

ourballarat

Community | Business | Services | Arts and Culture | Environment

A dedicated space for guide and assistance dogs

The City of Ballarat is leading the way in inclusivity



Connect with our City of Ballarat Council

Council meetings will be held on 28 June, 26 July and 23 August at 6.30pm in the Council Chamber at Ballarat Town Hall, 225 Sturt Street.

The Ballarat City Council is made up of a dynamic group of people, led by Mayor Cr Des Hudson.


Follow us on  for the latest updates.

SOUTH WARD

- Ballarat East* • Bonshaw • Buninyong** • Canadian • Delacombe* • Durham Lead** • Golden Point* • Magpie
- Mount Clear • Mount Helen • Mount Pleasant* • Scotchmans Lead • Scotsburn** • Sebastopol • Smythes Creek***
- Warrenheip*** • Winter Valley*




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CENTRAL WARD

- Alfredton* • Bakery Hill • Ballarat Central • Ballarat East* • Black Hill • Brown Hill* • Delacombe* • Eureka
- Golden Point* • Lake Gardens • Lake Wendouree • Mount Pleasant* • Nerrina* • Newington • Redan • Soldiers Hill




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NORTH WARD

- Addington • Alfredton* • Ascot • Bald Hills** • Ballarat North • Blowhard • Bo Peep** • Brown Hill* • Bunkers Hill
- Burrumbeet** • Cardigan • Cardigan Village • Chapel Flat • Coghills Creek • Creswick** • Ercildoune** • Glen Park**
- Glendaruel • Glendonald • Gong Gong • Invermay** • Invermay Park • Learmonth • Lucas • Miners Rest • Mitchell Park
- Mount Bolton • Mount Rowan • Nerrina* • Smythes Creek*** • Sulky** • Tourello • Warrenheip*** • Wattle Flat**
- Waubra** • Weatherboard • Wendouree • Windermere • Winter Valley*




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Message from the Mayor

One of the six goals that form the City of Ballarat's current Council Plan states that we will be 'a healthy, connected and inclusive community'.

As you'll read on pages four and five, the City of Ballarat is at the forefront of enhancing accessibility in our central business district with the upcoming installation of a dedicated guide dog relieving station. With very few examples of such structures across the state, this project will help raise awareness of the importance of safe and accessible public green space for people with assistance, seeing eye and guidance dogs.

This installation of a dedicated relieving station for guide dogs is a great public display of the City of Ballarat's *Inclusion Framework* in action. I look forward to seeing how the project increases the community's awareness of the needs of people with guide and other service dogs.

Winter is a great time to invite friends and family from out of town to visit the region. Not only is the popular Winter Festival on, but local hospitality hero John Harris has some recommendations of other fun things to do in Ballarat while it's cold out — you can find them on pages six and seven.

It's also great to see how our young people are contributing to making our community accessible and connected for everyone. As you'll read on pages eight and nine, the City of Ballarat's Youth Ambassadors are putting their passion for advocacy into practice with the Eureka Centre's new 'Speak Up!' program.

Finally, discover the inner workings of our Street Cleaning team, and all the behind-the-scenes work that goes into keeping Ballarat looking great for our community. You can read about them on pages 14 and 15.



Mayor
Cr Des Hudson



The City of Ballarat acknowledges the Traditional Custodians of the land we live and work on, the Wadawurrung and Dja Dja Wurrung People, and recognises their continuing connection to the land and waterways. We pay our respects to their Elders past, present and emerging and extend this to all Aboriginal and Torres Strait Islander People.

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Cover

Disability Advisory Committee member Heidi Biggin with her guide dog Freya.
 AWPhotoDesign.com

ourballarat Magazine

ourballarat is designed to keep our community up-to-date with services, programs, initiatives and events delivered by the City of Ballarat.

Each article demonstrates how our initiatives align to the goals in the *Council Plan 2021-2025*. This plan outlines how the City of Ballarat will achieve Council's and the community's vision of Ballarat.

Learn more about the Council Plan at ballarat.vic.gov.au

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A DEDICATED SPACE FOR GUIDE AND ASSISTANCE DOGS



Disability Advisory Committee member Heidi Biggin with her guide dog Freya. 📷 AWPPhotoDesign.com

For City of Ballarat Disability Advisory Committee member Heidi Biggin, the biggest stress of having her guide dog Freya is finding safe, discreet green spaces to take Freya to relieve herself in public.

