



Welcome
TO THE BUNDABERG REGION



EXPLORING THE REGION

Welcome to the Bundaberg Region! This Welcome Kit provides a brief outline of our community services, facilities and places of interest, and some other key contacts in the Bundaberg Region. If you want more information on anything included in this kit, contact our call centre on ☎1300 883 699, access our website - bundaberg.qld.gov.au or drop in to one of our service centres:

- 190 Bourbong Street, Bundaberg
- 45 Churchill Street, Childers
- 160 Hughes Road, Bargara
- 4 Dear Street, Gin Gin

Council's Customer Service Team is there to help and stop the 'run around'. Get answers to your enquiries or obtain information that will assist you in settling into your new home. Our friendly Customer Service staff can answer most questions immediately, or will refer you to the appropriate area for further information. Our website also contains lots of great information including a full listing of all community services in the region under the heading 'Residents & Community – Community Directory'.

GETTING AROUND

The Bundaberg Region has many interesting destinations to visit. From Shopping Centres to restaurants; beaches to bush walks, the Hinkler Hall of Aviation to the Bundaberg Barrel; there is something for everyone. A free 'Local Guide' is included in this kit. Travelling by car is the most popular; however Bus Services operate in the Bundaberg City area and beachside communities (a Bus timetable can be obtained from our Bundaberg Service Centre). There is also a Bus Service that operates between Gin Gin and Bundaberg. For more information you can contact Gin Gin Mini Coach Tours directly on Ph. 4157 2634 or Mob. 0427 522 684.

WHERE ARE THE SHOPS?

Bundaberg

The city of Bundaberg boasts two major shopping centres – Sugarland Shoppingtown in Heidke St and Hinkler Central in Maryborough St. There are many convenient corner stores and centres, and the Bundaberg CBD has a Target, a Supa IGA and lots of other specialty stores.

Bargara

Bargara has its own shopping centre on the corner of Bundaberg - Bargara Road and Davidson Street. It also has a number of side-walk cafes and specialty shops along the waterfront.

Childers

Childers has a brand new shopping centre on the north side along with a number of specialty shops throughout the town. There are also some wineries that are worth visiting.

Gin Gin

The country town of Gin Gin has a number of convenient local shops and services including a Supa IGA. These can be found in the main thoroughfare through town.

EMERGENCIES

Phone 000 (112 from a Mobile Phone)

HOSPITALS

There are five hospitals in the region:

- Bundaberg Base Hospital – 271 Bourbong Street, Bundaberg Ph. 4150 2222
- Mater Hospital – 313 Bourbong Street, Bundaberg Ph. 4153 9539
- Friendly Society Private Hospital – 19-23 Bingera Street, Bundaberg Ph. 4153 0666
- Childers Public Hospital – 44 Broadhurst Street, Childers Ph. 4126 1733
- Gin Gin Public Hospital – 5 King Street, Gin Gin Ph. 4157 2222

POLICE

The Queensland Police Service has a number of stations in the Bundaberg Region located at:

- Bundaberg – 256 Bourbong Street, Ph. 4153 9111
- Bargara – 9a Bauer Street, Ph. 4159 1444
- Childers – 28 Macrossan Street, Ph. 4192 1444
- Gin Gin – 81 Mulgrave Street, Ph. 4157 2211
- South Kolan – 235 Gin Gin Road, Ph. 4157 7872

UNIVERSITY/TAFE COLLEGE

- CQ University – University Drive, Bundaberg. Ph. 4150 7043
- Wide Bay Institute of TAFE – 118 Walker Street, Bundaberg. Ph. 1300 656 188

PRIMARY SCHOOLS

There are 46 Primary Schools in the wider Bundaberg Region. Please refer to the local phone book for locations and contact details.

HIGH SCHOOLS

- Bundaberg Christian College – 234 Ashfield Road, Bundaberg. Ph. 4132 5800
- Bundaberg North State High School – Marks Street, Bundaberg. Ph. 4151 1455
- Bundaberg State High School – Maryborough Street, Bundaberg. Ph. 4154 5333
- Gin Gin State High School – 30 High School Road, Gin Gin. Ph. 4157 2165
- Isis District State High School – 3 Ridgeway Street, Childers. Ph. 4192 1222
- Kepnock High School – Kepnock Road, Bundaberg. Ph. 4131 1888
- Shalom College – 9 Fitzgerald Street, Bundaberg. Ph. 4155 8111
- St. Luke's Anglican School – 4 Mezger Street, Bundaberg. Ph. 4132 7555

ESSENTIAL SERVICES

A SAFE, CLEAN AND GREEN REGION

Council works hard to keep the Bundaberg Region safe, clean and green for our residents and visitors. There may be times when we are unaware of the need to improve a service or facilities and this is where you can help. If you notice where improvements could be made to our facilities and/or services please let us know. Requests or complaints will be recorded by our Customer Service Team and forwarded to the appropriate Council unit for further investigation and action.

WASTE AND RECYCLING

Bundaberg Regional Council provides a full range of waste, recycling and green waste services to meet the needs of the community. Residential properties receive:

- 1 x 240 litre wheelie bin (green lid) for general waste collected weekly.
- 1 x 240 litre wheelie bin (yellow lid) for plastic products, steel or aluminium cans, cardboard and glass collected fortnightly on the same day general waste is collected.

