Services for People in Ballarat

Easy Read

About this document

CITY OF BALLARAT

This information is from the **City of Ballarat.**

This document is written in **Easy Read.**

Easy Read:

- uses simple words
- uses short sentences
- uses pictures to explain ideas

The document explains:

- What the City of Ballarat can help you with

This document is a summary

A summary means:

- it includes the most important information
- it does not include everything

You can find more information on the website:

ballarat.vic.gov.au

It is okay to ask someone to help you read this document.

Our City

The City of Ballarat means:

- the local Ballarat area
- the organisation that provides services to the community.

The City of Ballarat helps people who:

- live in Ballarat
- work in Ballarat
- visit Ballarat

The City of Ballarat has a Council who make decisions.
We have nine elected councillors.

Our Council

- Listen to community
- Make decisions for Ballarat

Children, young people and families

The City of Ballarat helps children, young people, and families.

They can help with:

- learning for children
- care for children

The City of Ballarat can help you:

- enrol your child in kindergarten
- find child care
- use short term child care

The City of Ballarat helps keep children healthy.

They provide:

- children's health checks
- **immunisation**

Immunisation means a doctor or nurse gives a needle to help stop disease.

Support for young people

The City of Ballarat supports young people.

They run:

- youth activities
- programs where young people support each other
- programs that help young people feel well

Support for families

The City of Ballarat supports families.

They provide:

- playgroups
- supported playgroups
- parent information
- help to find other services

Ageing Well (55 years and over)

The City of Ballarat supports people aged 55 years and over.

They help older people:

- stay connected
- stay active

They can help you:

- find aged care services
- join social activities
- attend seniors events
- get information and advice

They support:

- senior citizen clubs
- outdoor exercise areas

The City of Ballarat works to make Ballarat welcoming for older people.

Homes and Waste

The City of Ballarat helps with homes and rubbish.

They can help you with:

- paying rates
- asking permission to build or change a home

The City of Ballarat set rules for building work.

This includes rules about:

- **fences**
- **driveways**
- **trees**
- **illegal building work**

Rubbish and Recycling

The City of Ballarat manages rubbish and recycling.

They provide:

- household bins
- food and garden waste bins
- recycling
- help with large rubbish
- safe disposal of old electronics

They also help remove graffiti.

Pets and Animals

The City of Ballarat helps keep animals and people safe.
They runs the animal shelter.

The shelter helps with:

- adopting animals
- giving up pets
- lost pets
- found pets
- short term care in emergencies

The City of Ballarat registers pets.

This includes:

- dogs
- cats
- **assistance animals**

Assistance animals are animals trained to help a person with disability.

Problems with animals

The City of Ballarat can help with:

- stray animals
- places where dogs can run free
- problems with pets

They look into:

- dog attacks
- animal cruelty

The City of Ballarat also teaches people how to care for pets.

Sports and Fun

The City of Ballarat provides places for sport and play.

They look after:

- sports grounds
- sports buildings
- swimming pools
- water play areas
- playgrounds
- parks and gardens

They also support:

- local events
- festivals

You can book some parks and sports spaces.

Roads, Parking and Safety

The City of Ballarat helps keep public places safe.

Council looks after:

- roads
- footpaths
- drains

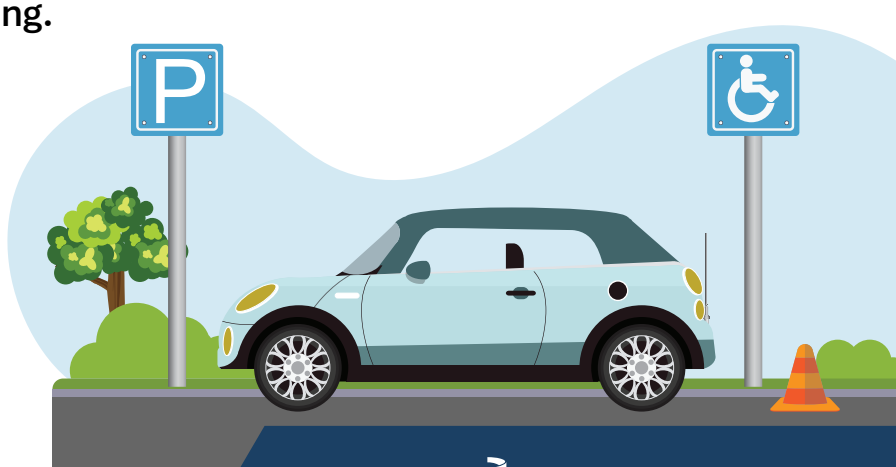
They provide:

- street lights
- street cleaning
- school crossing supervisors

The City of Ballarat manages parking.

