all City of Ballarat questions, issues and general enquiries and information about Ballarat.

At The Phoenix you can:

• Make City of Ballarat payments including rates and animal registrations
• Lodge a planning permit
• Speak to a Customer Service Officer about City services
• Obtain useful information about Ballarat

Did you know that the City of Ballarat has a community magazine?

The City of Ballarat’s community magazine, titled myBallarat, is delivered free to every home and business in the municipality. Published quarterly, myBallarat is packed with the latest news, events and developments in our city.

myBallarat is also available online at news.ballarat.vic.gov.au along with various other useful and informative publications. You can also pick up a copy at the Town Hall, Sturt Street, or at The Phoenix.

Customer Service Centre, The Phoenix
25 Armstrong Street South
Open Monday to Friday, 8.15am-5pm,
Contact: 5320 5500
National Relay Service: 1800 555 660
www.ballarat.vic.gov.au

The City of Ballarat also has Customer Service desks at:

• Town Hall, Sturt Street – 8.15am-5pm, Monday to Friday
• Ballarat Library, Doveton Street North – 9.30am-5pm, Monday to Friday

Please note, City of Ballarat payments are not accepted at these locations.
Social Media

Love staying connected? If you want to like, follow or get chatting to us – you can. There are many ways to connect with the City of Ballarat, and we’re sharing our latest news and information via Facebook, Twitter, You Tube, LinkedIn and Instagram.

Connect with us online at:
- @BallaratCityCouncil
- @cityofballarat
- cityofballarat
- cityofballarat
- TheCityofBallarat
- LinkedIn TheCityofBallarat

Or visit the City of Ballarat website - www.ballarat.vic.gov.au
Education

Universities

Ballarat is home to campuses of two universities - the Australian Catholic University (ACU) and Federation University Australia (FedUni). ACU offers various courses in education, nursing, health and arts. FedUni offers degree and post graduate programs across a wide range of study areas, as well as TAFE training, apprenticeships and senior VCAL programs.

Australian Catholic University

1200 Mair Street, Ballarat
Contact: 5336 5300
www.acu.edu.au

Federation University Australia

Mt Helen Campus
University Drive, Mt Helen
FedUni TAFE and Federation College
Grant Street, Ballarat

SMB Campus
Lydiard Street South, Ballarat
FedUni TAFE and Rural Science Skills Centre
Gilles Street, Wendouree

Camp Street Campus
Camp Street, Ballarat
Rosehill Road, Mount Rowan

Contact: 1800 333 864 www.federation.edu.au
Libraries

You’re never too young to fall in love with words and stories. The City of Ballarat’s three branch libraries open up a world of reading to Ballarat’s youngest residents and their families. Your local library runs free storytime sessions for young children, with activities including telling stories, reciting rhymes, singing songs, doing craft and exploring other languages and cultures. The library also hosts Technology Hub sessions that provide free training on a range of topics, including computers, tablets and smartphones. With your library card, you’ll also receive 24/7 access to books, films, magazines and more. And it’s free to become a member!

Visit the City of Ballarat libraries:

• Ballarat Library, 178 Doveton Street North, Ballarat. Phone: 5338 6850

• Wendouree Library, Stockland Shopping Centre, Gillies Street, Wendouree. Phone: 5339 3505

• Sebastopol Library, 181 Albert Street, Sebastopol. Phone: 5335 7985

Library Outreach Van

The instant pop-up library rolls into Miners Rest, Learmonth, Delacombe, Warrenheip, Ballarat East, Buninyong and Lucas every week. The library van features a range of adult and children’s resources including books, magazines, audio visual material and DVDs. Borrow and return library items or request library materials from other Central Highland Libraries and libraries across Victoria!

The City of Ballarat Library Van stops at:

• Miners Rest Primary School, Dundas Street, Miners Rest — Mondays, 2.30—4.30pm

• Lucas Community Hub, Coltman Plaza, Lucas — Tuesdays, 10am—12pm

• Warrenheip Memorial Hall, Ti Tree Road, Warrenheip — Tuesdays, 2.30—4.30pm

• Learmonth Bowling Club, 2 McKay Street, Learmonth — Wednesdays, 10am—12pm

• The Eureka Centre, Stawell Street South, Ballarat — Thursdays, 10am—12.30pm

• Delacombe Salvation Army, corner Greenhalghs Road and Warrina Drive, Delacombe — Fridays, 10am—12pm

• The Church of Saints Peter and Paul, 701 Fisken Street, Buninyong — Saturdays, 9am—12pm
Families and Children

Playgroups

Playgroups encourage children to have fun, learn through play and develop new skills. Parents benefit through the opportunity to meet other parents and the exchange of parenting ideas.

Ballarat is home to many playgroups, run in a variety of venues. There are a range of playgroups on offer, including community and supported playgroups. For more information visit www.ballarat.vic.gov.au

Childcare

Ballarat has many high quality childcare centres dedicated to providing care in a warm, friendly and safe environment. These programs operate according to the National Quality Framework regulations and laws. The City of Ballarat runs two centres:

- Girrabanya Children’s Centre, 11B Steinfeld Street, Ballarat. Phone: 5320 5150
- Wendouree Children’s Centre, corner Gillies and Hastings Streets. Phone: 5320 8200.

Family Day Care

Want childcare in a home environment?

The City of Ballarat offers a Family Day Care program where children are cared for in the homes of approved and qualified educators. Family Day Care provides education and care for babies and children up to the age of 12 years. This type of care is perfect for parents seeking smaller group sizes and flexible hours of quality care, such as shift workers. This program operates under the same National Quality Framework regulations and laws as long day care centres. For information, call 5320 5720.

Occasional Care

The City of Ballarat’s popular Occasional Child Care Centre provides flexible, short-term care. The service is designed to support parents who require care to accommodate study commitments, appointments, voluntary community work, recreation, or part-time and casual work. This program operates under the same National Quality Framework regulations and laws as long day care centres.

