



# *Our Services* for our community

***An overview of services provided by East Gippsland Shire Council.***

*We acknowledge the Gunaikurnai, Monero and Bidawel people as the Traditional Custodians of the land that encompasses East Gippsland Shire. We pay our respects to all Aboriginal and Torres Strait Islander people living in East Gippsland, their Elders past and present.*





## Aerodromes

We own and operate three airports, located at Bairnsdale, Mallacoota and Orbost.

The airports accommodate both business and recreational aircraft, including aerial firefighting, air ambulance, chartered services and a flying school. Both Bairnsdale and Mallacoota also have fuel facilities, offering AVGAS and JET A1.



## Animal management

We have more than 10,400 dogs and cats registered in our shire.

Services relate to animal management, including assisting with containing stray stock on public roads and land, responsible pet ownership education and enforcement, missing and stray pet identification and management, as well as advice regarding pet microchipping and registration.



## Advisory and consultative committees

Our advisory and consultative committees consist of residents with specialised skills or interests and provide advice, guidance and recommendations to us on matters that affect a variety of sectors.

- Agriculture
- Audit and risk
- Disability advisory
- Livestock exchange
- Marinas
- Road safety



## Aquatic and recreation centres

We own and manage two recreation centres and four swimming pools, offering a range of recreational activities, fitness and wellbeing opportunities, including learn to swim programs.

- Bairnsdale Aquatic and Recreation Centre includes 25m indoor pool, spa, sauna, health club and three-court stadium
- Bairnsdale Outdoor Pool includes 50m pool
- Lakes Entrance Aquadome includes 25m indoor pool, spa and sauna, and health club
- Orbost Outdoor Pool includes 50m pool





## Arts and culture

We manage an arts and culture program presenting workshops and skills development sessions across the visual, performing arts and heritage sectors. This supports local artists, activities and public art projects by providing information, funding and grants. The Forge Theatre and Arts Hub in Bairnsdale is East Gippsland's professional 362-seat performing arts centre, presenting over 90 visiting and local shows and performances each year from drama, comedy, music, children's theatre, dance, physical theatre and musicals. Spokes tours are delivered to towns across the region, attracting audiences of around 20,000 people per year.



## Asset management

We manage more than \$1.2 billion in property and infrastructure on behalf of the community. These assets directly support key services we deliver to the community including roads, bridges and major culverts, buildings, drainage, waste facilities, plant and equipment, community facilities and open spaces such as playgrounds, pavilions, kindergartens, and maternal and child health centres.



## Boat ramps and marinas

Our waterways contribute to our economy through industry, tourism, and recreation with over 1 million people visiting East Gippsland each year. We provide and maintain:

- 12 marinas
- 50 jetties
- 31 boat launching ramps
- 68 seawalls
- 24 fishing platforms
- 21 fish cleaning tables



## Buildings

We own properties and buildings (676) that are used for a variety of purposes that contribute to the community with direct Council services, community-based services, recreational and sporting, and commercial activities, including:

- 271 recreation facilities
- 74 community services buildings
- 24 municipal buildings
- 101 public amenities
- 206 other buildings including children's services, commercial buildings, landfill facilities, and aerodrome facilities.

These are maintained and serviced both internally and externally by specialised contractors.



## Caravan parks and campgrounds

We manage six caravan parks and stop-over campgrounds at Cann River, Eagle Point, Genoa, Mallacoota, Omeo and Swifts Creek.

Marlo, Orbost, Bemm River, Eastern Beach Lakes Entrance and Bairnsdale Riverside caravan parks are on lease arrangements.



## Civic events

We host a range of events, including civic receptions, community celebrations, official openings, launches, and citizenship ceremonies. Annually, we hold:

- 4 citizenship ceremonies
- East Gippsland Australia Day Awards
- East Gippsland Volunteer Recognition Events (including publishing an East Gippsland Volunteer Honour Roll)



## Committees of Management

We support 77 Committees of Management to maintain sportsgrounds, recreation reserves and halls. The partnership aims to improve the quality of life in communities, increase participation in sport, recreation, arts and environmental activities and overall enhance our facilities.

Committees of Management are committees of volunteers appointed by Council to look after Council owned or managed facilities. Some have responsibilities under the Victorian Government and look after Crown assets.





## Community programs

We provide support and advocacy for sector and community members around social inclusion, accessibility, community planning, participation, capacity building, social activities and events, across:

- Early years
- Youth
- Aged
- Disability
- Cultural

Our team conducts research and development on social issues affecting our community (mental health, affordable housing, violence prevention) and works directly with community and community organisations to connect community with available services while supporting Council's community engagement functions.