This includes:

- parking rules
- parking fines
- car parks



Emergencies

The City of Ballarat helps before, during, and after emergencies.

They help organise:

- places to stay in an **emergency**
- places to get help after an **emergency**

The First 72 Hours

The First 72 Hours prompts you to create an Emergency Plan for your business or household.

An emergency plan

- helps you feel safer
- helps you know what to do in an emergency

How do I create an emergency plan

- visit **ballarat.vic.gov.au** (search First 72 Hours)
- Download the **Make an emergency plan worksheet**

Buildings and Places

The City of Ballarat looks after public buildings and places.

They maintain:

- council buildings
- playgrounds
- park furniture

The City of Ballarat provides:

- repairs
- graffiti removal
- urgent repairs outside normal hours

They also look after cemeteries.

The City of Ballarat also:

- manage building hire agreements
- decide requests for plaques and memorials

Community

The City of Ballarat supports the community.

They provide:

- libraries
- mobile libraries
- galleries
- community buildings

The City of Ballarat helps people have a say.

This includes:

- council meetings
- community feedback
- community groups

They also support:

- community grants
- community gardens
- arts activities
- volunteering

Business and visitors

The City of Ballarat supports businesses and visitors.

They can help people:

- start a business
- run a business
- apply for grants

The City of Ballarat supports tourism.

They provide:

- visitor information centres
- information about Ballarat
- events and festivals

The City of Ballarat supports local makers and producers.

Planning land and buildings

The City of Ballarat plans how Ballarat grows.

They can help with:

- permission to build
- rules about land and buildings
- protecting old buildings

Health and safety

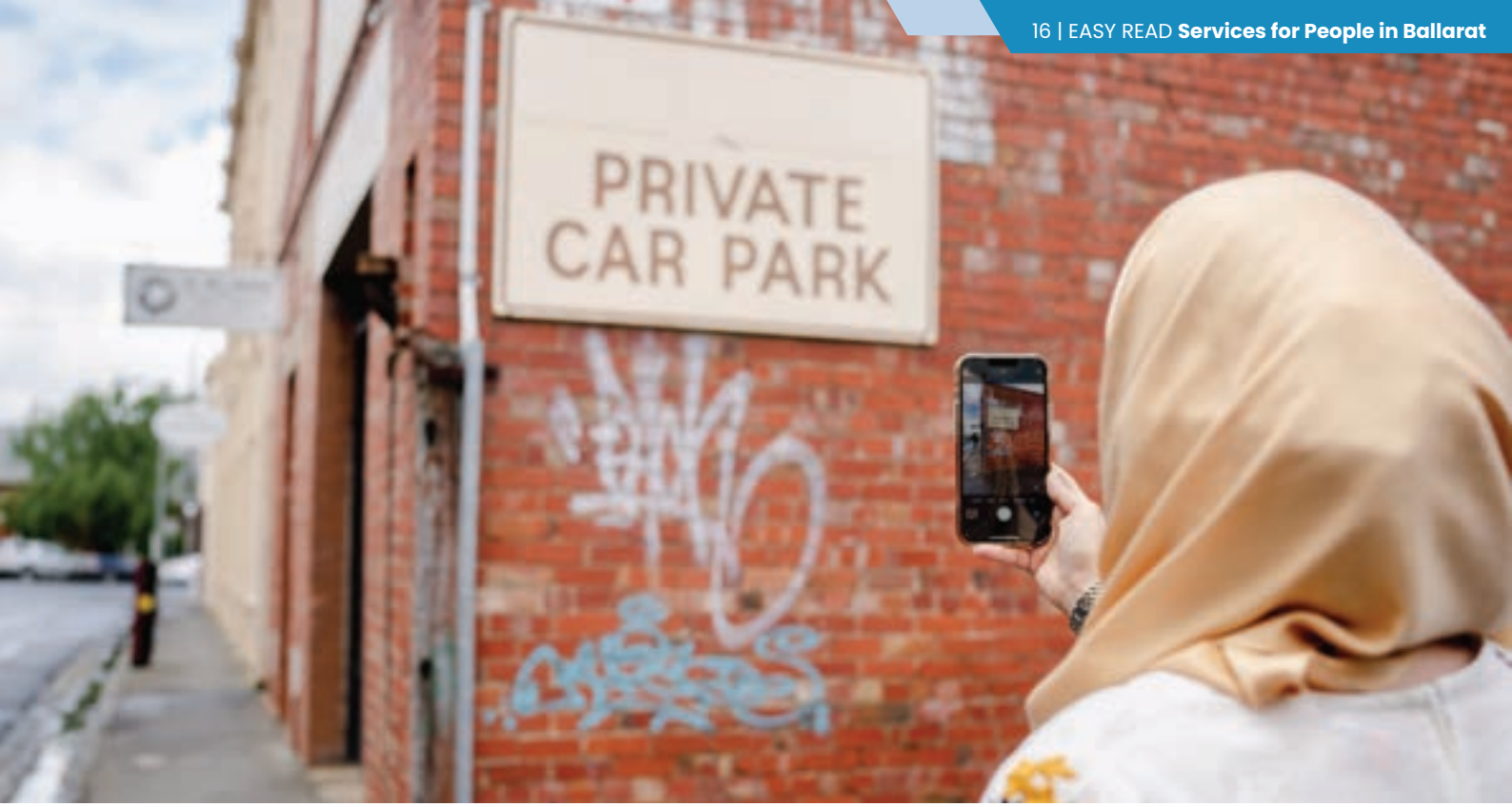
The City of Ballarat works to keep people healthy.