The Occasional Child Care Centre, is located at Girrabanya Integrated Children’s Centre, 11B Steinfeld Street, Ballarat. Phone: 5320 5150

Maternal and Child Health

We’ve got you covered for all your child’s Maternal and Child Health needs. Our Maternal and Child Health nurses review the health, growth and development of children at 10 key age and stage consultations from birth to school entry. This free service assesses hearing, vision, speech and language, fine and gross motor skills, growth, social and emotional development, and provides information and support to parents.
Immunisations

Need immunisations? The City of Ballarat provides vaccines for children by making a booked appointment, or through attending the open ‘drop in’ clinic. The immunisation service is offered from Girrabanya Maternal and Child Health and Lucas Community Hub. For session times visit ballarat.vic.gov.au or call 5320 5720. Alternatively contact your medical officer for vaccination.

Kindergartens

Kindergarten offers children the opportunity to learn, develop skills and play in a safe, welcoming environment. Ballarat is home to many public and private kindergartens offering three and four-year-old programs. Programs are run in a variety of settings, including children’s centres, long day care centres, community kindergartens and independent schools.

The City of Ballarat runs kindergarten services at Girrabanya Children’s Centre, 11B Steinfeld Street, Ballarat, and Wendouree Children’s Centre, corner of Gillies and Hasting Streets, Wendouree. For information, visit www.ballarat.vic.gov.au or call 5320 5720.

Kindergarten Registration

Kindergarten enrolment is simple, thanks to the City of Ballarat’s online registration process. This free system enables parents to complete a single application, outlining their kindergarten preferences. The new scheme includes three and four-year-old kindergarten programs at 32 kindergartens. For information about participating kindergartens, the enrolment process and application forms, visit www.ballarat.vic.gov.au or call 5320 5720.

Parent Place

The City of Ballarat’s Parent Place is a safe and inclusive environment where you can relax, change and feed your baby, have a cup of tea or coffee, and interact with your children as they explore our playspace.

Visit Parent Place for:

• Change and feed facilities
• Information on services for families with young children including playgroups, childcare, maternal and child health, family day care, immunisation, and kindergarten
• Peer support
• Programs including storytime, drop-in Maternal and Child Health, lactation consultancy, playgroups and women’s health.

Parent Place is located at 39 Sturt Street (corner Sturt and Albert Streets) and is open Monday to Friday, 9am-5pm. For more information including joining the Parent Place volunteer team, call 5320 5720, visit www.ballarat.vic.gov.au or join the Parent Place Facebook page at www.facebook.com/ParentPlaceBallarat
Public Transport and Parking

The City of Ballarat enjoys excellent access to public transport with bus services, a fast train service to Ararat and Melbourne, and several taxi ranks, including two CitySafe Taxi Ranks.

The CitySafe Taxi Ranks aim to provide a safe, central location in the heart of the late-night entertainment precinct. Ballarat’s CitySafe Taxi Ranks operate from two sites, the corner of Sturt and Lydiard Streets and in Camp Street, in front of Alfred Deakin Place. These ranks are monitored by two security staff from 1-6am, Saturday and Sunday. Both CitySafe Taxi Ranks operate under the surveillance of the CitySafe Safety Camera System.

Ballarat Taxis Co-op Ltd

There are currently 58 taxis in Ballarat – 50 standard cabs and eight Wheelchair Accessible Taxis (WATs).

Taxis are available for journeys around the Ballarat area, as well as for longer trips to Melbourne, the airport and many other destinations.

Ballarat Taxi Co-op offers a door-to-door service. If you are travelling with friends and need to be picked up or dropped off at different places, this can be easily arranged.

911 Doveton Street North, Ballarat
Contact 131008 or visit www.131008.com/ballarat

Trains

The Ballarat Railway Station is located in Lydiard Street North, and the Wendouree Railway Station is 100 metres west of the Gilles Street level crossing. For train and coach timetables, visit www.vline.com.au. Train timetables are also available at www.ptv.vic.gov.au
**Buses (CDC Ballarat)**

CDC Ballarat operates 15 bus routes around Ballarat with easy access to the centre of town. For details, visit [www.cdcvictoria.com.au](http://www.cdcvictoria.com.au) or contact 5331 7777.

The Myki card payment system operates on all town bus services in Ballarat. Simply swipe your card on the Myki card reader inside the door every time you board and disembark the bus. The cards are available from:

- Ballarat Central Railway Station, Ballarat
- News Express – Block Arcade Corner, Ballarat
- Ballarat Post Shop – Central Square Shopping Centre, Ballarat
- Nextra, Bridge Mall Newsagency, Ballarat
- Wendouree Railway Station - Wendouree
- Wendouree News and Lotto – Howitt Street, Wendouree
- Nextra Newsagency – Stockland Shopping Centre, Wendouree
- 7-Eleven Sebastopol – Sebastopol
- Buninyong Newsagency, Buninyong
- Midvale News and Post, Mount Clear
- Cuthberts Road Mixed Business, Alfredton
- Online from [www.myki.com.au](http://www.myki.com.au) or contact 1800 800 007

Myki cards can be purchased on the bus from the driver and you can top up your Myki credit online or via the bus driver.


**Airport Shuttlebus**

An airport shuttlebus departs regularly from the Ballarat Railway Station in Lydiard Street. For bookings or timetables, contact 5333 4181 or visit [www.airportshuttlebus.com.au](http://www.airportshuttlebus.com.au)

**Parking**

Parking in many Ballarat locations, including the CBD, is subject to rules regarding time of stay and payment of parking. In the city, there is metered parking with cash and credit card payment.

Information relating to the days and times when restrictions apply vary at different locations. Parking signs should be checked every time you park your car, even if you are familiar with the area. Failure to comply with the restrictions may result in a fine.

For detailed information about parking rules and regulations visit [www.ballarat.vic.gov.au](http://www.ballarat.vic.gov.au)
Government Services

If you have a State or Federal Government issue, Ballarat’s elected Members of Parliament may be able to help. Contact the representative’s office to arrange an appointment.

Who’s Representing You?

