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DISCLAIMER
Whilst every care has been taken to ensure that the information contained in this publication is as accurate as possible, the compilers take no responsibility for any errors, omissions or other mistakes. They also take no responsibility for any damages resulting to any individual or groups or organisations resulting from errors, omissions or other mistakes. We apologise for any errors. If an error is detected, please contact Community Services on 1300 878 001.
MAYORAL FOREWORD

Townsville City Council is pleased to present the seventh edition of the Seniors Guide to Council.

The purpose of this guide is to provide Townsville seniors with information on the diverse range of services, activities and events provided by council and how these can be accessed by seniors and their families.

Seniors make invaluable contributions to our community, families and workplaces every day and this guide aims to assist in fulfilling these roles. It is full of helpful, easy-to-follow information about council’s galleries, libraries, theatres, parks and myriad services, that residents can keep handy.

Accessing these services, activities and events allows our seniors to remain connected to our community and be recognised for the contribution they make.

Townsville City Council is committed to the facilitation of the distribution of information between council, seniors and other community members.

Cr Jenny Hill
Mayor of Townsville
YOUR COUNCILLORS ★★★

For a full list of Councillors and their contact information visit www.townsville.qld.gov.au or contact 1300 878 001.
CONTACTING COUNCIL

For more information on anything contained in this booklet please contact the Customer Service Centre on 1300 878 001 or visit council’s website.

THE CUSTOMER SERVICE CENTRES

All enquiries for Townsville City Council, including council services and activities, should be made to our Customer Service Centre.

PHONE 1300 878 001
EMAIL enquiries@townsville.qld.gov.au
MAIL PO Box 1268, Townsville, Qld, 4810
WEBSITE www.townsville.qld.gov.au

LOCATIONS

The Customer Service Centre has three locations:

» Administration Building, 103 Walker Street, Townsville City Open 8.30am–5pm Monday to Friday
» Thuringowa Library, 86 Thuringowa Drive, Thuringowa Central Open 9am–5pm Monday to Friday
» CityLibraries Aitkenvale, 4 Petunia Street, Aitkenvale Open 9am–5pm Monday to Friday

PAYMENTS MADE AT THE CUSTOMER SERVICE CENTRE

Payments can be made either in person at one of our Customer Service Centres or over the phone by contacting us on 1300 878 001. The Walker Street Centre is the only location available for cash or cheque payments. (Please note: We have a “No Cash Out” policy therefore no cash can be given out at any time).
All other centres accept **EFTPOS only**. Payment is also available online through the Townsville City Council website. Credit card payments will attract a surcharge. Council bills can also be paid at a Townsville Post Office. Customers will need to check with their local Post Office regarding operating hours.

Please note: cheques, money orders, postal notes, etc. must be made payable to Townsville City Council and crossed “Not Negotiable”. A receipt will always be sent regardless of if it is requested or not.

**CALL CENTRE**

The Customer Service Centre can be contacted from 8am–5pm on 1300 878 001. This is the main contact number for all council departments. Customer Service Representatives will be able to assist with your query or request.

**CLICK2CHAT**

Click to Chat involves community members engaging in a chat session with a Customer Service Officer via Townsville City Council’s website. This service is available from 8am–5pm Monday to Friday.

**AFTER HOURS EMERGENCIES**

If the matter is urgent and cannot wait for normal business hours, you can still call 1300 878 001 and your call will be transferred to the After Hours Emergency Service Provider who will record your complaint or service request and refer it to the appropriate council officer.

**REPORTING A MAINTENANCE ISSUE**

Residents can report maintenance issues and graffiti to council by either contacting the Customer Service Centre on 1300 878 001 or emailing their maintenance issue through the link at the Townsville City Council website.
COMPLAINT INFORMATION

Council is committed to a complaints management process which ensures the effective, transparent and timely resolution of complaints. Your comments provide us with valuable feedback to allow for continuous customer service improvement. All you have to do is let us know about your complaint and we will direct your concern to the relevant department.

If you require further information about the complaints management process please visit the Townsville City Council website or contact our Customer Service Centre on 1300 878 001.
TOWNSVILLE CITY COUNCIL WEBSITE ACCESSIBILITY

The Townsville City Council website aims to be as inclusive as possible, especially for users who may require assistive technologies.

