

Community Satisfaction Survey

Each year Community Satisfaction Surveys are carried out in every Victorian municipality.

The surveys are designed to assess the performance of Councils across a range of performance measures to identify ways to improve services and make them more effective.

During February and March, your household may receive a call from an independent market research agency, National Field Services.

National Field Services has been commissioned to conduct the community satisfaction survey on behalf of Warrnambool City Council and over a three-week period will contact about 400 Warrnambool residents to seek their views on the Council's performance.

Those taking part in the survey can be assured that their details and individual responses are confidential. Only the overall results are shared with Warrnambool City Council.

If you have any questions, please don't hesitate to contact City Assist team on 5559 4800.



Street tree and nature strip policies out for comment

Warrnambool residents can have their say on two draft policies which address the city's streetscapes.

The draft Nature Strip Landscape Policy and the draft Street Tree Planting and Management Policy can now be viewed with submissions open until February 24.

The Nature Strip Landscape Policy was developed following requests from residents for alternatives to grass nature strip treatments.

The Street Tree Planting and Management Policy was first adopted in 2013, and is now due for review.

WCC Manager Infrastructure Services Glenn Reddick said that the community placed a high value on street character.

"Street trees and nature strips play an important role in beautifying the city and softening the urban environment," he said.

"Our annual community satisfaction survey shows that our residents place a high importance on the appearance of public areas.

"The proper formulation and implementation of these policies will help to maintain our standards in this area.

"They will ensure a consistent approach is applied to the management of street trees and nature strips."

To view the policies and submit your feedback, visit www.yoursaywarrnambool.com.au



Road resealing update

Warrnambool City Council is monitoring the outcomes of its annual road resurfacing program and has fielded a number of inquiries about the work so far.

"Each year we aim to reseal eight to 10 per cent of our road network," WCC Manager Infrastructure Development and Projects Justin Hinch said.

"This year we will reseal 154,000sqm of road surface at 223 sites.

"It's one of our largest infrastructure programs with costs of about \$1 million.

"We've continued our partnership with Corangamite Shire to achieve better value

for money and this has allowed us to include more roads in the reseal program.

"This reseal involves the spraying a film of bitumen on the road at high temperature – which makes it very sticky – then we apply a layer of aggregate or stones.

"This renews the surface and maintains the waterproof layer over the road.

"Among the questions we've had from residents was about their road being in good condition so 'why was it resealed?'

"It's a good question and the answer is that it's all about maintenance. If we reseal our roads regularly – about every 12 years – then we protect the road base underneath the seal and extend the life expectancy of the road.

"We've also had a few inquiries about black marks on the road outside driveways.

"This generally occurs where strong pressure is applied to the new surface. It can be caused

by vehicle wheel movement at low speeds, often near driveways.

"This causes the scuffing, or black marks. The aggregate is pushed around by the car wheels and the film of bitumen is exposed.

"It occurs usually on warm days in the days and weeks after the road is resealed.

"The marks become less frequent as the bitumen cures and hardens over time."

Council is monitoring resealed roads however scuff marks do not usually damage the seal.

Further resealing work has taken place around Warrnambool schools and this month resealing will be carried out at 94 sites to complete the program.

A complete list of sites where road resealing will take place can be found at: www.warrnambool.vic.gov.au/road-reseal-program

City Centre Renewal

The construction phase of Warrnambool's City Centre Renewal has been officially launched.

Stage I of the renewal involves work in Liebig Street between Raglan Parade and Koroit Street.

"The work will transform Liebig Street into a space that meets community expectations, a space that is vibrant, attractive, more pedestrian and cycle-friendly and accessible to all regardless of age or level of mobility," Warrnambool Mayor Cr Kylie Gaston said.

The project will see road surfaces improved along with footpaths, pedestrian crossings and street furniture.

Public art will also be a feature of the renewed Liebig Street.

"This work will bring to life the vision for Liebig Street developed by the Warrnambool community at public workshops held in 2014," Cr Gaston said.

"The \$15 million in capital works is a once-in-a-generation project which is funded equally by Warrnambool City Council, the Victorian Government and the Australian Government.

"Council acknowledges the funding support we have received from the State and Federal governments and we look forward to the positive changes the project will deliver.