Catherine King
Federal Member for Ballarat
Shadow Minister for Health and Medicare
Electorate Office:
5 Lydiard Street North, Ballarat
Contact: 5338 8123

Michaela Settle
Lower House Member for Buninyong
Electorate Office:
15 Main Road, Ballarat
Contact: 5331 7722

Juliana Addison
Lower House Member for Wendouree
Electorate Office:
17 Lydiard Street North, Ballarat
Contact: 5331 1003

Hon Jaala Pulford
Hon Jaala Pulford
Minister for Roads; Road Safety and the TAC; Minister for Fishing and Boating
Upper House Member for Western Victoria Region
Electorate Office:
211 Dana Street, Ballarat
Contact: 5332 2405

Gayle Tierney
Minister for Training and Skills and Corrections
Upper House Member for Western Victoria Region
Electorate Office:
1 Yarra Street, Geelong
Contact: 5224 2088

Andy Meddick
Upper House Member for Western Victoria Region
Electorate Office:
69A Gheringhap Street, Geelong
Contact: 5222 1941

Beverly McArthur
Upper House Member for Western Victoria Region
Electorate Office: Shop 3, 32 Bank Street, Port Fairy
Contact: 5568 2929

Stuart Grimley
Upper House Member for Western Victoria Region
Electorate Office: St Kilda Road Towers, 1 Queens Road, Melbourne
Contact: 9820 2222

Louise Staley
Lower House Member for Ripon
Electorate Office: 177 High Street, Maryborough
Contact: 5461 1255
Health Services

Hospitals (Public and Private)

Ballarat Health Services Base Hospital (public)
Drummond Street North, Ballarat
Contact: 5320 4000 or visit www.bhs.org.au

St John of God Hospital, Ballarat (private)
101 Drummond Street North, Ballarat
Contact: 5320 2111 or visit www.sjog.org.au

Ballarat Day Procedure Centre
1119-1123 Howitt Street, Wendouree
Contact: 5338 2666 or visit www.curagroup.com.au/ballarat-day-procedure-centre

Ballarat Community Health

PO Box 1156, Bakery Hill
Contact: 5338 4500 or visit www.bchc.org.au

Lucas
12 Lilburne Street, Lucas
Sebastopol
260 Vickers Street, Sebastopol
Wendouree
10 Learmonth Road, Wendouree
Smythesdale
19 Heales Street, Smythesdale
Victoria Street
28 Victoria Street, Ballarat Central

Ballarat Community Health GP Clinic Locations

Sebastopol
260 Vickers Street
Wendouree (Cooinda)
10 Learmonth Road
Smythesdale
19 Heales Street, Smythesdale
Lucas
12 Lilburne Street, Lucas

Contact: 5338 4585 (All Clinics)

headspace Ballarat
28 Camp Street, Ballarat
Ballarat Community Health Services

**Coordinated Health Care**

**Support with life’s challenges**
- Alcohol and other drug issues
- Chronic disease management
- Counselling
- Support for young parents
- Mental health
- Refugee settlement and immigrant health
- Youth support
- Youth homelessness

The team of health professionals at Ballarat Community Health work collaboratively to offer a broad range of health services including:

**Support with life’s challenges**
- Community health nursing
- Chronic illness management
- Dietary counselling
- Diabetes education
- Exercise physiology
- Hepatitis C support
- Paediatric Immigrant Health Clinic
- Physiotherapy
- Podiatry
- Sexual Health Clinic
- Speech pathology
- Women’s Health Pap Clinic
- Hep C Nursing and Liver Clinic

Some services are available after hours.

**Healthy Lifestyle Assistance**

Ballarat Community Health is committed to empowering individuals to develop healthy and active lifestyles with services including:

- Exercise and fitness programs
- Nutrition and dietary advice
- Guidance for weight-loss
- Support to quit smoking
- Health advice and information
- A range of health promotion programs in schools and workplaces
Employment Services

Ballarat is pleased to have one of the state’s lowest unemployment rates. We hope you settle in to Ballarat with a new and enjoyable job.

If you’re looking for work, you’re encouraged to visit one of the various helpful job agencies, which can assist you to identify a position to suit your skills and needs.

Interested in volunteering?

Volunteering is a great way to meet people. Our volunteers come from all walks of life:

- Parents with spare time during the day
- Professionals who want to be involved in their community
- People seeking new skills and work experience
- Retirees who want to meet new people, help others and stay active
- Companies that donate their staff time and expertise
- Service groups such as Rotary and Lions clubs.

For more information:
GoVolunteer: www.govolunteer.com.au
City of Ballarat: www.ballarat.vic.gov.au
Multicultural Services

The City of Ballarat has an increasingly diverse population. Ballarat is home to a number of culturally, linguistically and religiously diverse communities. The City of Ballarat works in collaboration with the community, various stakeholders and multicultural groups in Ballarat. Ballarat Community Health (BCH) and Ballarat Regional Multicultural Council (BRMC) offer a range of advocacy and support services to immigrants and refugees living in Ballarat and the surrounding region.

City of Ballarat Multicultural Directory

A comprehensive directory of service providers catering to the needs of multicultural communities is also available at the City of Ballarat website - www.ballarat.vic.gov.au

City of Ballarat Intercultural Ambassador Program

The City of Ballarat’s Intercultural Ambassadors provide leadership within the migrant community and undertake community engagement activities. To find out more visit www.ballarat.vic.gov.au

Intercultural Information Desk (IID)

The Ballarat Library is the one-stop-shop for Ballarat’s multicultural community, and home to the city’s Intercultural Information Desk (IID). Ballarat’s new and existing migrants can visit the IID for information on a number of local services and resources from multicultural service providers in the Grampians region.

For information, call 5338 6867 or email mip@ballarat.vic.gov.au.

The Intercultural Information Desk is open Monday to Friday, 10am-4pm.
Ballarat Regional Multicultural Council (BRMC) Inc.

25-39 Barkly Street, Ballarat
Phone: 5383 0613 or email info@brmc.org.au

BRMC is the peak multicultural organisation in the Central Highlands – Grampians Region. BRMC’s mission is to work in partnership with other community organisations, cultural associations and members to actively promote multiculturalism, cultural diversity and the wellbeing of all migrant communities throughout the region.

Humanitarian Settlement Program (HSP)

The Humanitarian Settlement Services program at Ballarat Community Health (BCH) assists clients in their early settlement period in Australia*. The focus is on building clients’ confidence and ability to participate economically and socially in the wider Australian community, while equipping them with knowledge and skills needed to access services in the future.