A new project in Ballarat's CBD is set to alleviate some of these stresses for Heidi and Ballarat residents with guide dogs and other service dogs.

Heidi had a frustrating moment in Ballarat CBD one night. At 11pm

with her son in hospital with an asthma attack, the only green space Heidi could find to take her guide dog Freya to relieve herself was in the middle of Sturt Street.

"As a young woman, let alone a disabled woman, it's very vulnerable not having a safe, dedicated green space to take Freya to relieve herself," she says.

"I more or less have blinkers on telling people I can't ID them if they attack me."

This experience — and others like it — is why Heidi is pioneering the development of a dedicated

assistance dog relieving station in the Ballarat CBD through her work with the Disability Advisory Committee.

The space, which is proposed for installation in Doveton Street South, will comprise a shelter with seating, some fencing (though it will not be fully enclosed) and a path as well as other nearby amenities such as a drinking fountain and rubbish bin.

The project is being funded by Regional Development Victoria, through the 'Living Local Fund', and the City of Ballarat.

Making life easier for people with guide dogs and assistance dogs

Slated for completion by the end of the year, the assistance dog relieving station will be a gamechanger for Heidi and others like her. Currently, any visit to a public space requires a significant amount of planning and forethought for Heidi.

If Heidi visits a public space, she must either bring a square metre piece of turf for Freya to relieve herself on, and then dispose of it, or meticulously plan her outing to ensure she can access green space within two hours.

“Prior to getting Freya, it didn’t even cross my mind that this would be the biggest stress about having a guide dog,” Heidi says.

“It’s the timing of things – this, by far, is the number one obstacle to having a guide dog.”

For Heidi, the other components of the dedicated assistance dog relieving station – access to a rubbish bin, a place to sit for herself and her children, a place to put Freya’s harness and her bags down – will make a big difference.

“Having this space next to Target, in the CBD, will save a lot of stress,” she says.

“It’s about putting yourself in someone else’s shoes. Have a think about it: if you were in the middle of town and had to take an assistance dog to the toilet, what would you do?”

Raising awareness

Sometimes accessing green space is not the only problem. For Heidi, the added issue of harassment – people asking her what she is doing or telling her that she cannot let Freya relieve herself in a particular space – contributes to her frustration.

“I’ve had people ask me: ‘if there’s grass there already, isn’t it safe?’,” she says.

“But unless it is an identified space, people will still ask questions or say ‘you can’t do that’, so it’s about awareness, too.”

While dedicated assistance dog relieving stations are not common practice in Victoria, City of Ballarat Community Inclusion Officer Bernadette Duffy hopes that the installation of the toileting space in Doveton Street South will increase the community’s awareness of the needs of people like Heidi.

“There are a lot of people who would have no idea that safe toileting spaces are a requirement for assistance dogs,” she says.

“But being an inclusive community is thinking about what everyone’s needs are.”

Making the needs of people with assistance dogs obvious – through things like signage and dedicated spaces – is key in raising awareness, Bernadette says.

This is why the City of Ballarat will also install temporary public art around this assistance dog relieving station, which will be developed collaboratively through guided community workshops with an artist.

“We are very aware that we are creating a space that will be used by people with low vision and who are blind, so part of thinking laterally about the art is asking: ‘how do we put a tactile element in that space or engage other senses, so we are bringing everyone on that journey?’,” Bernadette says.

“We are trying to be inclusive in the process as well as the outcome.”



Did you know?

The number of guide and assistance dogs registered in the City of Ballarat for 2022/23 was 67

Guide dogs can toilet on command and cannot share a water bowl with other dogs due to the risk of contracting disease

Legally a guide or assistance dog can go anywhere to support a person with a disability



BALLARAT WINTER FESTIVAL
JUNE 24 – 16 JULY

ballaratwinterfestival.com.au

WINTER IN BALLARAT



Winter is a great time to invite your friends and family from outside the region to Ballarat. From the well-known Winter Festival to Ballarat's hidden gems, *Ballarat In The Know* has all the information you need to become the ultimate host to your friends and family visiting from out of town.