## Customer service

Our call centre operates from 8.30 am to 5.00 pm Monday to Friday on (03) 5153 9500. East Gippsland residents may free call 1300 555 886 from a landline. An after-hours service is available outside of these times by calling (03) 5153 9500 for urgent matters.

We have Customer Service Centres in six locations, providing access to Council and library services, and meeting room facilities.

- Bairnsdale (Corporate Centre)
- Lakes Entrance
- Mallacoota (including VicRoads agency)
- Omeo (including VicRoads, Centrelink and Bendigo Bank agencies)
- Orbost (including VicRoads agency)
- Paynesville

Outreach centres in Bendoc, Buchan and Cann River help with lodging forms, witness documents, accessing our website and public documents and more.



## Disaster recovery and preparedness

We have a dedicated team that supports community-led recovery to events such as natural disasters (eg bushfire, drought and flood) and the COVID-19 pandemic.

This assistance extends to rebuilding support, project planning, grant applications and funding, social and business support programs, preparedness and developing Local Incident Management Plans.

We work with various community groups, recovery committees, service groups and government agencies to support our community.



## Economic development and business support

We aspire to nurture a thriving and diverse economy that attracts investment and generates inclusive local employment.

This extends to providing business support in the form of workshops and mentoring programs as well as investment facilitation and attraction. We work closely with other government agencies and industry, particularly around tourism and agriculture.



## Emergency management

We have several key roles in emergency management, including implementing state preventative strategies, such as planning and building codes, planning for floods, health risks and fire management.

Others include:

- Local risk management and emergency planning
- Community education, awareness and preparedness
- Risk reduction strategies
- Equipment support
- Support community recovery programs
- Manage community needs in all emergency management processes
- Provide support and recovery assistance to those affected by emergencies



## Enforcement

When required, we conduct investigations of planning compliance, buildings, animals, parking, health, environment and local laws issues and take enforcement action.

Our officers investigate, educate and enforce all functions to reduce risk to public, environment, and potential liability to Council and ratepayers.



## Environmental and public health

Our role is to monitor and enforce public health regulations to provide community health and wellbeing. This is achieved through issuing permits and conducting inspections to gain compliance with food safety, public health and onsite wastewater management systems.



## Events

We support, promote and approve (through event permits, resources and funding) over 200 events each year in partnership with our community, event, tourism, agribusiness and business sectors.

These range from national days of significance through to tourism-driven events that highlight our region and what we have to offer, helping to drive our visitor economy and enhance social wellbeing and liveability.



## Governance and risk

Provision of good governance to the community includes making and implementing decisions with reference to community engagement, policy frameworks and agreed practice. This includes:

- Insurance cover and claims
- Identifying, managing and treating risks including business continuity
- Councillor inductions and training
- Supporting the Audit and Risk Committee
- Managing Council's policies and procedures
- Mandatory corporate reporting
- Keeping Council abreast of changes in Commonwealth and State legislation.



## Grants

We deliver several community-focused, financial assistance programs including community, arts and heritage grants, and event sponsorship.

Funding is provided to support community projects, facilities, festivals, events, environment and sustainability.

We also assist local groups and businesses seek other government funding opportunities.



## Libraries

We operate six libraries - Bairnsdale, Lakes Entrance, Mallacoota, Omeo, Orbost, and Paynesville - offering books, online resources, free computer and Wi-Fi access, training, activities and more.

Our mobile library operates in remote locations fortnightly.

An online catalogue, digital services and self-scanners at two branches makes it easier to browse and borrow, from home, work or on the go.

Our libraries host other activities such as:

- Libraries After Dark
- Movie screenings
- Reading circles
- Rhyme time (0-2 years) and Storytime (2-5 years)
- Online learning
- Educational programs



## Immunisations

We provide vaccinations through the National Immunisation Program for infants, school children, and adults in a comfortable, safe and friendly environment across the shire. Our early childhood immunisation coverage rate is 96%.





## Livestock exchange

The East Gippsland Livestock Exchange in Bairnsdale includes 351 pens with automatic refill water, scanning bays, weigh stations, 13 loading races, display ring, stock agent office facilities, and yarding capacity of 3,000 cattle and 20,000 sheep/lambs.

The fully accredited saleyards host sales weekly, including sheep, prime cattle, store cattle, and occasionally horses.



## Media and communications

With our community being so diverse, we communicate in many ways about our programs, events, services and information.