(*For eligible clients in their first year of living in Australia)

Support for Refugees and Immigrants

The Settlement Support Program is operated jointly through BCH and BRMC Ballarat. This is a free and confidential service for refugees and immigrants (depending on visa types) who have been living in Australia for up to five years. The aim of the program is to assist eligible clients to become self-reliant and participate to their full capacity in the Australian community.

Immigration Law Program

A qualified migration lawyer is available to clients who are eligible for the Settlement Program to receive information on a range of immigration law and visa issues. For direct appointments contact Migration Agent on 0408 316 330. For more information on services contact BCH.

Refugee Health Nurse

Located at BCH, the role of Refugee Health Nurse includes assistance with health assessments and other health needs as well as supporting GPs and advising health agencies on the specific needs of immigrant clients, particularly refugees and asylum seekers.

Paediatric Immigrant Health Clinic

For immigrant children who have specialised needs, including Vitamin D deficiency. Immigrant adults with Vitamin D deficiency can also access this clinic.

Counselling and Advocacy for Survivors of Torture and Trauma

This specialist counselling program at BCH is available to refugees and asylum seekers at any time after their arrival in Australia. It aims to help survivors find a way forward as they live with the memories and consequences of their experiences.
Child & Family Services (CAFS)

Refugee Minor Program

CAFS provides support for unaccompanied refugee minors as well as young people transitioning from community detention to carer families within the Ballarat area.

115 Lydiard Street North, Ballarat
Contact: 5337 3353 or visit www.cafs.org.au

Ballarat Community Health (BCH)

12 Lilburne Street, Lucas
Contact: 5338 4500 or visit www.bchc.org.au

See ‘Health Services’ on page 20 of this booklet.

The Centre for Multicultural Youth (CMY)

Suite 12, 107 Lydiard Street South, Ballarat
Phone: 5317 7172 or visit www.cmy.net.au

The CMY is a Victorian not-for-profit organisation that works with young people from migrant and refugee backgrounds to build better lives in Australia. CMY’s Ballarat office provides the following support services:

- Information and support
- Social and recreational group activities
- Youth-led community development projects
- Training, professional development and consultancy
- Advocacy and youth participation.

Young people, aged 12 to 25 years, who would like to get involved can contact CMY for more information.
Aboriginal and Torres Strait Islander Services

The City of Ballarat’s Reconciliation Action Plan articulates the organisation’s commitment to Ballarat’s Aboriginal and Torres Strait Islander communities. The City of Ballarat is committed to supporting the reconciliation process and to closing the gap in disadvantage between Aboriginal and Torres Strait Islander peoples and other Australians. For more information, visit www.ballarat.vic.gov.au or call 5320 5500.

Ballarat & District Aboriginal Co-operative

5 Market Street, Ballarat
Phone: 5331 5344 or visit www.badac.net.au

The Ballarat and District Aboriginal Co-operative (BADAC) is the Aboriginal Community-Controlled Organisation (ACCO) for the Ballarat and district areas. Programs include - active lifestyle, administration, cultural connections, health, housing, Koorie children support, Men’s Shed, Women’s Group, Koori Family Services and Vocation.

Koorie Engagement Action Group (KEAG)

The City of Ballarat’s Koorie Engagement Action Group (KEAG) is an Advisory Committee to Council. The group’s aim is to enhance the opportunities for Aboriginal and Torres Strait Islander residents of Ballarat to contribute, participate and benefit from Ballarat’s community life. For information, call 5320 5500 or visit www.ballarat.vic.gov.au.

Koorie Services Hub

403 Main Road, Ballarat
Phone: 4308 0781

Located in the former Kirrit Barreet Centre, the Koori Hub is the centre for services and programs including the Victorian Aboriginal Community Services Association Ltd (VACSAL), Victorian Aboriginal Legal Service (VALS), Victorian Aboriginal Child Care Agency (VACCA), Lakidjeka Program, Victorian Aboriginal Education Association Inc. (VAEAI), Aboriginal Housing and Youth Services.

Registered Aboriginal Party (RAP)

99 Mair Street East, Ballarat
Phone: 4308 0420 or visit www.wathcorp.com.au

The Wathaurung Aboriginal Corporation (WAC), a Registered Aboriginal Party since 21 May 2009, represents the Indigenous people of Geelong and Ballarat and ensures the Aboriginal culture is maintained in these places. The organisation trades as Wadawurrung.

Koorie Engagement Support Officer (KESO)

109 Armstrong Street North, Ballarat
Phone: 5337 8444 or email swvr@edumail.vic.gov.au

Koorie children and their families are provided with appropriate services and support.
Active Ageing - Older Persons Support Programs

Active Ageing Team

The City of Ballarat Active Ageing team provides a full suite of the Commonwealth Home Support Program (CHSP) which aims to assist people 65 years and over, or 50 years and over for Aboriginal and Torres Strait Islanders, and their family carers to stay active, independent and living at home for as long as possible. Assisting people stay active, involved and doing as much for themselves as they can has been proven to help people stay more independent with a greater sense of wellbeing. This is the approach we take when working with you.

The Active Ageing Team produce a quarterly newsletter called “Keeping In Touch” which has a comprehensive activity and program guide offered by the City of Ballarat. If you are interested in receiving a copy, please call 5320 5670 and you will be added to the list.

How to access support services

For people aged 65 years and older, and Aboriginal and Torres Strait Islanders 50 years and older, the Federal Government’s My Aged Care system is the first contact point to access services. For all information and to make a referral, call 1800 200 422 or visit www.myagedcare.gov.au. Eligibility and referrals are determined by My Aged Care.

Home and Community Care Assessment Service (HACC)

People aged under 65 years and Aboriginal and Torres Strait Islander people aged up to 49 years may be eligible for the Victorian Government HACC support program. Referrals can be made by contacting the City of Ballarat Intake Officer on 5230 5629. Once the referral is received the HACC Assessment Officer will contact you to make a suitable time to meet to discuss your needs. Support services for the HACC program are not provided by the City of Ballarat.
Disability Services

City of Ballarat

The City of Ballarat is committed to promoting the rights of people with a disability to live and participate in community life. For more information, visit www.ballarat.vic.gov.au or call Customer Service on 5320 5500.