Contact Council's Customer Service Team on ☎1300 883 699 for information on when refuse is collected in your area.

Council's 12 Waste Facilities have designated areas for all recyclable items including garden waste, tyres and waste oil. Fees and hours of operation are detailed on Council's website under 'Services – Waste and Recycling'.

ANIMALS

Residents may keep animals as pets provided they do not cause a nuisance or danger to health or safety. There are also restrictions for certain animals, including limits on the number which may be kept, minimum distances to residences and standards of housing. Approval is also required to keep some types of animals as pets.

Check out Council's website bundaberg.qld.gov.au for detailed information on these restrictions. Residents of strata units must comply with the rules of their Body Corporate.

Register your dog/cat

Dogs and cats can be registered at any Council Service Centre. Registration allows Bundaberg Regional Council to keep better control of the region's dog & cat population and assists Council to provide for better facilities and conditions for responsible owners. An Animal registration form is enclosed in this Welcome Kit for your convenience.

Animal registration is due by 1 July each year.

ELECTRICITY

To have your electricity connected, contact Ergon Energy Customer Service ☎131 046. Please note that all account holders need to be available at the time of enquiry.

GAS

The Bundaberg Region has a number of LP gas suppliers and installers. Please consult the local telephone book for more information.

TELEPHONE/INTERNET

The Bundaberg Region caters for most of the well known telephone and internet suppliers. Contact your local telephone/internet service provider for connection.

RATES

Frequency of Rates Notices

Rates and Charges will be issued in two (2) half-yearly notices in September and February of each year. Ratepayers are welcome to pay rates weekly, fortnightly or monthly by Direct Debit.

Discounts and Pensioner Rebates

Ratepayers who pay their rates in full by the Due Date shown on their rate notice will receive a 10% discount. Eligible residents can complete and submit the enclosed Application for Queensland State Government Pensioner Rate Subsidy Scheme and Council Remission form.

For more information about Council rates and other charges, please refer to the enclosed booklet. You can also contact Council's Customer Service Team on ☎1300 883 699 or access Council's website – bundaberg.qld.gov.au

BUILDING AND DEVELOPMENT

Development Applications

If you are thinking about building a new house or making any permanent changes to your property, eg. installing a swimming pool or building a shed, carport or pergola, you should contact Council for some helpful information. Development Application forms can be downloaded by clicking on the following link (Form 1 Parts A & B are required for any application for building works): <http://www.dip.qld.gov.au/forms-templates/idas-application-parts-a-to-r.html>

Other Services

Council's Planning and Development Department is situated on the first floor of the Bundaberg Administration Centre - 190 Bourbong Street, Bundaberg. Planning and Development's friendly staff is there to help you with any building and/or development enquiries.

EMERGENCY/DISASTER MANAGEMENT

Emergency Services



Details on what to do in an emergency or a disaster, along with local storm surge maps and some other very helpful information can be found on Council's website - bundaberg.qld.gov.au/services/emergency-management . You can also learn about the State Government Department of Emergency Services. Read their publications and view the latest news and much more by visiting their website - emergency.qld.gov.au .

Warnings

For the most up to date Weather Warnings please visit the Bureau of Meteorology Website – www.bom.gov.au

Child-friendly Disaster Preparation

LGAQ offer some information specifically aimed at children to assist them through what may well be a traumatic event for them. Please visit the LGAQ website – www.lgaq.asn.au for further information.

Emergency Warning Signals

The emergency warning signal is an audible signal that is broadcast on either television or radio. This signal would usually occur if the cyclone is a category 2 or stronger or if it is expected to hit a community within a 12 hour time frame.

Cyclone Warnings

A cyclone warning is issued when strong or gale force winds become present and are likely to affect communities within 24 hours. A warning will detail where the cyclone is located, what the wind strengths are like, and rainfall. A cyclone warning is renewed every three hours with hourly warnings if the cyclone becomes a threat. Council's website and Call Centre will have the latest information.

Cyclone Watch

A cyclone watch is a notice that is given every 6 hours when there are indicators of strong or gale force winds that are expected to hit a community within 48 hours. A cyclone watch gives a brief description of the cyclone. Council's website and Call Centre will have the latest information.

Emergency Kit

Emergency Supplies

- Torches and spare batteries
- Waterproof matches
- Masking tape
- Candles
- Cooking materials (non reliant on electricity)
- Spare can opener
- Tin foods and powdered milk
- Pet food
- First Aid Kit
- Medicines, prescribed medicines and prescriptions

Communication:

- Portable radio
- Mobile phone (fully charged)

Clothing/Bedding:

- Basic bedding (blanket and pillow)
- Spare clothes

THINGS TO REMEMBER

Fallen Power Lines

Stay clear of fallen power lines and try to warn other people of the danger. Call Ergon Energy immediately on ☎131 670 or ☎000 in life threatening situations.

Electricity/Gas

In the event of a disaster, turn off any gas appliances and unplug all electrical equipment including televisions, faxes and computers. A power surge can cause damage to an item even if turned off, so always unplug. Appliances left on when gas and electricity are restored can cause further damage.

Evacuation Procedures

Evacuations will be broadcast on television and local radio stations. For information on evacuation procedures and plans please contact Bundaberg Regional Council – ☎1300 883 699, Police – ☎4153 9111 or the State Emergency Service – ☎132 500.