Additionally, our site has been:
- tested with various diagnostic and evaluation tools and we are constantly striving to improve the way content is accessed
- developed to display adequately on all commonly used browsers
- designed to suit a minimum screen size of 600 by 800 pixels
- ensures that the information displayed on council’s website can be read by third party screen readers
- designed and developed to meet Web Content Accessibility Guidelines

Further information is available on the Townsville City Council website.
COMMUNITY FACILITIES AND PUBLIC PLACES ➤

COMMUNITY CENTRES

Townsville City Council operates six Community Centres within the city. A variety of activities occur at each centre including recreation activities, support group meetings and club meetings. Various cultural, dance, sport and hobby groups currently meet in these centres. Many Community Centres can be hired for meetings and functions. For details on hiring a Community Centre, contact the Customer Service Centre on 1300 878 001.

Townsville City Council Community Centres are located as follows:

<table>
<thead>
<tr>
<th>TOWNSVILLE CITY COUNCIL COMMUNITY CENTRES</th>
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<tbody>
<tr>
<td>Annandale Community Centre</td>
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<tr>
<td>Railway Estate Community Centre</td>
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<tr>
<td>Heatley Community Centre</td>
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<tr>
<td>Riverside Gardens Community Centre</td>
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<tr>
<td>Oonoonba Community Centre</td>
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<tr>
<td>--------------------------</td>
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<tr>
<td>Wulguru Community Centre</td>
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</tbody>
</table>

Further information, including floor plans, is available on the Townsville City Council website.

A full list of Community Centres in Townsville, including centres not operated by council, can be obtained by contacting the Community Information Centre on 4771 4230 or by going to the Townsville City Council website.

**COMMUNITY MEETING ROOMS**

Organisations can hire the Von Stieglitz Room and the Soundshell at 86 Thuringowa Drive, Thuringowa Central. Meeting rooms at the Riverway Arts Centre, Tony Ireland Stadium, Reid Park Pit Complex, Townsville RSL Stadium and CityLibraries can also be hired. For information on rooms and bookings, contact the Customer Service Centre on 1300 878 001.

**PARKS & OPEN SPACES**

Townsville has an extensive park system with a wide variety of facilities that support community activities. Numerous parks, gardens and open spaces are incorporated in our suburbs and along the Ross River Parkway. There are over 324 parks in total throughout the city. A full listing of parks and facilities such as barbeques, picnic facilities, seats and playground equipment is available on council’s website.
Townsville has three (3) internationally recognised botanical gardens at the following locations:

**QUEENS GARDENS** 1 Paxton Street, North Ward
**ANDERSON GARDENS** 23 Gulliver Street, Mundingburra
**THE PALMETUM** 555 University Road, Annandale

Listed below are suggested parks for seniors, based on ease of access.

**Please note that some of these parks do not have accessible toilets.**

### TOWNSVILLE

<table>
<thead>
<tr>
<th>SUBURB</th>
<th>PARK</th>
<th>LOCATION</th>
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</thead>
<tbody>
<tr>
<td>Aitkenvale</td>
<td>Rossiter Park</td>
<td>Kimball Street</td>
</tr>
<tr>
<td>Annandale</td>
<td>Palmetum</td>
<td>University Road</td>
</tr>
<tr>
<td>Balgal Beach</td>
<td>Balgal Beach Park</td>
<td>Marlin Street</td>
</tr>
<tr>
<td>Belgian Gardens</td>
<td>Soroptimist Park / Peoples Place / National Serviceman’s Park Rowes Bay</td>
<td>Heatley's Parade</td>
</tr>
<tr>
<td>Douglas</td>
<td>Monument/ Riverside Park</td>
<td>Riverside Boulevard</td>
</tr>
<tr>
<td>Kelso</td>
<td>Charles Maroney Park</td>
<td>Hammond Way</td>
</tr>
<tr>
<td>Kirwan</td>
<td>Reana Park**</td>
<td>Greenwood Drive</td>
</tr>
<tr>
<td>Kirwan</td>
<td>Mount View Park</td>
<td>Mill Drive</td>
</tr>
<tr>
<td>Mundingburra</td>
<td>Anderson Gardens**</td>
<td>Corner of Gulliver Street and Fulham Road</td>
</tr>
<tr>
<td>Mundingburra</td>
<td>Sherriff Park</td>
<td>Love Lane</td>
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<td>North Ward</td>
<td>Anzac Park</td>
<td>The Strand</td>
</tr>
<tr>
<td>North Ward</td>
<td>Queens Gardens</td>
<td>Corner of Gregory and Paxton Streets</td>
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<tr>
<td>North Ward</td>
<td>The Strand</td>
<td>The Strand</td>
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</tbody>
</table>
### North Ward
- **PARK**: Jezzine
- **LOCATION**: Howitt Street