Local hospitality hero John Harris believes Ballarat is a great place to live and visit.

"Ballarat has all the benefits and services that you expect of a large regional town, but there is a unique sense of Ballarat being a small community where you are greeted by friendly faces and a warm smile wherever you go," he says.

"We look out for one another and support each other where we can."

Supporting local businesses and tourist operators, particularly during the winter season, is a significant role of the *Ballarat In The Know* website, which was launched late last year.

Statistics show that Ballarat locals play an important role in attracting tourists to the region – almost 50 percent of tourists to Ballarat are motivated to visit by their local friends or family, who they also look to for inspiration of things to do and places to eat and drink.

The Ballarat Winter Festival attracts significant numbers of tourists to Ballarat. The popular Winter Wonderlights event draws close to 100,000 people to Sovereign Hill, with many more visitors enjoying the ice-rink in town, Kryal Castle's Knights of Fire or attending Ballarat Wildlife Park.

Ballarat In The Know and Ballarat Winter Festival aligns with goal five of the City of Ballarat Council Plan 2021–2025: a strong and innovative economy and city.



Left: Kryal Castle's Knights Of Fire. **Right:** John Harris, co-owner and winemaker at Mitchell Harris Wine Bar 📷 @mattdunnephoto (image of John Harris)

However, there's plenty more to do in Ballarat after the Winter Festival finishes. Here's some of John Harris' favourite things to do in Ballarat over the winter season.

Favourite place to eat

The legendary institution L'Espresso for breakfast or lunch and plenty of cool jazz and soul tunes and vibes.

Favourite places to visit

We love The Foundry for the best gifts and homewares in town. In

winter there's nothing better than visiting one of the city's amazing wine bars and sitting by the fire with a glass of red wine... there's a great one here at Mitchell Harris.

Favourite nature fix

A hot or leisurely lap of Lake Wendouree is a must, beautiful anytime of the day – you'll find me there most mornings. Alternatively, walk the dog or take the bike out along the Yarrowee River Trail either to Gong Gong Reservoir and/or out to Magpie.

A hidden gem

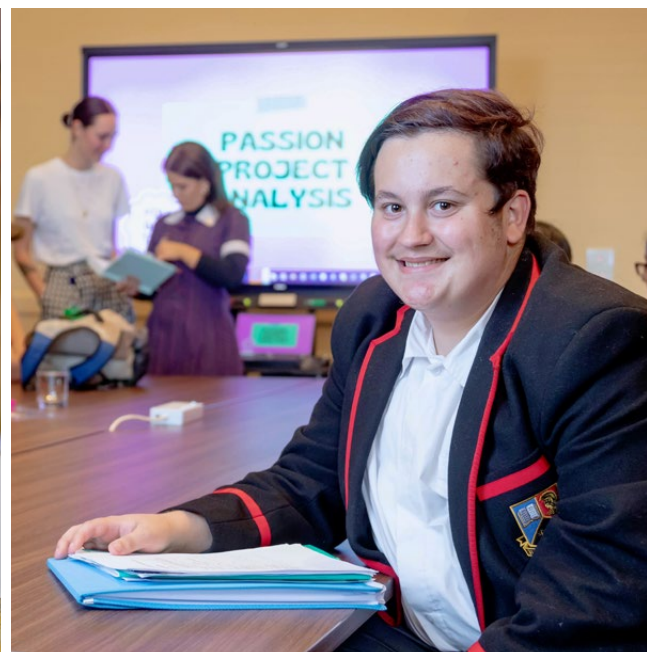
Comfort of Strangers bar is a favourite hidden gem. Torquil has an amazing selection of exotic wines, spirits and beers from around the world. Other spots include the winding tracks and wide, open spaces of Victoria Park, catching a local artist or favourite band at Volta, or wandering up and down the middle of Sturt Street and admiring the streetscape, statues and memorials along the way.



For more information or ideas of things to do with visiting family and friends over the winter season, visit ballaratintheknow.com.au or scan the QR code.

[f](#) ballaratintheknow [@ballaratintheknow](#)

The 'Speak Up!' program aligns with Goal 2 of the City of Ballarat Council Plan: a healthy, connected and inclusive community, and forms part of the City of Ballarat Youth Strategy 2022-2026.