Flooding

In the event of flooding, stay away from any creeks, rivers, water courses and drains. Do not attempt to drive through water across roads or drive across flooded bridges.

Storm Surge

As a cyclone reaches the coast the huge winds whip up the sea and push a dome of water up to 5 metres above sea level over low-lying coastal areas. The waves and sea water can move inland quite quickly, damaging buildings and cutting off escape routes.

For further information on storm surges please visit the State Disaster Management website – www.disaster.qld.gov.au/disasters/surge.asp

LIFESTYLE AND RECREATION

PLACES OF INTEREST

Our region covers an area over 6,000 square kilometers! Our Destination Signage invites you to "Discover our Spirit". Here is just some of what we have for you to discover.

OUR CITY SPIRIT

Bundaberg City is a progressive cosmopolitan city as part of a vibrant diverse region just four hours north of Brisbane. Situated at the southern tip of the Great Barrier Reef, and enjoying the world's most superb climate, Bundaberg is a provincial hub renowned for the friendliness of its residents, its lifestyle and its sport and recreational opportunities.



New residents are well catered for in this dynamic, modern riverside city with a wide choice of accommodation and shopping, restaurants and eateries and a host of exciting attractions. Historic buildings and modern architecture blend seamlessly with a bustling central business district full of parks and gardens to make Bundaberg an attractive provincial capital with a touch of country charm. The "Whaling Wall" mural, painted by world-renowned environmental artist Wyland, is a dominant 7-storey landmark in the city centre and provides a year-round reminder of our nearby marine visitors.

Residents of the Bundaberg region enjoy easy access to a wide variety of services and vital infrastructure. These include three major hospitals, public schools and private colleges, and major campuses of CQUniversity and Institute of Technical and Further Education (TAFE). The region, serving a population of around 93,000 people, is a vital regional business hub for Queensland, boasting excellent shopping, sporting, cultural and tourism facilities and has become a popular venue for the staging of conferences and major events.

While Bundaberg residents are proud of their past, they are just as excited about the future, including the Bundaberg Regional Council's major new national tourist attraction and aviation adventure experience, the Hinkler Hall of Aviation, our new regional airport and Aerospace Precinct and countless other developments.

If you enjoy an outdoors lifestyle, or revel in sport, you'll love the opportunity to enjoy golf, fishing, swimming, cycling and walking, or indulge in a creative cultural experience at the Bundaberg Regional Art Gallery, or the region's modern library.

OUR COASTAL SPIRIT

You can enjoy beachcombing and dolphin spotting from the pristine shores of Bargara and the Coral Coast, just a short 15 minute drive from the city centre. You can also experience our own natural wonders at the Mon Repos Turtle Rookery, celebrating and preserving Australia's most significant mainland turtle-nesting beach. Experience the majesty and uniqueness of the Great Barrier Reef in its finest form at our two coral cays of Lady Musgrave and Lady Elliot, or the Fitzroy Reef Lagoon and the magnificent fringing reefs of the Woongarra Marine Park right on the shoreline of the Coral Coast.



The waters of the Coral Coast are a proven snorkeling, fishing and diving paradise, and the local coastal townships ensure a great touring route to fully discover the Bundaberg region, from shining sea and beautiful reef, to mountain views and rural hinterland. Our region includes a number of seaside villages, stretching from Buxton and Woodgate Beach in the south, through to Coral Cove, Innes Park, Elliott Heads, Bargara, Burnett Heads and Moore Park Beach and Miara. Stroll along sandy stretches of beach, enjoy safe swimming year round, or discover the peace and tranquility of our beautiful seaside destinations.

OUR HERITAGE SPIRIT

While Bundaberg is the commercial and business capital of the region, there are a range of different experiences and opportunities awaiting you within a short distance. At the region's southern gateway is the town of Childers, featuring the peaceful vibrancy of a busy provincial centre overlooking rolling hills of sugar, small crops and small industry.

OUR COUNTRY SPIRIT

The northern highway town of Gin Gin tells a fascinating historic tale with a genuine bush spirit, including the chance for freshwater fishing and weekend country escapes. Enjoy a relaxing drive through country towns, or take in the spectacular natural landscape that forms the Bundaberg region. As you will see on our destination signs "Discover Our Spirit"!



LIBRARIES

Bundaberg City's modern Library is one of the busiest and largest libraries in regional Queensland, as well as being one of Bundaberg's most popular community facilities. It serves a population of around 68,000, approximately 43,000 of whom are members. The Library holds over 142,000 items and loan over a million items each year. Our libraries at Childers, Gin Gin and Woodgate are also community hubs of learning and recreation.

Bundaberg Library – 49 Woondooma Street.