### Pallarenda
- **PARK**: Walter Nesbit Park, Freemasons Pallarenda Park
- **LOCATION**: Cape Pallarenda Road

### Thuringowa Central
- **PARK**: Dan Gleeson Memorial Gardens
- **LOCATION**: Thuringowa Drive

### Hermit Park
- **PARK**: Bicentennial Park
- **LOCATION**: Queens Road

## Magnetic Island

<table>
<thead>
<tr>
<th>SUBURB</th>
<th>PARK</th>
<th>LOCATION</th>
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<tbody>
<tr>
<td>Arcadia</td>
<td>Alma Bay Park</td>
<td>Alma Bay, Magnetic Island</td>
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<td>Horseshoe Bay</td>
<td>Horseshoe Bay Park</td>
<td>Pacific Drive</td>
</tr>
<tr>
<td>Picnic Bay</td>
<td>Yule Street Park</td>
<td>Yule Street</td>
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## Booking a Park

Community Services Business Support (Venues Team) handles bookings for all Townsville City Council controlled spaces for events, functions and ceremonies (excluding Pioneer Park at Riverway which is managed by Tony Ireland Stadium). Bookings for the open spaces range from small events such as weddings, naming ceremonies, charity walks and fundraisers through to parades and festivals. An application to hold an event can be made by contacting the Customer Service Centre on 1300 878 001. Six weeks’ notice is required for booking minor events and eight weeks’ notice for major events. Fees and charges apply.
GALLERIES

PERC TUCKER REGIONAL GALLERY
LOCATION >> 253-259 Flinders Street (Cnr Denham Street), Townsville City
PHONE >> 4727 9011
WEB >> www.townsville.qld.gov.au

Perc Tucker Regional Gallery officially opened in 1981 and is named in honour of Alderman Perc Tucker, Mayor of Townsville from 1976 to 1980. The Gallery is located in a historic building located in the Townsville CBD. The Gallery is owned by Townsville City Council and managed through its Gallery Services unit.

The Gallery’s mission is to “develop the art, artists and arts audience of North Queensland”. The Gallery offers a diverse program of local, national and international exhibitions complemented by a dynamic public program including lectures, performances and workshops.

Due to its location, the City of Townsville Art Collection, which is also managed by Gallery Services, is based on the theme of “The Tropics”. The Collection holds over 3,300 artworks in a range of media by local, national and international artists, and also includes a small but significant holding of historical works and Indigenous fibre art. Works from the Collection are regularly included in exhibitions at Perc Tucker Regional Gallery.

For information about current exhibitions, visit council’s website or contact Perc Tucker Gallery on 4727 9011. The Gallery is open seven days and entry is free.

Opening Hours
Monday – Friday >> 10am - 5pm
Saturday – Sunday >> 10am - 2pm
Closed Public Holidays
Gallery Exhibition Tours

The Gallery welcomes group bookings for tours and provides staff who can offer insight into the works on display. Group Exhibition Tours are available upon request and prior booking is essential. Lift access to the first floor is available. For further details, please contact the Gallery on 4727 9011.

Volunteering at the Gallery

Perc Tucker Regional Gallery currently has over 60 volunteers from all walks of life. These volunteers contribute to the areas of reception, administration, art classes, guided tours, functions, installation and many other tasks. Volunteers enable the Gallery to operate at a consistently high standard. The benefits of the volunteer program are mutual, with volunteers awarded the chance to be involved in the ‘behind the scenes’ operation of Townsville’s regional gallery, meet new people, share existing skills or develop a new area of interest, as well as constantly engage with art.