Top: City of Ballarat Youth Ambassadors. **Bottom left:** Eureka Centre Education and Public Programs Officer Sarah Van de Wouw. **Bottom right:** Youth Ambassador Jacob Osenaris.  AWPhotoDesign.com

ADVOCATING FOR THE COMMUNITY

The City of Ballarat's Youth Ambassadors are putting their passion for advocacy into practice with a new program developed by staff at the Eureka Centre.

Jacob Osenaris is well-suited to advocacy work. Passionate about social justice and fighting for the things he believes in, the 16-year-old student wants to address the systemic issues in the community holistically.

"You can ask anyone in my family, I'm very opinionated," he says.

This passion for social justice is the main reason Jacob joined the City of Ballarat's Youth Ambassadors program, which he says is a great way to satisfy his desire to give back to the community.

However, a new program is helping Jacob and his Youth Ambassador cohort put their passion for advocacy into practice. The 'Speak Up!' program, which was developed by staff at the Eureka Centre, is designed to teach young people about active citizenship, democracy and advocacy.

Gaining advocacy experience

The 'Speak Up!' program is centred on a group project the Youth Ambassadors work on together where they identify an issue impacting young people in Ballarat and then design a solution to address it or a campaign to raise awareness of it.

Youth Ambassadors participate in four sessions at the Eureka Centre where they learn about the history of democracy in Australia and active citizenship, and then brainstorm ideas for their project.

Once the group has refined some ideas, they learn how to write and deliver a persuasive speech and then present them to a group of City of Ballarat Councillors, who provide feedback. The group then uses this feedback to select their project. Their task, then, is to refine their project goals and reach out to relevant community members and groups to put it into action.

Eureka Centre Education and Public Programs Officer Sarah Van de Wouw says the project gave Youth Ambassadors real world experience.

"They learn to advocate for something and get stakeholders on board," she says.

Sarah says the Eureka Centre hopes to offer the program to local schools, particularly for use by student leadership teams or student councils.

"It's aligned to the English Curriculum and ticks the boxes for the Civic and Citizenship Curriculum, as well," she says.

Making a difference

The Youth Ambassadors this year have decided to centre their project on two themes.

1) Domestic violence awareness – Youth Ambassadors will create an infographic providing information for young people about where they can access assistance. They will also create community resources to help people sensitively approach the issue of domestic violence with young people, which will also include information about ways to seek assistance.

2) Bullying awareness – Youth Ambassadors will foster student mental health and wellbeing by advocating for safe spaces in local schools for students to access help.

Excited to work on these issues, Jacob is keen to avoid creating 'band aid' solutions that fail to address underlying factors or systemic issues.

"It's very clear when organisations or governments try to enact change without looking too deeply into the issues – they just want the token that says 'yeah, I've done something'," he says.

"One thing that I'm really passionate about is making sure that I'm not just addressing the issue, but I'm addressing the people that are a part of the issue – like, actually helping them out and getting knee-deep into the issue."



The City of Ballarat 'Learn to Swim' program aligns with Goal 2 of the *City of Ballarat Council Plan 2021–2025: a healthy, connected and inclusive community.*

NEW SWIM TEACHERS

Ballarat Aquatic & Lifestyle Centre Manager Gerald Dixon with swim teacher Ali Mansouri.  [AWPhotoDesign.com](https://www.instagram.com/AWPhotoDesign.com)

With pools across the state closed during the pandemic, many swimming teachers left the profession to find work elsewhere. When pools finally reopened again, there was a chronic short supply of swimming teachers.

However, following a successful recruitment campaign, Ballarat Aquatic & Lifestyle Centre (BALC) has attracted a new cohort of swimming teachers from a range of different backgrounds.

With 20 years of experience as a swim teacher and lifeguard in Iran, Ali Mansouri is back in the pool as a swimming teacher at the BALC.

Ali's return to the pool follows a 12-year break after moving to Australia, during which time he worked as a soccer coach. Despite this break, Ali is excited to be back in the pool.

"I love it because it's a sports environment," he says.

"It's a great job and everyone is really nice."