Opening Hours - Monday to Thursday 9.30am to 6.00pm
- Friday 9.30am to 5.00pm
- Saturday 9.00am to 1.00pm

Childers Library – Churchill Street (main thoroughfare next to Childers Cultural Centre)

Opening Hours - Monday to Friday 9.00am to 12.30pm & 1.30pm to 5.00pm
- Saturday 9.00am to 12.00pm

Gin Gin Library – Dear Street (behind Gin Gin Neighbourhood Centre)

Opening Hours - Monday closed
- Tuesday 9.30am to 1.00pm
- Wednesday & Thursday 10am to 12pm & 1.30pm to 4.30pm
- Friday 12.30pm to 6.00pm
- Saturday 9.00am to 11.30am

Woodgate - 64 The Esplanade (Community building next to the Bowls Club)

Opening Hours - Wednesday 10.00am to 2pm only

For more information, contact Council's Customer Service Team on ☎1300 883 699, or access our website at bundaberg.qld.gov.au/library

SWIMMING POOLS

Anzac Pool Olympic Park
19 Quay Street, Bundaberg 4151 5640

Childers Swimming Pool
77 Churchill Street, Childers 4126 1437

Norville Park Olympic Pool
148 Enterprise Street, Bundaberg 4151 4171

Gin Gin Swimming Pool
Somerset Street, Gin Gin 4157 2164

MARKETS

The Bundaberg Region has a number of markets to find that special item or purchase some fresh fruit and veges. Details on market locations and times can be found on the tourism website – www.bundabergregion.info

VENUES FOR HIRE

The Bundaberg Region provides a wide range of community facilities that are available for hire to the public, community and sporting groups, and businesses. These facilities are the responsibility of Council's Venues & Facilities Section, some are managed by Council; and others by a Community Management Committee.

Members of the community can book facilities by contacting Council's Customer Service Team on ☎1300 883 699, accessing our website at bundaberg.qld.gov.au or dropping in to one of our service centres, to ascertain if the facility is available and to arrange the booking.

FESTIVALS AND EVENTS

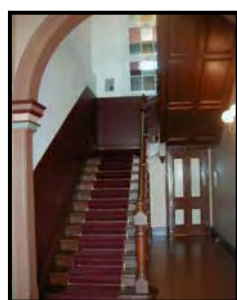
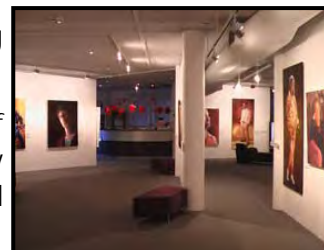
The Bundaberg Region is proud of our many wonderful and varied festivals and events. You can find details of all of these on Council's website – bundaberg.qld.gov.au under 'Discover – Events'.

Major Festivals and Events during the year include:

ARTS AND CULTURE

Bundaberg Regional Council operates two art galleries within the Bundaberg Region.

Bundaberg Regional Art Gallery is a visual arts gallery located in the heart of Bundaberg city on the corner of Quay and Barolin Streets. The gallery showcases exhibitions of arts drawn from local, state and national artists – all within three very unique exhibition spaces.



Childers Regional Art Gallery is situated in the upstairs section of the Visitor Information Centre and regular exhibitions are displayed in this beautifully restored building.

So whether you are into traditional or contemporary, sculptural, ceramic, local or international, the region's art galleries have something for everyone.

If you would like to know more, you can find out further information by visiting the following website – www.brag-brc.org.au

FESTIVALS AND EVENTS

The Bundaberg Region is proud of our many wonderful and varied festivals and events. You can find details of all of these on Council's website – bundaberg.qld.gov.au under 'Discover – Events'.

Major Festivals and Events during the year include:

November - March	Turtle Season – Mon Repos Conservation Park
January	Australia Day – Lions Park Nth Bundy & elsewhere in region, Library & Rotary Book Sale @ Civic Centre.
February	Chinese New Year
March	Lions Annual Truck Drive for Kids
April	ANZAC Services, National Youth Week, Bundaberg Eisteddfod, Relay for Life
May	Bundaberg Tennis International, Bundaberg Show, Agrotrend
July	Childers Festival of Cultures, NAIDOC Week
August	Bundaberg Multicultural Festival, Moore Park Beach Festival of Arts, Seniors Week, Gin Gin Show, Wide Bay Australia International Airshow (2011),
September	Bundy in Bloom, Mayor's Charity Ball
October	CRUSH Arts Festival, Didgeridoo Festival in Gin Gin
November	Bundy Thunder Ball and Powerboat Spectacular
December	Pageant of Lights, Carols by Candlelight

PARKS AND OPEN SPACES

Bundaberg Regional Council is responsible for more than 320 well maintained Parks and Gardens across the region. We are very proud of our beautiful parks and gardens as well as the many playgrounds dotted around the region. Most of them can be found in the attached Information Guide.

Botanic Gardens

A great way to spend a day in the Bundaberg Region is in the sub-tropical surrounds of the Bundaberg Botanic Gardens.

Located on Mt Perry Road on the city's northern outskirts, the Botanic Gardens sprawl over 27 hectares of land and feature a variety of 10,000 trees and shrubs. A magnificent lake, creating a habitat attracting up to 114 species of birds, is centrepiece of the Botanic Gardens, while a wedding chapel, Chinese Pavilion, Steam train, shaded picnic areas, themed boardwalks, Japanese gardens and children's playground enhance the appeal of one of Bundaberg's favourite lifestyle precincts.

The Bundaberg Botanic Gardens are open to the public from 5:30am til 6:45pm from September to April, and from 6:30am til 6pm from May to August.

Pivotal to the attractiveness of the Botanic Gardens are the wide variety of tourist attractions and visitor experiences on offer within the precinct. These include the Hinkler Hall of Aviation, the Bundaberg & District Historical Museum, Café 1928, Fairymead House Sugar Museum, the Australian Sugarcane Railway and the nearby Bundaberg Railway Museum.