For more information on how to become a volunteer at Perc Tucker Regional Gallery, please contact the Gallery’s Team Leader Administration on 4727 9672 or call in to the Gallery and enquire at the reception desk.

Pinnacles Gallery

LOCATION >> Riverway Arts Centre, Village Boulevard, Thuringowa Central
PHONE >> 4773 8871
WEB >> www.townsville.qld.gov.au

Leading the way as a contemporary community art space in Townsville, Pinnacles Gallery offers a stimulating range of programs, workshops, artist projects and exhibitions. The Gallery promotes local and regional artists, while also exposing the community to cutting edge touring exhibitions. The Gallery looks at creative ways to enrich and invigorate its audience and is dedicated to the development and nurturing of the region’s art scene.

The Gallery’s dynamic exhibition program is run through three spaces, ensuring there is something for everyone. The main gallery space Pinnacles and a community access space The Galleria are located at...
the Riverway Arts Centre, while a community access art gallery called YourSpace operates out of the CityLibraries foyer at the Thuringowa Civic Centre.

For information about current exhibitions and public program events, visit council’s website, or contact the Gallery on 4773 8871.

**Opening Hours**
Tuesday – Sunday ›› 10am - 5pm
Closed Monday and Public Holidays

**Hire of the Gallery**

Pinnacles Gallery is an ideal venue for hosting special events. For more information please contact the Gallery on 4773 8871.

**Gallery Exhibition Tours**

Group tours of the Gallery’s exhibitions are available upon request. Prior booking is essential, please contact the Gallery.

**CITYLIBRARIES**

**BRANCHES AND SERVICES**

Townsville City Council operates four CityLibraries branches at Aitkenvale, Northtown on Flinders Street, Thuringowa Central, and the Mobile Library. These four branches serve the whole of Townsville, from the inner city to Magnetic Island and from the suburbs to the rural communities. Each branch offers specialist services and facilities that provide for our diverse community.
Mobile Library Service

This library service regularly visits Magnetic Island, Northern Beaches and Rollingstone, and travels as far south as Alligator Creek and as far west as Oak Valley. Stops are located at designated parks and Community Centres. The Mobile Library contains a small collection of items from the main branches. If the required item is not in stock, it can be reserved and collected from the Mobile Library when it becomes available.

Please contact CityLibraries for a timetable on 4727 8310 or visit our website for an online timetable.

Home Service

Our CityLibraries Home Service visits those who have difficulty accessing library branches monthly. People of any age who are frail, disabled, or are carers can use our free personalised service on a permanent or temporary basis in their own home. The service enables users to have materials selected and delivered to
them. Bulk loans are also organised for special care facilities. Please contact CityLibraries on 4727 8310 to arrange a visit, discuss eligibility and how we may help.

RESOURCES
CityLibraries has a wide collection of various items for loan or reference. There is something for everyone from the history buff to the gardening enthusiast. The library has fiction and nonfiction books, large print books, audio books, CDs, DVDs, music CDs, magazines and newspapers. Download the BorrowBox app for free to access CityLibraries growing collection of downloadable eBooks, and audio books.
CityLibraries offers free online access to magazines through Zinio. Library staff can provide assistance in branch or contact 4727 8310.

INFORMATION SERVICE
CityLibraries provides an information service at the Aitkenvale, Flinders Street and Thuringowa branches. Staff are available to help you find material that meets your needs, ranging from how to find the name of a book to locating information for a special project.

Local History Collection and Thuringowa Collection
Are you interested in family history? The Flinders Street Library houses the Local History Collection, a unique and growing collection of photographs, books, oral histories pamphlets, maps, CDs, Microfilm, Microfiche and ephemera relating to the history of Townsville and the former Thuringowa region. The Local History staff are also available to help you find what you need.

Resources for the Print Impaired
CityLibraries supports a range of resources for residents who are print impaired. These include audio books and plex-talk devices for listening to audio books. The Aitkenvale Library also offers a computer workstation with zoom text and a text magnifier. Please contact CityLibraries about access to these resources on 4727 8310.
World Language Collection

CityLibraries holds a collection of books in other languages which are updated every six months. If we don’t have the language you require, items can be ordered from the State Library of Queensland to meet your individual needs.