Recruiting swim teachers to meet demand

Ali is one of more than 30 new swimming teachers at BALC following a state-wide swimming teacher shortage because of the pandemic.

BALC Manager Gerald Dixon says many of these new swimming teachers have come from diverse cultural and work backgrounds.

"This cohort of swimming teachers represent the growing diversity of the Ballarat community," he says.

The effective recruitment drive led to BALC's success in attracting and training the new cohort of swim teachers, Gerald says.

"There's a high demand for the 'Learn to Swim' program, so we needed these swim teachers to service the community," he says.

Throughout 2022, 37 schools from across the region participated in BALC's 'Learn to Swim' program – just shy of 4,000 individual students. Additionally, there are 1,500 students currently enrolled in the general 'Learn to Swim' program, which, depending on the age group, is generally held after school.

"We don't see a drop off of swimming lessons over winter, as swimming is a skill that requires repetition," Gerald says.

"The demand is still so high that we've had to recruit another cohort of swim teachers to support the growth of the 'Learn to Swim' program."

Developing vital life skills

While learning to swim is a vital life skill in itself, there are a range of other benefits for children learning to swim.

"Swimming is a tremendous amount of exercise, it promotes good health and wellbeing, general motor skill development, and it's a great way to interact with other students," Gerald says.

"We've had students come in that are afraid of water, having not been able to develop their swimming skills before, and with the right program and support, been able to participate in school swim sports, with great success."



City of Ballarat Health Promotion Officer Natalie Grero and Ballarat Community Health Healthy Communities Coordinator Melissa Farrington. [AWPhotoDesign.com](https://www.awphoton.com)

The 'Eat Well Feel Good' initiative aligns with Goal 2 of the *City of Ballarat Council Plan 2021-2025: a healthy, connected and inclusive community.*

EATING WELL & FEELING GOOD

L launched in October last year, the trial 'Eat Well Feel Good' initiative has added a range of healthy food options to the menu at the Selkirk Stadium café. Now the trial is complete, the healthy food options are here to stay.

From salad rolls and wraps, to veggie sticks with dip, the Selkirk Stadium café offering is looking different these days. Even the drinks fridge has had a makeover, in which water and sugar-free drinks such as sparkling water take pride of place.

The changes are the result of the 'Eat Well Feel Good' initiative which aims to promote a healthy food and drink environment across Ballarat and is one action within the VicHealth Local Government Partnership to improve the health and wellbeing of children and young people.

The City of Ballarat, Ballarat Community Health and Basketball Ballarat have collaborated to introduce healthier options at the café and to create consistent marketing materials to promote the new, healthy products.

Rewards for sports

City of Ballarat Health Promotion Officer Natalie Grero says the other element of the 'Eat Well Feel Good' initiative is the sports rewards program, in which vouchers for healthy food options were distributed to sports teams that use the stadium.

"Players can redeem the vouchers at the café in exchange for a healthy food or drink option," she says.

"The sports rewards program provided an alternative to fast food and takeaway awards to help promote health and wellbeing among children.

"Reports from the café suggested this initiative was a success with a high uptake from participants redeeming vouchers."

A study revealed 45 percent of people who noticed the Eat Well Feel Good branding at the café agreed that it either increased their knowledge of foods available or influenced their purchase.

Consistent messaging across Ballarat

While the 'Eat Well Feel Good' initiative has proved popular at Selkirk Stadium, Ballarat Community Health Healthy Communities Coordinator Melissa Farrington says instilling healthy habits in young people requires consistent messaging across multiple locations.

"Ballarat Community Health works across a number of settings, with Selkirk Stadium being one setting," she says.

"If young people are seeing that healthy eating messaging there, and then maybe at school, at pools and at supermarkets, it will help with reinforcing that message."

The Ballarat Cycling Action Plan aligns with the following goals of the City of Ballarat Council Plan 2021–2025: Goal 1 – An environmentally sustainable future, and Goal 2 – A healthy, connected and inclusive community.



CONNECTING THE LINKS

Travelling around Ballarat on a bicycle is becoming easier and safer as separated cycling trails begin to link up across the city. The trails are designed to allow people aged eight to 80 to safely and confidently get around Ballarat, providing another convenient transport option for many people to use. The trails also benefit those walking, jogging, commuting and those who just want safer, more accessible and connected links to navigate their community.