They check:

- food businesses
- places where people stay
- tattoo and beauty businesses

The City of Ballarat also:

- checks food safety
- looks into health complaints
- explains tobacco rules



Reporting problems

You can tell the City of Ballarat about problems.
The fastest way is Snap Send Solve.

You can report:

- graffiti
- broken footpaths
- damaged signs

You can use:

- the Snap Send Solve app
- the Snap Send Solve website

Your report goes to the right the City of Ballarat team.

You can download the Snap Send Solve app

- from the Apple Store
- from Google Play
- or by scanning the QR code

Word list

The City of Ballarat

The local organisation that provides services to the Ballarat community.

Ballarat Council

The nine elected councillors who represent the Ballarat community and make decisions that guide how the City of Ballarat operates.

Immunisation

A needle that helps protect from disease.

Assistance animals

Animals trained to help a person with disability.

Recycling

Using waste again instead of throwing it away

Emergency

A serious event that can cause danger.

Snap Send Solve

A phone app that allows you to report issues to the City of Ballarat to be fixed, for example pot holes, graffiti, broken footpaths etc.

How to contact the City of Ballarat

You can contact the City of Ballarat if you need help.

Visit the City of Ballarat

Address:

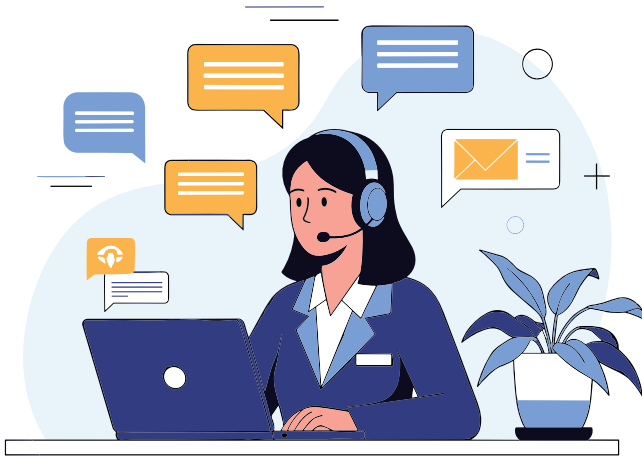
The Phoenix Building
25 Armstrong Street South
Ballarat

Customer Service is open:

- Monday to Friday
- 8.30 in the morning (8.30am)
- to 5 in the afternoon (5pm)

Call the City of Ballarat

(03) 5320 5500

Email the City of Ballarat

info@ballarat.vic.gov.au