Disabled Parking Permit

Disabled Parking Permit forms are available from Customer Service at The Phoenix, 25 Armstrong Street South, Ballarat and online at www.ballarat.vic.gov.au. If you would like forms mailed to you, call Customer Service on 5320 5500.

NDIS - Latrobe Community Health Services

Latrobe Community Health Services (LCHS) in partnership with the National Disability Insurance Agency (NDIA) provides Local Area Coordination (LAC) and Early Childhood Early Intervention Supports (ECEI) to deliver the National Disability Insurance Scheme (NDIS) across the Central Highlands.

The NDIS is a new way of providing support for Australians with a disability, their families and carers.

The NDIS gives all Australians peace of mind that if their child or loved one is born with or acquires a permanent and significant disability they will get the support they need.

The NDIS supports people with disability to build skills and capability so they can participate in the community and employment.

To become a participant you must have a permanent impairment that significantly affects your ability to take part in everyday activities, or have a developmental delay, be aged less than 65 years when you first apply, be an Australian citizen or hold a permanent visa or a Protected Special Category visa.

For information and assistance, email ndis@lch.com.au, call 1800 242 696 or visit Central Square, Level 2, 18 Armstrong Street, Ballarat.

Mobility Map (Transport)

The Mobility Map makes it easier and more enjoyable for people with disabilities, especially people with limited mobility, to get around Ballarat. The Mobility Map is available at www.ballarat.vic.gov.au or call Customer Service at The Phoenix on 5320 5500.

Adult Change Facilities for community use

A state-of-the-art accessible toilet facility is open for community use in Ballarat’s CBD. The facility provides hoist equipment and a height adjustable change bench as well as baby change-room facilities. The facility, located at the Ballarat Town Hall (south side), is open from 8am-5pm, 7 days a week. Adult change facilities are also located at Stockland Wendouree and the Victoria Park Inclusive Playspace. Please note: Users need to provide their own hoist slings.
Seniors

Activities
Ballarat offers a diverse range of activities for seniors such as social, dance, hobbies, arts, craft, sports, health and community services. For more information, see the ‘Our Community’ section in The Courier newspaper every Thursday.

My Aged Care
www.myagedcare.gov.au
Call 1800 200 422
The first contact point to access services for people 65 years and over, or 50 years for Aboriginal and Torres Strait Islanders.

Pensions and Allowances (Centrelink)
Centrelink, 12 Albert Street, Ballarat
Centrelink (Seniors Line): 13 23 00 or visit www.centrelink.gov.au
For all enquiries about pensions, entitlements, allowances, supplements or other payments and support, contact Centrelink.

Ballarat RSL
The Ballarat RSL Sub-Branch Inc. operates under the auspices of the Victorian State RSL. The group assists veterans and their families with service and disability pension claims, welfare and agency referrals. The Sub-Branch office is located at The George Hotel, 27 Lydiard Street North, and is staffed from 10am-4pm, Monday to Friday. For more information, call 5332 3300, email rsladmin@ncable.net.au or visit www.ballaratrsl.com.au
Veterans’ Affairs

Phone: 1800 555 254
Website: www.dva.gov.au

Veterans’ Affairs provides compensation, income support, health care and commemoration for the veteran community.

Seniors Card

Seniors Card Hotline: 1300 797 210
Website: www.seniorsonline.vic.gov.au

The Seniors Card entitles you to a range of benefits provided by government and business. The card is free and available to Australians 60 years and older.

Transport

Uniting Care community transport for HACC eligible seniors.
Phone: 5335 3508

For further transport options, see page 16.

Senior Awards and mySeniors

Each October, Ballarat celebrates its remarkable seniors. The Ballarat Senior Awards, presented by the City of Ballarat, recognises local people who are actively involved in the community, and whose contribution and achievements support and inspire others. The awards highlight seniors excelling in healthy and active living, veteran community supports, volunteering and promoting multiculturalism, with one exceptional winner named Ballarat Senior of the Year.

mySeniors is a valuable City of Ballarat publication featuring services, programs or activities for Ballarat seniors. For a copy, visit Customer Service at The Phoenix, 25 Armstrong Street South, or www.ballarat.vic.gov.au
Registering your pet

City of Ballarat animal registrations can now be made at Customer Service, The Phoenix, 25 Armstrong Street South, or online at www.ballarat.vic.gov.au

Registering your pet ensures the City of Ballarat can easily reunite pets with their owners when they go missing or become lost. All dogs and cats, three months of age and over, must be registered. To successfully register your pet, submit the following information:

- Microchip certificate
- Photograph of your pet
- De-sexing certificate

Existing registrations must be renewed by 10 April each year. The City of Ballarat issues lifetime tags. If your animal loses the registration tag, a replacement tag can be supplied by contacting Customer Service.

Ballarat Animal Shelter

Ballarat Animal shelter is operated by the City of Ballarat, providing care for lost pets and unwanted cats and dogs from the Ballarat region. The shelter hosts an adoption program for dogs and cats and is open 7 days week, except public holidays.

Updated information can be found on the Facebook page: Ballarat Animal Shelter or on the PetRescue website.

Ballarat Animal Shelter – www.facebook.com/ballaratanimalshelter
Did you know that the City of Ballarat has a cat curfew?

As part of its Domestic Animal Management Plan, the City of Ballarat has a cat curfew which requires you keep your cat confined to your premises at night between dusk and dawn.

If you’re interested in getting involved with the Ballarat Animal Shelter, work experience and volunteering opportunities are available. In addition, animal foster care and donations are warmly received through the shelter.

For more information call 03 5320 5500

Where can I exercise my dog off-leash?

The City of Ballarat has nine designated local reserves and parks where owners can exercise dogs off-leash. For information and the list of parks, visit www.ballarat.vic.gov.au or call 5320 5500.
Rates

Your rates help fund more than 100 services provided by the City of Ballarat, including maintenance of local roads, footpaths and drainage, garbage and recycling, sport and recreation facilities as well as a wide range of community services from Maternal and Child Health to aged services. Rates also contribute to operation of the Ballarat Aquatic and Lifestyle Centre, Art Gallery of Ballarat, Her Majesty’s, maintaining Lake Wendouree and the Ballarat Botanical Gardens, recreational reserves and playgrounds.