Programmed Reading Collection for Adult Literacy

This collection is available for loan and is designed to assist adult students learning to read and write or those learning English as a second language. Access the free online program Road to IELTS to develop the level necessary to succeed in the IELTS exam.

The Library is Online

Did you know that you can access the Library at home from council’s website? You can browse the catalogue, reserve new titles and recommend books for purchase. You can also access historical photos of Townsville and the former Thuringowa region. Our online databases provide easy access to daily local and international newspapers as well as quality information on health, business and the arts. Access to these resources and services is free and available 24/7.

SPACES

Café and Lounge Spaces

Library users can relax and enjoy a coffee or a bite to eat in our café area. The Thuringowa Central branch has Café Isabella; a locally owned café/coffee shop built right into the library. Each branch also features spacious lounge areas with comfortable chairs for relaxing.

Public Internet PCs

Internet access is a popular service provided at CityLibraries Aitkenvale, Flinders Street and Thuringowa Central. Workstations can be booked for a one hour session per day. Free basic and advanced computer and internet training sessions can also be booked at the Aitkenvale, Flinders Street and Thuringowa Central branches. Free wireless internet is available at all branches.
Meeting Rooms and Learning Space
Meeting rooms are available for workshops, seminars and meetings at the Aitkenvale, Flinders Street and Thuringowa Central branches. The Learning Space at Thuringowa Central is available for computer based workshops. For bookings and enquiries about facilities, equipment and charges please call 4773 8811.

Smart Lounge
Aitkenvale Library has a Smart Lounge where community members can use the Smart TV, which is connected to the NBN for fast internet access. While in the Smart Lounge, you can watch online videos and webinars or connect with family and friends for free over Skype.

The Access Information Centre
A number of tools that assist residents with special needs to access the internet and other educational and recreational resources are located at the Aitkenvale Library. These include zoom text software and a text magnifier.

PROGRAMS
Free Events
CityLibraries often host floor talks (e.g. lecture series on North Queensland’s history), author talks, book launches and more. The library holds annual events such as May Month of Learning where you can experience a variety of recreational activities.

Join us for the popular One Title One Townsville book club where we encourage members of the community to read the same book and discuss it in a variety of settings.

Come into any CityLibraries Townsville branch and grab a copy of our Learn Discover Connect magazine; your complete guide to all of CityLibraries’ events.
Book Clubs

CityLibraries hosts a number of book clubs, with meetings held during the day and also at night. This program is open to all library members and is free to join. The library also provides free books each month. You can also form your own book club with family and friends and borrow our book club sets for free.

Lifelong Learning

Learn new skills with the free one-to-one, on-demand resume writing assistance, literacy, numeracy, online search, and library skills online tutoring program between 3pm-10pm Monday to Friday. Access the LifeLong Learning program online at home or at the library for free.

Ancestry.com

Explore your family history using the world’s biggest and most popular internet genealogy database, Ancestry.com. CityLibraries provides free access to the fee-based Ancestry.com database at the Aitkenvale, Thuringowa Central and Flinders Street branches. Please contact the branches directly to book a session.

Indigenous Resource Centre

CityLibraries is proud to host an Indigenous Resource Centre at Aitkenvale, Flinders Street and Thuringowa Central branches. The centre aims to assist Indigenous communities to become empowered through information, helping to build a united community. A wide variety of resources related to Aboriginal and Torres Strait Islander history and culture is available including the Norman B Tindale Collection and the Margaret Lawrie collection.

First Five Forever Baby Rhyme Time/ Storytime / Messy Play

Why not bring your children or grandchildren along for an hour of stories, songs and rhymes? Storytime features stories, rhymes and a craft activity, and is the perfect way to introduce books to preschool aged
children and encourage an interest in reading and libraries. Storytime sessions are held at our Aitkenvale, Flinders Street and Thuringowa Central branches, Baby Rhyme Time uses songs, rhymes and finger plays to promote learning and spark a love of books in babies and toddlers aged up to two years old. Messy Play offers an assortment of messy play activities in age appropriate groups, sessions are held at Aitkenvale Library and local parks. Please contact one of the branches for session times for these activities.