Please check it out on Council's website – bundaberg.qld.gov.au under 'Discover – Botanic Gardens'.

Playgrounds

With over 320 parks around the Bundaberg Region, you are sure to have a great selection of parks in your area. The following parks are popular for families, and have good facilities such as Playgrounds, BBQ,s, Shelters & toilets.

- Alexandra Park & Zoo - Quay Street, Bundaberg
- Botanic Gardens
- Southhead Parklands, Burnett Heads
- Lake Ellen Heritage Hub & Baldwin Nature Reserve
- Neilsen Park Bargara
- Turtle Playground, Bargara Esplanade
- Innes Park Park. Esplanade Innes Park
- Boreham Park, 43 Avenell Street Bundaberg
- Banksia Park, Woodgate - Just South of 12th Avenue

Bike, Scooter & Skating Facilities are located at:

- Childers
- Gin Gin
- Burnett Heads - Southhead Parkland
- Neilsen Park Bargara
- Innes Park Park (due to be completed July 2010)
- Walla Street Bundaberg
- North Lions Park - Bike track only
- Lake Ellen Heritage Hub - Bike and scooter track
- Wallaville - Bike track only

Dog Off Leash Areas

For information about what areas are available for dogs to roam freely, please contact Council's Customer Service Team on ☎ 1300 883 699.

Sports Grounds

The region provides a multitude of opportunities for members of the community to enjoy sporting facilities of very high standard. Sporting grounds and venues are spread throughout the region enabling residents and visitors to have easy access to a wide variety of sporting activities.

The sports grounds cater for a myriad of sports, including Rugby League, Australian Rules Football, Softball, Cricket, Netball, Football, Touch, Hockey, Athletics and much more. Other venues also cater for Karting, Shooting, Archery, BMX, Rowing, Lawn Bowls, Tennis and Golf.

To find a sport or activity that suits your needs please check out the online Community Information Directory under 'Residents & Community – Sport and Recreation' on our website.



Cycling and Walking

With the Bundaberg region encompassing a land mass of 6451 sq km, experience our vast region of beauty and diversity via our many easily accessed walking trails or bikeways. Enjoy a relaxed bicycle ride or leisurely walk along the numerous pathways found throughout our region. Enjoy a bike ride along the Bargara coastline, where Council is continuing to extend our already substantial coastal "turtle pathway"; which, when finished, will be a 25 kilometre pathway through parks and along trails from Burnett Heads to Elliott Heads.

You can also head into 'Wild Scotsman' country around Gin Gin, where you can enjoy the Gin Gin to Tirroan Rail Trail or the Wallaville Recreation Trail, or take in the heritage town of Childers with an active walk along the 10,000 steps Millenium Park Circuit. Similar walking paths and bikeways are available at the coastal townships of Moore Park Beach, Woodgate and Bargara.

Within the city of Bundaberg, an extensive cycle trail connects Hinkler Hall of Aviation and the Botanic Gardens to Alexandra Park Zoo. You can then travel along the Riverside Parklands, through to our sporting precinct of Kendall Flats and then on to the beautiful Lake Ellen Heritage Hub. Many wonderful hours can be spent exploring the sights of Bundaberg or enjoying a family picnic in the park and bike ride. For further information about walking and cycling opportunities available in our Bundaberg region, contact Council's friendly Sport and Recreation Team on ☎ 1300 883 699.

Patrolled Beaches

Lifeguard services operate on the following beaches: Check Surf life saving clubs for months when patrols take place.

- Moore Park Beach – Moore Park
- Neilsen Beach – North Bargara
- Elliott Heads Beach – Elliott Heads
- Oaks Beach – Burnett Heads
- Kellys Beach – South Bargara

Boat Ramps

<u>Bundaberg</u> <ul style="list-style-type: none">• Kalkie / Kirby's Wall, McGills Road• North Lions Park, Quay Street (informal)• Sandy Hook, Branyan Drive	<u>North Area</u> <ul style="list-style-type: none">• Booyan, Baillies Road• Colonial Cover, Rocky Point Road, Winfield• Miara, Miara Road• Sharon / Burnett Downs, Rustic Road• Winfield, Winfield Road• Gin Gin Monduran Dam / Fred Haigh Dam, C.A Wharton Drive
<u>Childers / Woodgate</u> <ul style="list-style-type: none">• Buxton, Powers Street• Walkers Point, Manley Smith Drive• Woodgate Beach, First Avenue• Theodolite Creek, North Woodgate• Lake Gregory, Voss Road, off Isis Highway	<u>Burnett Coastal Area</u> <ul style="list-style-type: none">• Innes Park Beach, Esplanade• Riverview, Peagam Street• Bargara, Burkitt Street• Burnett Heads Marina, Harbour Esp• Four Knots, Strathdees Road

The Environment is not just a concern for today; it is a concern for the future. Our region is growing and our population growth is above the state average; so caring for this valuable asset is a priority for Council.

The decisions made today will impact on the natural environment and affect the quality of life for future generations. Council has adopted an Environment Governance Policy and Statement which highlights our commitment to sustainability through a continuing program of improvement and action in several key areas.