Due dates for payment of rates and charges

Rates and charges can be paid as follows:

Annually by a lump sum payment on or before **15 February**.

or

By four instalments made on or before the following dates:

Instalment 1 – 30 September
Instalment 2 – 30 November
Instalment 3 – 28 February
Instalment 4 – 31 May

Pensioner Concessions

To be eligible for the Pensioner Rate Rebate, you must hold a Pensioner Concession Card issued by Centrelink or a Department of Veterans Affairs Gold Card ‘War Widow’ or ‘TPI’.

The Local Government Act 1989 allows eligible pensioners to receive a reduction of rate levied. Application must be made on the prescribed form, available at Customer Service, The Phoenix, 25 Armstrong Street South or online at [www.ballarat.vic.gov.au](http://www.ballarat.vic.gov.au). Pension Cards showing current and correct address must be sighted at the time of making the application. It is not necessary to re-apply for the concession each year, provided individual pension details have not changed.

**Please note:** A Health Care Card does not entitle the holder to a rate reduction.
Payment Methods

**eServices**
eServices is a City of Ballarat initiative that provides easy and convenient access to a range of City services, systems, information and payment options.

With eServices you can pay your rates and other City of Ballarat services online using a secure system. Visit [www.ballarat.vic.gov.au](http://www.ballarat.vic.gov.au) and click on ‘Council’ then ‘Make a Payment’.

**POSTBillpay**
In person at a Post Office, online at [www.postbillpay.com.au](http://www.postbillpay.com.au) or call 13 18 16.

**By Mail**
Detach the payment slip on your rate notice and mail with a cheque to:
**City of Ballarat, PO Box 125, Ballarat, VIC 3353**

**BPAY**
Contact your participating bank, credit union or building society and quote Biller Code 1420 and reference number on the front of the rate notice.

**In Person**
Present your notice to Customer Service at The Phoenix, 25 Armstrong Street South, Ballarat. EFTPOS facilities available, VISA and Mastercard accepted.

For more information or rates enquiries, call 5320 5500.
Waste and Recycling

A 140-litre green garbage bin with a red lid is used for household rubbish and is collected weekly. There is also an alternate fortnightly collection of a 240-litre yellow lid bin for recycling materials and most households also have fortnightly collection of a 240-litre lime green lid bin for green waste.

The City of Ballarat provides free waste bins to each household. If you are moving into a new residence and there are not three bins at the property, call 5320 5500 to request a new bin. It will be delivered by the City of Ballarat within the next 10 days.

If you are renting, all bins should be available at the property when you move in. Contact your real estate agent or landlord if this is not the case.

When moving house, do not take any waste bin with you. Each bin has a serial number which has been recorded against the property.

Collection Days

For collection days in your neighbourhood, visit www.ballarat.vic.gov.au and click on the Waste Collection button. Alternately, visit Customer Service at The Phoenix, 25 Armstrong Street South, to pick up a hard copy collection calendar or call 5320 5500 to have one mailed to you.

The City of Ballarat will replace bins that have been stolen, damaged by vandals or damaged during collection by a City of Ballarat vehicle. Bins remain the property of the City of Ballarat. To log a request, visit eservices.ballarat.vic.gov.au

Please place your bins kerbside by 6am on collection days. To ensure correct placement, remember to:

• Have the handle and wheels of the bin facing your house, and the opening of the bin facing the road
• Place bins 50cm apart
• Do not place the bin behind parked cars or near trees or other obstacles
• Do not overfill your bin or place anything on top of your bin.

Did you know?

There are various items that can be recycled for free at the Ballarat Transfer Station including:

• Household Kerbside Recycling Material – Cardboard and paper, plastic bottles and containers (1-5), aluminium cans and glass bottles.
• Drum Muster – empty and tripled rinsed agricultural chemical containers
• Used oils – household and auto
• Household Chemicals
• E-waste – small and large (excl. refrigerators and air conditioners – fees apply)
What goes in the recycling bin?

Loose items that go in the recycling bin:
- Paper and cardboard
- Glass products
- Steel and aluminium cans
- ALL plastic bottles and containers
- Empty aerosol cans
- Aluminium foil.

DO NOT put these items in the recycling bin:
- Plastic bags
- Food scraps and soiled wrapping
- Toys
- Compact discs and electronic items.

Green Waste Recycling

Most garden waste can be composted at home. Mixed with food waste, garden waste can make excellent compost which helps conserve water and nutrients in the garden. Composting and worm farming fact sheets are available from Customer Service at The Phoenix, 25 Armstrong Street South, Ballarat.

The City of Ballarat launched a fortnightly kerbside green waste collection service in July 2016.

What goes in the green waste bin?
- Lawn clippings
- Leaves and twigs
- Small branches up to 10cm diameter and 55cm length
- Flowers
- Weeds.

DO NOT put these items in the green waste bin:
- Plastic bags
- Glass
- Brick and rubble
- Metal
- General rubbish
- Food scraps.

Check out the ‘What to Recycle Where Guide’ at www.ballarat.vic.gov.au

Helpful contacts:

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Ballarat Customer Service</td>
<td>5320 5500</td>
</tr>
<tr>
<td>SUEZ Environmental Solutions</td>
<td>5339 1970</td>
</tr>
<tr>
<td>Ballarat Transfer Station</td>
<td>5334 2621</td>
</tr>
</tbody>
</table>

Ballarat Transfer Station

The City of Ballarat operates a Transfer Station for community and industry waste, unwanted household materials and green waste.

The Ballarat Transfer Station, in Gillies Street South (opposite Victoria Park), is open Monday to Friday, 8am-4pm, and weekends and public holidays, 10am-4pm. The facility is closed Christmas Day, New Year’s Day, ANZAC Day and Good Friday.

For Transfer Station fees and charges, visit the City of Ballarat website - www.ballarat.vic.gov.au or call the Ballarat Transfer Station on 5334 2621.
Detox Your Home

This is a free service for householders to dispose of potentially dangerous chemicals and a number of targeted products (paint, household batteries, chemicals and compact fluorescent lights) safely and easily without harming human health or the environment.