The connecting of trails, construction of missing links, improvements to crossings and general removal of barriers to safe and enjoyable cycling are all part of implementing the Ballarat Cycling Action Plan, which seeks to make it safe, enjoyable and efficient to ride a bike across the city.

With the recent construction of missing links across Ballarat, everyone from experienced riders to those interested, but not confident, can get further around Ballarat safely on a separated trail.

Recent links that have come online recently, or will come online soon, include:

- Missing links along Sturt Street and through the CBD along Steinfeld and Grenville streets.
- The trails from Victoria Park to Morshead Park via Sutton Street and to Doug Dean Reserve via Whitelaw Avenue.
- A new, three-kilometre separated path along Learmonth Road coming online soon.

Helping cyclists feel confident

Surveys and consultation reveal significant numbers of Ballarat residents are interested in cycling but that they feel unsafe doing so on the road and sharing with cars.

City of Ballarat Executive Manager City Design James Guy is determined to change this and believes Ballarat has the ingredients to be one of the great cycling cities.

“For Ballarat, separated trails and connections will be vital to get new recreational riders, commuters and school children onto their bikes and to keep regular riders safe on their journeys,” he says.



Left: Adam and Elijah Lewis. **Centre:** City of Ballarat Executive Manager City Design James Guy. **Right:** Elijah and Amy Lewis.
 📷 AWPPhotoDesign.com

“The trails are great for families to cycle together or for people not as confident on bikes.”

Early counts on some of the trails, particularly at Steinfeld Street, indicate that the community embraced them as soon as they opened. For residents that haven’t ridden in years, James recommends either walking the trails first or going with a friend.

“If you haven’t tried one of these trails, try, and if you have, invite a friend,” he says.

“We often find that people start riding and then have a bad experience and never ride again — if someone shows you a safe route, you’ll realise how amazing it is.”

Providing transport options for all ages

For James, the creation of safe, separated cycling trails means that there are more transport options available to the community.

“The feedback we’re getting is that people want a range of transport options from which to choose, including cycling, for all the benefits it provides,” he says.

This is especially important for school-aged children. The planned construction of new trails and upgrades along Whitelaw Avenue and Sutton Streets, for example, links the students of several major Ballarat primary and secondary schools in proximity to

Victoria Park to the southern suburbs for the first time, and offers those students and their families a new option to travel.

“It’s lifting the standard of infrastructure to provide a safe, efficient and enjoyable transport option that these communities didn’t have before,” James says.

Back to nature

Not only do the trails represent an opportunity for Ballarat residents to give cycling a go, but the trails also offer an opportunity to foster Ballarat’s biodiversity.

“The tree planting and canopy cover along the trails are really important,” James says.

“We want these trails to link rivers and streamside corridors with other public spaces, so they can function as a natural connection.”

“We know there are lots more barriers to remove and parts of the trail and cycling network to upgrade but the core routes are close to offering safe, separated connections from Buninyong to Miners Rest via the CBD for the first time in Ballarat’s history, and this then enables future stages to create an increasingly convenient network of seamless, safe and enjoyable riding experiences that the residents and visitors to Ballarat both expect and deserve. The more people use the routes the stronger the argument for further upgrades.”

CLEANING BALLARAT'S STREETS



Unless you are up early in the morning, you may not know about or see the work of the City of Ballarat Street Cleaning team. However, as Supervisor Street Cleaning David James says, you would certainly notice if this dedicated team were not out and about before sunrise keeping the city streets clean.

Just after 3am each weekday morning, the first five members of the Street Cleaning team start their day. They are the street and footpath sweeping operators. With highly specialised vehicles and equipment, including four road sweepers and two footpath sweepers, the team performs a mix of scheduled and reactive cleaning to ensure Ballarat's streets are clean and ready for a new day. The central business district (CBD) and other high-traffic areas are swept daily to ensure Ballarat's streets and footpaths are clean before other road users and pedestrians start their day.

Later, at 4.40am, the four-person street litter team and the two-person loose litter team begin their workday.

Between them, the street litter team operate two small garbage trucks that service Ballarat's street litter bins. Street litter trucks operate seven days a week during daylight savings and six days a week for the remainder of the year. They ensure Ballarat's bins are emptied and available for use year-round, including bins found on streets, in parks, and within sporting and recreation reserves.