"We're also reminding people that their favourite city centre shops, cafes and services will remain accessible during the construction phase and we encourage all residents and visitors to keep supporting local city centre businesses.

"Considerable effort has gone into ensuring that the work is delivered in a way that minimises the impact on businesses."

Work will begin on the western side of Liebig Street from Lava Street.

To allow the renewal to begin, the taxi rank on the west side of Liebig Street near the intersection with Lava Street has been relocated to Lava Street near Thomas Jewellers.



Artists sought to create new public works

The Warrnambool City Council and the Warrnambool Art Gallery invite suitable experienced artists to submit an Expression of Interest (EOI) for a site-specific public artwork.

Artists can apply for one or both of two identified sites in the Liebig St redevelopment which form part of the City Renewal Project in the Warrnambool CBD.

The first site is the north-west corner of the pedestrian mid-block crossing located between Lava and Koroit Streets. This will be a "human-scale artwork".

The second site is the south-east side of the traffic roundabout on Liebig and Koroit Streets. This will be a "significant-scale artwork".

EOIs close at 5pm on Tuesday 14 February, 2017.

To view all of the relevant documents and submit your EOI, visit cbd.warrnambool.vic.gov.au.



Connect with China via the bureau

Whether you run a business wanting to ship goods to China or a restaurant that needs a menu translated into Chinese, Warrnambool City Council offers a new service that can help.

The Warrnambool-China Bureau is the first such service established by a local council in Australia.

Catering to Great South Coast businesses the bureau provides expert advice and practical assistance, including language translation, cultural and commercial awareness, presentations, due diligence and help in organising visits to China.

“The Bureau is an expansion of business support services built on the success of our relationship with Chinese sister city Changchun,” WCC Manager Economic Development and Investment Shaun Miller said.

“Any Great South Coast business that has an interest in exporting products or services to China, or is already engaging with the Chinese market would benefit from getting in touch with the bureau.

“There is a form we will ask people to fill out to ascertain the level of assistance businesses might be seeking.

“This assistance might be entry level market advice or mentoring, translations, background checks on potential customers or partners, or arranging for an interpreter to sit in with you during your meeting in China.”

The Warrnambool-China Bureau is supported by WCC and the Victorian Government. The bureau leverages the market-leading expertise of Asialink Business, Australia's National Centre for Asia Capability.

For more information go to www.warrnambool.vic.gov.au/warrnambool-china-bureau

Back in the swim at Archie

The popular hydrotherapy pool at the Archie Graham Community Centre re-opened in January, which was good news for the 250 regular users.

A significant heating failure forced the hydrotherapy pool to close unexpectedly in October.

With a new heating unit installed, the pool is now available for community use again.

Shirley McDonald and Jess Groves have been using the pool twice a week for a combined 13 years.

“It was wonderful that Archie organised a time with St John's so we could go up there, but it is nice to be home,” said Ms McDonald.

“It's really important to me to come here because I've had two hip replacements... and the pool helps with my physical health.

“Socialising is another really important part of coming here. I was pretty miserable when I first came, so I was concentrating on exercise, but the girls introduced themselves... it was really great to be welcomed in.”

Hydrotherapy can relieve muscle aches, improve blood flow and increase flexibility. It is a popular choice for people of all ages and fitness levels undergoing rehabilitation or as an ongoing form of exercise.

The hydrotherapy pool at the Archie Graham Community Centre is available for all members of the community to use.

For opening times and availability, call 5559 4920.



Hydrotherapy pool regulars Jess Groves and Shirley McDonald

Clean Up Warrnambool Weekend

The first weekend in March is a great time to clean up your garden shed, as well as your city.

Detox Your Home and Clean Up Australia Day will be held in Warrnambool on March 4 and 5 respectively.

As part of the annual Detox Your Home chemical collection, unwanted household chemicals such herbicides, fertiliser, cooking oil, turpentine, pool chemicals and more can be dropped off for free.

The service will operate from the Warrnambool Saleyards on Caramut Rd from 8am – 4pm. For more information on what is and isn't accepted, visit www.sustainability.vic.gov.au/detoxyourhome

The following day, it's time to roll up your sleeves and get involved in Clean Up Australia Day.

Visit www.cleanupaustriaday.org.au to find your nearest site.