The City of Ballarat has a permanent site for the disposal of these unwanted chemicals. Residents in Ballarat can dispose of these products for free at the Ballarat Transfer Station.

E-Waste

Electronic items cannot go in any of your kerbside bins. These items hold dangerous chemicals and valuable metals that need to be recycled correctly instead of ending up in landfill, which damages the environment.

E-Waste products include:
- Televisions/remotes
- Phone/iPod
- Hair straightener
- Batteries
- Computers/laptops
- Appliances/Fans
- Cords
- Stereos
- CD/DVD Players
- Hair dryers
- Electric toys
- Printers
- CDs/tapes/videos
- Old watches

Items that can be recycled free at the Ballarat Transfer Station:
- **Scrap metal** – steel and aluminium - including white goods, empty/dry paint cans, small auto parts – **NO** car bodies
- **Household recycling material** - including newspapers, magazines, flattened cardboard, plastic bottles and containers (HDPE, PET, PVC), glass bottles and jars
- **Used oils** - household and auto
- **Batteries** - household and auto
- **Household chemicals** - see ‘Detox Your Home’
- **eWaste - small and large** - including phones, televisions, CD/DVD/VHS players, white goods (excl. refrigerators – fees apply).
Recreation

Sport

With state-of-the-art infrastructure, including a new 50-metre indoor pool, the Ballarat Regional Soccer Facility and the recently redeveloped Mars Stadium, where AFL matches are played annually, the City of Ballarat is now home to some of the best sporting facilities in Australia. The new Ballarat Sports and Entertainment Centre (the home for indoor sports) is due for completion mid-2019. This facility will include six new indoor basketball courts and a show court with spectator capacity for 3,000. Paired with our largest recreational asset, Lake Wendouree, Ballarat is the place to be.

Ballarat has more than 50 kilometres of tracks and trails providing safe and pleasant walking and cycling access to many parts of the city and surrounding district. For maps showing all public transport routes, cycling lanes and walking/bike paths, visit www.ballarat.vic.gov.au

Most sports and outdoor activities are active in Ballarat, from traditional football codes to royal tennis, darts and lawn bowls to scouting, bushwalking and orienteering. For surfing enthusiasts, the beach is little more than an hour away. The sporting associations in Ballarat cater for junior, senior and masters’ competitions for people of all ages and abilities.

Arts and Culture

Ballarat enjoys a strong performing arts culture, including the annual Royal South Street Competitions and regular performances by local theatre companies such as the Ballarat Light Opera Company (BLOC) Music Theatre, Ballarat Lyric Theatre and the Ballarat National Theatre at the Courthouse Theatre.

Australia’s oldest and largest regional gallery, the Art Gallery of Ballarat (www.artgalleryofballarat.com.au) has an impressive permanent collection and an ongoing program of exciting special exhibitions, while the City of Ballarat’s Backspace Gallery features quality contemporary work by local and regional artists. Learn more about Eureka, Ballarat’s most famous event, at the Eureka Centre.

Her Majesty’s Theatre

After 144 years playing host to some of the world’s best performers, Her Majesty’s Ballarat is receiving some well-earned conservation and maintenance. During this time, the Theatre will continue programming at alternate venues throughout Ballarat under the banner of ‘Her Majesty’s Presents’. As a special incentive for new residents, Her Majesty’s Ballarat is offering a free two-year membership to the Theatre. Refer to page 223.
Community Events

Fun, free community events are a hallmark of the Ballarat calendar. They showcase our city’s famous hospitality, art and culture, spectacular gardens, historic buildings and incredible heritage.

Check out the live music at Summer Sundays, held in January, at the Ballarat Botanical Gardens. Plus there’s fireworks to celebrate Australia Day at the Lake Wendouree foreshore on 26 January.

You’ll blossom at the renowned Ballarat Begonia Festival, held every year on the Labour Day long weekend. Also in March, Ballarat comes together to celebrate the diverse flavours, sounds and colours that create our multicultural community at Harmony Fest.

The popular Ballarat Heritage Weekend celebrates our rich history and heritage throughout the last weekend in May and the Ballarat Winter Festival brightens the city during Winter.

All City of Ballarat events welcome families with exciting children’s activities and entertainment, and family-friendly facilities. And it’s all free!

Stay connected with the latest event news. For up-to-the-minute information, like the events pages on Facebook:

Summer Sundays  www.facebook.com/summersundaysballarat
Ballarat Heritage Weekend  www.facebook.com/BallaratHeritageWeekend
Ballarat Begonia Festival  www.facebook.com/BallaratBegoniaFestival
Harmony Fest  www.facebook.com/Harmonyfest2012COB
Community Development

Community News

The City of Ballarat Council introduced the Engaging Communities Program in a move to strengthen links between the City of Ballarat and its local communities.

This innovative program focuses on the City of Ballarat working with communities to develop projects that will enhance their local areas.

Under the program, the projects to have received funding range from town centre redevelopments to youth activity and recreational spaces, tree planting, community facility upgrades and improved children’s facilities, among many other initiatives.

Since it was introduced in 2012, in excess of $1.2 million of City of Ballarat funds have been directly invested into local communities, with an additional $3 million leveraged through State and Federal Government grants, as well as contributions from private and community sources.

This initiative has changed the way the City of Ballarat delivers community engagement and aims to empower local communities, making them the decision-makers on how funds are spent in their local areas.

For more information, find us on Facebook:

Making Brown Hill     Making Miners Rest
Making Buninyong     Making Mount Pleasant
Making Delacombe     Making Redan
Making Learmonth     Making Sebastopol
Making Lucas         Making Wendouree
                   Deaf Access Ballarat and Surrounds
Discover Your Own Backyard

Welcome to Ballarat, where you’ll find there’s so much to be discovered, just below the surface:

• at one of the many unique retailers around the city
• Enjoy the great outdoors on foot or two wheels with beautiful natural spaces, tracks and trails to explore
• Immerse yourself in Visit Ballarat’s Made of Ballarat campaign, which celebrates the undercurrent of creativity, productivity and craftsmanship within our region

To be kept in the loop with what’s happening in and around Ballarat, sign up for the Visit Ballarat e-newsletter at www.visitballarat.com.au. You can also follow Visit Ballarat on Facebook, Instagram and Twitter

Key attractions
• Sovereign Hill
• Ballarat Wildlife Park
• Kryal Castle
• Art Gallery of Ballarat
• Lake Wendouree
• Ballarat Botanical Gardens

Key events
• Cycling Australia Road National Championships (January)
• Ballarat Beer Festival (January)
• AFL matches at Mars Stadium
• Ballarat Begonia Festival (March)
• Ballarat Heritage Weekend (May)
• Plate Up Ballarat (May)
• Ballarat Winter Festival (July)
• Royal South Street Competitions (July – November)
• Ballarat International Foto Biennale (Bi-annual, August – October)
• White Night Ballarat (October)
• Springfest (November)
• Ballarat Cup (November)
• Ballarat Show (November)
Ballarat Pass

Enjoy discounted entry to Ballarat’s best attractions with the Ballarat Pass.