The loose litter team starts their day clearing leaf debris and litter from the Bridge and Phoenix malls. The rest of their day is largely reactive work, responding to calls from residents who have come across dumped rubbish or other items that need clearing. They also walk through Ballarat's many parks collecting loose litter and ensuring these spaces are safe and clean.

The other members of the 23-person Street Cleaning team perform a range of tasks throughout the day, including cleaning our heritage bluestone gutters, sucking up dirt and gravel with vacuum trucks, weed spraying, collecting autumn leaves and pressure washing the pavement in the CBD.

The work of the Street Cleaning Team aligns with Goal 4 of the *City of Ballarat Council Plan 2021–2025*: a city that conserves and enhances our natural and built assets.


Did you know the way the Street Cleaning team collects autumn leaves has changed?

Residents are asked to bag their leaves or arrange them in a pile prior to calling the City of Ballarat for collection. Residents who do this will be prioritised in the leaf collection queue.

Over half of Ballarat's street trees are deciduous, which means they drop their leaves every year. The collection of leaves is a big task during autumn and winter.

The Street Cleaning team collect leaves on a street by street basis as well as responding to individual enquires.



Left: The City of Ballarat Street Cleaning team with a few of their fleet vehicles.  AWPPhotoDesign.com

Little-known but vital

While the City of Ballarat Street Cleaning team do an enormous amount of work to keep Ballarat's many roads and streets clear of debris and rubbish, Supervisor Street Cleaning David James says the team often perform tasks that may surprise some people.

"We support a lot of events. Think of how many bins are needed for the Road National Championships, along with sweeping the course itself before each day's competition," he says.

"We started preparing for the Road National Championships at Buninyong three weeks before Christmas, making sure that Buninyong and the course looked great, but also our CBD and city entrances."

The Street Cleaning team are also sometimes called in during emergency situations.

"If there's been a car accident and there is glass on the road, we'll get called in to clean it up," David says.

"Along with glass and debris, road accidents often result in an oil spill which are usually treated with coconut powder to absorb the oil, which we then clean and clear with one of our road sweepers."

Expanding the team as Ballarat grows

Ballarat growth in recent years, along with projected growth into the future, has led to change within the Street Cleaning team.

Sweeper Operator Trevor Greenwood has been with the City of Ballarat for 37 years. When he first started in the Street Cleaning team, he used to clean the streets of Ballarat's suburbs by himself. Now, Ballarat's suburbs are split into three areas, with one truck servicing each area.

However, it's not just the size of the area that is changing things for the Street Cleaning team.

"A few years ago, you wouldn't have people out at 6am," David says.

"We used to start our work at 4am, but with so many residents out early in the morning, we've had to bring our start time forward."

Despite being a very busy team, with staff working seven days a week to keep Ballarat's streets clean, Trevor is not the only team member who has been with the team a long time.

"A number of our team have been here for 10 years or more, and we have more than 150 years of collective experience within the team," David says.

"We are very lucky to have such experience and dedication within our team."

HAVE YOUR SAY ON BALLARAT'S FUTURE...

We want to hear from you. Your insights help to shape the community and develop the Ballarat you want to see in the future.

Consultations include a variety of opportunities for feedback including community sessions, surveys and the ability to make written submissions.

To participate in current consultations:



See the current consultations listed on the City of Ballarat noticeboard in the Ballarat Times



View the consultations and details at: mysay.ballarat.vic.gov.au



Call 5320 5500 to speak to the City of Ballarat Customer Service team



Visit Customer Service in person at the Phoenix Building, 25 Armstrong Street South

Or scan the QR code



Our community is calling for an urgent review of Ballarat's bus network.

Hundreds of residents have shared their stories about the challenges of using the current bus network.

Our community needs:

- More cross-city bus routes
- Faster bus journey times
- More frequent buses

We have shared your concerns with the Victorian Government and local MPs.

We will continue to advocate on your behalf.



For more information go to:
[BALLARAT.VIC.GOV.AU/BUSNETWORK](https://ballarat.vic.gov.au/busnetwork)

CITY OF
BALLARAT 