FLORA

Tree Management

The Bundaberg Region is known for its beautiful trees. They require regular maintenance to keep them looking their best. Under no circumstances may trees on Council land (eg. footpaths and parks) be damaged, cut down or pruned. Only the Council has the authority to perform such work. Please contact Council if you think trees need attention.

Please do not dispose of lawn clippings under trees. Garden waste at the base of the tree encourages fungus rot and disease which may cause the tree to die. It also provides a habitat for pests, vermin and termites. Vehicles and houses have been damaged when large trees have developed rot at the base of the trunk and the tree has fallen.

Native Trees

To assist you in selecting trees to plant in your yard, Council has compiled a list of native trees in the area that you may wish to consider. Details are on Council's website – bundaberg.qld.gov.au

Street Trees

Bundaberg Regional Council is responsible for the planting and maintenance of all trees on nature strips. If these trees require maintenance work, or if you would like to plant or replace a tree on the nature strip, please contact Council.

Council does not object if residents plant one (1) approved tree on the footpath outside their residence in accordance with Council's Street Tree Policy. Council's friendly staff will be happy to provide further information and assistance over the phone ☎1300 883 699.

Tree Subsidy for New Residences

Council encourages appropriate vegetation planting to improve amenity in all areas of the region. We provide a subsidy of \$20 to owners of new residences (within 12mths of building) in the region. You are welcome and encouraged to plant the trees or shrubs on your property.

Landcare Program

Bundaberg Regional Council encourages residents and local business to join the voluntary Landcare program. Activities include weed removal and control, track maintenance and construction, fauna and flora management, planting and vegetation programs.

Groups generally meet on specific days of the weekend on a monthly basis and an interest in the care of the bush is the only requirement, as training is provided. Registration of all landcare volunteers is a pre-requisite for joining a group. For more information, contact Council's Natural Resources Dept. on ☎1300 883 699.

Noxious Weeds

A 'weed' is a plant growing out of place, and most weeds in Australia are introduced from overseas. Noxious and environmental weeds have the potential to spread widely causing serious degradation of bushland and loss of biodiversity, as well as serious economic loss to agriculture, forestry and property value. Some weeds may also cause health problems.

Under the *Land Protection (Pest and Stock Route Management) Act 2002*, Council is required to ensure that all declared noxious weeds are controlled. For a complete list of noxious weeds declared in the Bundaberg Region or to obtain further information, please visit our website or contact Council.

NATURAL AREAS

Bundaberg Regional Council has a dedicated Natural Resource Management Department to deal with land management issues across the region and to help preserve our natural environment.

The Natural Resources Department deals with the following areas of land management:

- Land Protection: assistance with and regulation of Declared Weed and Animal pests;
- Coastal Management: management and protection of our coastal resources;
- Wetlands and Waterways Management: management, protection and enhancement of our important river, creek and wetland systems;
- Natural Areas Management: management of a range of nature parks and environmental reserves.

The Bundaberg region is home to a diverse range of natural environments, ranging from coastal estuarine systems to inland freshwater wetlands, from rocky inshore reefs to areas of rainforest in the hinterland.

Bundaberg Regional Council appreciates the diversity of our local natural environment and offers a range of nature parks and environmental reserves that exemplify a broad range of nature-based experiences.

- **Baldwin Swamp:** a beautiful wetland system located in the heart of Bundaberg city, offering great opportunities for bushwalking, bike riding, bird watching, picnics and a whole range of outdoor recreational activities.
- **Meadowvale Nature Park:** this natural area possesses three distinct vegetation communities which can all be accessed on a well maintained and easy to navigate walking track system.
- **Sharon Gorge Nature Park:** a small gorge system that runs to the Burnett River is enveloped by a remnant rainforest community which is home to large stands of the endangered Wedge-Leaf Tuckeroo plant.
- **Vera Scath-Johnson Wildflower Reserve:** located at Coonarr Beach, this wildflower reserve is home to a diverse range of wallum wildflowers which offer spectacular blooms in the Spring months.
- There are several other Natural Areas to be explored in the Bundaberg region. For more information please go to the Bundaberg Regional Council Website - bundaberg.qld.gov.au .



HOW YOUR COUNCIL WORKS

Bundaberg Regional Council is divided into 10 divisions. Each division has one Councillor and there is a separately elected Mayor. All Councillors are responsible for at least one portfolio – please refer below.

YOUR COUNCILLORS



Mayor Lorraine Pyefinch
Divisional Map can be found on Page 4.






Strategic Projects

☎0417 779 563



A larger view of the above Divisional Map can be found on Page 4.

More detailed maps showing Divisional Boundaries can be found on Council's Website – bundaberg.qld.gov.au.