Snap up the savings with a two-attraction pass (Sovereign Hill and Ballarat Wildlife Park) or four-attraction pass (Sovereign Hill, Ballarat Wildlife Park, Kryal Castle and Eureka Centre).

The Ballarat Pass can be purchased at the Visitor Information Centre at the Ballarat Town Hall, 225 Sturt Street.

Address: Ballarat Visitor Information Centre, Town Hall, 225 Sturt Street
Opening hours: 9am-5pm daily (closed Christmas Day)
Phone: 1800 446 633
Email: hello@visitballarat.org.au
Website: visitballarat.com.au
Social media:

@visitballarat #visitballarat #madeofballarat

Photo: Tony Evans Photo-The Pub with Two Names
Central Highlands Water

About us

Central Highlands Water (CHW) is a regional water corporation providing high quality drinking water, sewerage, trade waste and recycled water services to customers in the local government areas of Ballarat, Central Goldfields, Golden Plains, Hepburn, Pyrenees, Northern Grampians, Moorabool and Corangamite (Skipton).

Central Highlands Water provide these services through 69,565 water supply connections and 59,932 wastewater service connections to over 141,000 customers throughout a geographical region of 9,275 square kilometres.

How to register as a new customer

New residential tenants can register at the CHW website or call 1800 061 514. When you buy or sell a property, your solicitor or conveyancer will notify us of the sale and carry out all the necessary searches and requests on your behalf.

Customer assistance

The CHW Customer Contact Centre can assist with general enquiries from 8.15am-5pm, Monday to Friday.

Emergencies

To report a water or sewerage emergency 24 hours a day, 7 days a week, call 1800 061 514.

Paying your bill

There is an easy online payment system at the CHW website or you can pay via Bpay, Centrelink deduction, telephone, post office or in person at our Wendouree or Maryborough offices. To reduce waste, sign up to receive an e-bill via email. CHW has a range of payment assistance options for people experiencing financial difficulty. For information, call 1800 061 514 or visit the CHW website.
Concessions

Concession cards eligible for a discount are Centrelink Pension Concession Cards, Department of Veterans Affairs Cards, Gold Repatriation Health Cards and Centrelink Health Care Cards. To register, call 1800 061 514 or visit the website.

Water restrictions

Permanent water saving rules apply to all City of Ballarat suburbs serviced by Central Highlands Water. Visit the website for helpful water efficiency tips for home and business.

Recreational areas

Central Highlands Water is responsible for some of the public parks and gardens in the region. This includes Kirks Reservoir Park, Gong Gong Reservoir Park and Moorabool Reservoir Park.

Contact us

Wendouree Office: 7 Learmonth Road, Wendouree, 3355
Maryborough Office: 118 High Street, Maryborough, 3465
Post: PO Box 152, Ballarat, 3353
Email: customer.enquiries@chw.net.au
Enquiries and Faults: 1800 061 514
Website: chw.net.au
Facebook: facebook.com/chwatervic
Youth

Young people are integral to the Ballarat community and make significant contributions to community life. The City of Ballarat values and promotes opportunities for young people 12-25 and the ‘byou’ Youth Development team delivers programs and initiatives through a ‘Positive Youth Development’ framework.

This approach provides the City of Ballarat with a framework of principles for improving health and wellbeing outcomes of young people and contributes towards the achievement of our vision:

“…for young people in Ballarat to be actively engaged, valued and respected citizens, realising their potential.”

Byou initiatives include:

- Youth led workshops, events and activities including photography, various art mediums, life skill programs and more
- Youth Council – leadership, skill building, social connection and involvement in your community
- FReeZA Program ‘Sonika’ – delivering all age music, arts and cultural events
- Girl Space – young women’s health and wellbeing, social and recreational program
- Young Entrepreneurs Program - skill building around enterprise skills and business development
- Youth Collective – connecting young people and community youth leadership groups in social and change making opportunities
- Volunteering opportunities through Youth Council and FReeZA programs
- Youth Awards – annual event to recognise the valuable contribution that young people make to our community through a variety of award categories
- Youth Facilitator Training – training and mentoring opportunities to support skill development and employment opportunities.

Byou works closely with a number of other agencies and organisations to inform young people about local services. Byou also offers a wide range of low cost or free events for young people, catering to a mix of interests.

Stay up-to-date at the Byou Facebook page, facebook.com/ballaratyouthservices
Emergency Contacts

AMBULANCE, FIRE AND POLICE

Call 000 for an ambulance if the patient has collapsed, stopped breathing, is fitting or is suffering an anaphylactic reaction.

Alternate from Mobile Phone 112

Ballarat Police Station 5336 6000

VicEmergency Hotline (bushfire information) 1800 226 226

Crime Stoppers 1800 333 000

State Emergency Service (SES) 132 500

HOSPITALS

Ballarat Health Services Base Hospital – Emergency 5320 4000
Drummond Street North, Ballarat

St John of God Private Hospital – Emergency Department 5320 2111
101 Drummond Street North, Ballarat

ASSISTANCE AND ESSENTIAL SERVICES

Central Highlands Water 24hr emergency 1800 061 514
Gas emergencies and gas leaks only 136 707
Powercor 24hr emergency (electricity) 132 412
Victorian Poisons Information Centre 131 126
Nurse on Call (24hr) 1300 606 024
Wildlife Victoria (24hr) 1300 094 535