- Website
- Social media, including Facebook, LinkedIn, Twitter and YouTube
- Traditional media advertising
- Media releases
- Monthly *My Council, My Community* newsletter
- Place-specific, business and environment newsletters
- Live streaming Council meetings and events



## Parks and playgrounds

We maintain over 350 hectares (about 175 Melbourne Cricket Grounds) of open space across East Gippsland. This includes the maintenance and ongoing improvement of sporting facilities, gardens, recreational grounds, parks and natural bushlands to create active and passive environments for enjoyment of residents and visitors.

This includes:

- 124 parks
- 68 playgrounds
- 297 foreshore structures
- 74km walking tracks
- 69 boardwalks (9.88km)
- 51 shade sails



## Planning and building approvals

We provide information and advice on a range of planning and development. On average, we issue over 740 planning permits each year, primarily for new dwellings and subdivisions.

The control of land use and development is guided by the planning scheme. This includes the way land can be developed and used.

We are also responsible for the assessment of all development requiring consent. This includes assessing over 2,000 applications for heritage and demolition permits, building and property information, report and consent, stormwater legal point of discharge, and public safety matters such as swimming pool compliance and inspections. Private building surveyors issue, on average, 1,400 building permits annually.



## Property

We look after the Council-owned and Council-managed leased and licensed properties. This includes:

- Renewal of agreements for Council property and marinas and jetties
- Issuing of new agreements for commercial and community activities, marinas and jetties
- Acquiring land for Council projects and selling surplus Council-owned land.



## Public amenities

We own and maintain a range of public amenities which includes 678 outdoor seats, 591 picnic tables, 114 public toilet blocks, 93 barbecues, 62 drinking fountains and 21 viewing platforms.



## Rates

Rates provide approximately 31% of Council revenue. Rates are used to provide essential infrastructure and services, and keep our community clean, safe, accessible, connected and growing. If you own a home or business property, you will pay rates.



## Raymond Island Ferry

The Raymond Island Ferry links Raymond Island to Paynesville. The ferry operates from early morning to late in the evening every day.

Annually, the ferry services approximately:

- 385,000 vehicles
- 257,000 pedestrians



## Roads, bridges and footpaths

We maintain a 2,947km network of roads, registered on our Public Road Register—1,294km sealed and 1,653km unsealed. We carry out maintenance on all of our roads, mostly to a programmed schedule.

We are responsible for road safety on roads we manage; advocate on road safety issues, including speed zones, to other road agencies; and consider road naming requests and tourist signage applications.

We also maintain:

- 191 bridges
- 248km of footpaths
- 24 footbridges
- 130 major culverts
- 166km drainage pipes
- 6,122 drainage pits
- 4 stormwater wetlands



## School crossings

Our school crossing supervisors ensure local families get to and from school safely every morning and



## Sport and recreation

We provide and maintain 47 parks, halls and recreation sporting) reserves across East Gippsland, including 10 skate parks.

High-quality sport surfaces and facilities promote healthy, engaged communities and supporting a wide range of sporting clubs.

We also have

- 287 bike racks
- 39 tennis, basketball and netball courts
- 11 cricket pitches
- 7 BMX tracks



## Streetlights

There are 4,763 energy-efficient streetlights across our shire. We pay for the electricity and maintenance. The lights are LEDs, which perform better, last longer and are significantly more energy efficient than older-style lights.



## Street sweeper

Our street sweeper and footpath sweeper work on a regular schedule through central business districts and residential streets.





## Tourism

We operate accredited Visitor Information Centres in Bairnsdale and Lakes Entrance that help over 180,000 visitors each year, assisting with places to stay, play, eat and explore.

Visitor information services extend to Bruthen, Cann River, Mallacoota, Omeo, and Orbost.



## Trees and vegetation

We maintain 3,600km of roadside vegetation, trees within our streetscapes, natural reserves, parks and roadsides. The service is delivered both internally and externally by contractors, including arborists.

We are responsible for planting, pruning and removal of public trees.

We maintain:

- 11 irrigation systems
- 23 significant trees



## Waste and recycling services

We are striving to improve our waste facilities and services to maximise the recovery of waste before it enters landfill. We are responsible for waste collections, processing and disposal, including:

- Weekly kerbside general waste and fortnightly recycling and green waste collection to more than 21,000 households
- 18 waste facilities including two landfill sites which accept over 25,000 tonnes of waste each year
- 15 waste transfer trailers
- Over 600 street bins
- 2 weighbridges



## Youth programs

We have a range of services, programs, events and activities to support young people (aged 12 to 24 years) in East Gippsland, including:

- Youth Ambassadors
- FReeZA
- Youth Art Prize
- Street games





 5153 9500

 [eastgippsland.vic.gov.au](http://eastgippsland.vic.gov.au)

 EastGippyShire

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