 Cr Alan Bush Division One Water and Waste Water ☎0488 539 235	 Cr Tony Ricciardi Division Two Deputy Mayor Waste and Recycling ☎0488 539 223	 Cr Wayne Honor Division Three Roads and Drainage ☎0488 539 224	 Cr Mary Wilkinson Division Four Health and Environment ☎0488 539 373	 Cr David Batt Division Five Governance ☎0488 539 354
 Cr Greg Barnes Division Six Finance ☎0488 539 123	 Cr Danny Rowleson Division Seven Natural Resource Management ☎0488 539 128	 Cr Ross Sommerfeld Division Eight Planning and Development ☎0488 539 256	 Cr Judy Peters Division Nine Community and Arts ☎0417 778 091	 Cr Lynne Forgan Division Ten Social and Recreation ☎0488 539 345

CORPORATE STRUCTURE

EXECUTIVE SERVICES					
C.E.O. – Peter Byrne					
Community and Cultural Services Director - John Clerke	Infrastructure Services Director - Wayne Cunningham	Planning and Development Director - Andrew Fulton	Governance Director - Glenn Hart	Health and Environmental Services Director - Greg Savage	Finance Director - Allan Shorter

THE DEMOCRATIC PROCESS

Electoral Roll

Local Government elections are conducted every four years and Councillors are appointed for a four year term. The next Council election will be held in 2012.

To ensure you are enrolled for this and Federal and State Government Elections you must complete the electoral enrolment form and forward it to the Electoral Officer as soon as possible notifying them of your new address. Enrolment forms can be obtained from any Australia Post Office or downloaded from www.aec.gov.au The Electoral Roll is prepared and maintained by the Australian Electoral Commission.

Australian Citizenship

Bundaberg Regional Council is honoured to play a role in ensuring the citizenship ceremony is a meaningful and special experience for new Australians and their friends and family.

Each year Council conducts a number of citizenship ceremonies – the largest being Australia Day (26 January) and Citizenship Day (17 September) which are two very important dates in our calendar. Council also holds Citizenship Ceremonies most other months in the year.

All initial enquiries regarding Citizenship can be made to the Department of Immigration and Citizenship in Brisbane by phoning ☎131 881, or visiting the following website – www.citizenship.gov.au

Once citizenship has been approved by the Department, a representative from Council will contact you to arrange for you to take the Pledge of Commitment as the final step in becoming an Australian citizen.

HOW DECISIONS ARE MADE

Council Decisions

Council is recognised as a single entity and Councillors only have the authority to make decisions as a group, when they are acting as 'Council'. Depending on the nature of the issue, a report will be submitted to Council by its officers, with a recommendation. Council will then consider the report and make a resolution to be implemented by its officers.

Council Meetings

One of the ways in which residents can participate in municipal affairs is by attending a Council Meeting. Meetings of Council form an integral part of the planning, policy and decision making process.

- Ordinary Meetings of Council are held every third Tuesday commencing at 10am
- Planning & Development Committee meetings are held every second Thursday commencing at 9.00am

Most ordinary meetings are held in the Council Chambers, 190 Bourbong Street, Bundaberg and are open to members of the public. Details of Council meetings, minutes and agendas can be obtained from Council's Customer Service Centre and from Council's website.

Please note that from time to time, Council may change the time and location of its meetings. Any changes will be noted on Council's website - bundaberg.qld.gov.au .

YOUR REGION – HAVE YOUR SAY

Having strong lines of communication with residents and businesses in our region is very important to Council. We would like to know what you think about the services and facilities we provide and the plans we are developing.

There are a number of ways you can communicate with us – by phone, fax, email, letter, via Council's website or by attending meetings or by dropping in your suggestion to our 'Bright Ideas' box.

Phone: 1300 883 699

Fax: (07) 4130 4272

Email: ceo@bundaberg.qld.gov.au

Website: www.bundaberg.qld.gov.au/council/your-say

Postal Address: P.O. Box 3130 BUNDABERG QLD. 4670

Bright Ideas Box: Hinkler Central Shopping Centre (more to follow)

HOW CAN YOU FIND OUT WHAT'S HAPPENING AT COUNCIL

Newsletters

Council produces "Around the Region" Updates that appear every month in the Bundaberg News Mail, Guardian, Isis Town and Country and Kolan Recorder.

If you have any suggestions for future Updates please contact Council's Corporate Communications Officer, Trish Mears on ☎1300 883 699.

Council Website

Council regularly updates its website to make information easily available to the community. If you don't have access to the internet, all Council libraries have FREE access to Council's website – www.bundaberg.qld.gov.au

Public Exhibition

A range of key documents are placed on public exhibition (in draft form) for public comment from time to time. You can review these documents and provide your comments to Council to consider before the documents are adopted.

Council Documents

Council has many plans, strategies and other documents which guide the work that we do and outline our plans. Council's Corporate Plan is the key document for Council and plans five years in advance. Council's Annual Report tells you what we have achieved over the last year.

There are many other documents that are accessible on Council's website, or can be viewed at Council's libraries and Service Centres that will assist you in understanding what work Council is undertaking and our direction on key issues.

Contact Us

The Bundaberg Regional Council's friendly Customer Service Team will gladly assist you in finding out what is happening in your local area. Phone ☎1300 883 699 or call into one of Council's four Service Centres.

SUPPORT SERVICES

This section provides an overview of the range of community services provided by Council. Other one-off activities and programs are advertised through Council's advertising and on Council's website – bundaberg.qld.gov.au as they occur.

CHILDREN AND FAMILIES

The **Isis Child and Family Support Service** is an exciting initiative funded jointly by Bundaberg Regional Council and the Department of Communities. We assist families in acquiring and developing effective, sustainable parenting skills. Isis Child and Family Support Service is located at the Childers Neighbourhood Centre and provides services, and a variety of programs are also run from the council premises at 14 Hinkler Street Childers. This service is a local service and is available on request to families with children aged up to 15 years. All services are free and confidential. Contact our Family Support Coordinator – Marnie Pearson on ☎4130 4690 for further information.

Isis Outside School Hours Care is jointly funded by Bundaberg Regional Council and the Department of Employment Education and Workplace Relations. Outside School Hours Care offers Before School Care, After School Care and Vacation Care. The Outside School Hours Care operates from a purpose built facility that is fully air conditioned. It is located in the Childers State School grounds in Mungomery Street.

If you would like to find out more information or collect an enrolment package on the program for before school care/after school care and/or vacation care, please phone our Coordinator Maggie Neumann on ☎4130 4669, mobile: 0427 590 213.

Council's **Community Development Unit** also supports the Families and Babies (FAB) Network. This network has produced a number of helpful resources and more information can be obtained by contacting Council's Community Development Officer – Margaret Wass on ☎4130 4155.

IMMUNISATION

Bundaberg Regional Council, Health and Regulatory Services, offer immunisation services twice monthly. These clinics are offered to members of the community who are eligible for vaccines which are provided as per the funded Australian Standard Vaccination Schedule.

For more information, contact Council's Customer Service Team on ☎1300 883 699 or visit our website - bundaberg.qld.gov.au and click on Residents & Community - Immunisation Clinics.

YOUNG PEOPLE

The Young people of our Region can now have their say on what happens in their Region, through a new and exciting initiative of Bundaberg Regional Council's dedicated Youth Development Officer, Andrea Bax.

Andrea's role involves working in partnership with young people, various agencies and levels of Government, to develop programs and opportunities that:

- Improve a young person's networks within the community
- Celebrates the diversity of young people
- Increases the positive perception of young people
- Highlights young people as valuable assets to the future of the community

The Youth Development Officer's role also includes:

- Assisting Council in decision making processes involving young people
- Being a point of contact for young people so as to connect them to various types of support they may need whether it be health, legal, housing or just how to get something happening in the community.
- Working with young people on their ideas and assisting in the development of positive partnerships for young people.

Andrea actively consults and involves young people in the development, initiating and reviewing of youth plans for the region. Contact Andrea directly on ☎4130 4175 for further information. Youth activities can be found on Council's Website and Facebook.

SENIORS

Council has developed a modern **Residential Aged Care Hostel at Gin Gin**. It provides care for low health care needs in a pleasant cottage environment. The facility is licensed with the Federal Department of Health and Ageing and operates under strict Aged Care Standards. Council will soon be expanding the facility to include rooms and nursing services for High Care.

Council owns and operates two Retirement facilities. These are the **Kolan Centenary Seniors Village** in Tirroan Road Gin Gin and **Margaret Olsen Place** in Dr. May's Rd. Bundaberg.

If you are seeking accommodation in a Council Retirement Village, please contact the Department of Housing (Bundaberg office) at 16 Quay Street or on ☎4131 5990. If you have other enquiries regarding either Retirement Village, or other Home and Community Care services that Council provides, please contact Council's Customer Service Team on ☎1300 883 699

Council also operates the **Gracie Dixon Respite Centre** from 9.00am to 3.00pm, Mondays through Saturdays. The Centre provides an enjoyable social program for its members who are frail aged or younger people with a disability. The program is designed to maintain, develop and support the capacity for independent living and social interaction. Carers also benefit by receiving much needed respite from their caring role. The Centre can arrange transport, if required, and offers its member's services including hairdressing and referral to podiatry and other allied health services. Regular services are also held at Bargara.

Council's Community Development Unit also supports the **Bundaberg Region Seniors Network**. Members of this network facilitate half yearly forums and Seniors Week activities. They have also produced a Seniors Directory promoting community services in the region that work with senior citizens. Copies of the directory can be obtained from the School of Arts building 184 Bourbong Street Bundaberg. More information can be obtained by contacting Council's Community Development Officer – Margaret Wass on ☎4130 4155.

COMMUNITY DEVELOPMENT

Council's Community Development Unit supports a number of other community networks including the Disability Sector Network, Bundaberg Region Learning Community, Working on Wellbeing (Mental Health) Network along with the many non-government organisations that support our local community. The unit also undertakes Council community projects eg. New Welcome Kit.

In partnership with Bundaberg Community Development Inc. Council produces a Community Directory. This directory lists local community organisations under the following headings.

- 24 Hour Crisis Support
- Aboriginal and Torres Strait Islander services
- Accommodation and Housing Services
- Aged Care Services
- Alcohol and Other Drug Services
- Arts and Culture
- Children's Services
- Clubs
- Community Information and Referral
- Community Organisations
- Community Safety
- Counselling Services
- Disability Services
- Education
- Emergency Relief Providers
- Employment Services
- Environment
- Family Services
- Government and Statutory Bodies
- Health Services
- Lifestyle and Wellbeing
- Mental Health Services
- Multicultural Organisations
- Museums and Preservation Societies
- Networks and Forums
- Progress and Community Associations
- Recreation & Sports
- Religious Organisations
- Resource and Reference Listings
- Returned and Ex-Service Organisations
- Seniors Groups/Organisations
- Service Clubs
- Support Groups
- Training and Development Services
- Venues and Conference Rooms
- Women's Services
- Youth Services