THEATRES

TOWNSVILLE CIVIC THEATRE

The Townsville Civic Theatre is North Queensland’s premier cultural facility owned and managed by Townsville City Council. Since its opening in 1978, the theatre has been a dynamic centre of entertainment and provides an environment to develop the performing arts in the Townsville region. The theatre offers performances in dance, music, opera, comedy and drama from major Australian companies with international and national artists that complement the work of local performing arts organisations. The diverse program is designed to appeal to a broad cross-section of the community including productions tailored to meet the specific needs of youth, primary school-aged children, seniors and families.

At the rear of the Civic Theatre is C2, a versatile space which can be used for large-scale rehearsals, ballet classes (including practice bars and mirrors) or a formal entertainment area, whether it be a black-tie dinner or a more relaxed cabaret-style setting. To enquire about using C2, contact 4727 9013.

Morning Melodies

Morning Melodies is a series of six concerts that are held throughout the year and are specifically designed for seniors at very reasonable prices. The concerts feature a variety of Australian entertainers and complimentary morning tea is provided by Townsville City Council prior to each performance.

For program details or further information visit council’s website or phone TicketShop on 4727 9797.
Theatre Season

Each year Townsville City Council presents a series of exciting productions as part of the theatre season. Information on the performances included in the theatre season are available on the Townsville City Council website or through the Ticketshop. Discounts are available for loyalty if purchasing multiple performances.

Functions

The Townsville Civic Theatre offers high quality, flexible spaces for both corporate and private functions. The Balcony Bar, located on the first floor, is designed to maximise new, high quality indoor and outdoor spaces. C2, located at the rear of the building, is a large and flexible open space that can accommodate up to 250 people in a theatre style seating or 180 at a banquet.

Theatre Contact Information

PHONE >> 4727 9013
ADDRESS >> 41 Boundary Street, South Townsville
EMAIL >> tctoperations@townsville.qld.gov.au
WEBSITE >> www.townsville.qld.gov.au

TicketShop Opening Hours & Contact Information

Monday – Friday 9am – 5pm (Performances 9am – 8pm)
Saturday 9am – 1pm (and one hour prior to performance)
Sunday One hour prior to performance

PHONE >> 4727 9797
WEBSITE >> www.ticketshop.com.au
EMAIL >> ticketshop@townsville.qld.gov.au
RIVERWAY ARTS CENTRE

The Riverway Arts Centre, situated at Riverway, offers a unique and natural environment for the performing arts. Whether you catch a show or attend a function, you’ll love the first-class facilities that the centre has to offer.

The impressive range of facilities allow the region to host local, national and international artists and concerts. Furthermore, the Riverway Arts Centre provides great options for the private and corporate event market.

Riverway Arts Centre continues to grow as a presenting venue with its very own cabaret series, Riverway Sessions, introduced in 2014, and its own Theatre Season. Information on all shows can be found on the website or by calling the ticketshop.

Centre Contact Information

PHONE >> 4773 8888
ADDRESS >> 20 Village Boulevard, Thuringowa Central
EMAIL >> racoperations@townsville.qld.gov.au
WEBSITE >> www.townsville.qld.gov.au

TicketShop Opening Hours & Contact Information

Tuesday – Friday  12.30pm – 5pm
Saturday       10am – 2pm (and two hours prior to performance)
Sunday         Two hours prior to performance

PHONE >> 4727 9797
WEBSITE >> www.ticketshop.com.au
EMAIL >> ticketshop@townsville.qld.gov.au
SWIMMING POOLS

Townsville City Council owns four public swimming pools. All pools are privately leased and offer public recreational swimming in a supervised environment. They also cater for local swimming clubs and have access for people with a disability.

All pools are now covered under the one pricing structure. Patrons also have the option to purchase a multi-swim pass which can be used at all four council aquatic facilities.

TOBRUK MEMORIAL BATHS >> 32 The Strand, North Ward
PHONE >> (07) 4772 6550

LONG TAN MEMORIAL POOL >> 316 Fulham Road, Heatley
PHONE >> (07) 4725 1573

KOKODA MEMORIAL POOL >> 41 Wellington Street, Mundingburra
PHONE >> (07) 4725 5357

NORTHERN BEACHES LEISURE CENTRE >> 7-31 Erskine Place, Burdell
PHONE >> (07) 4774 7593

Over 55s or pension card holders are eligible for the concession entry fee which is $4 for a single, $35 for a 10 admission multi-swim pass, $75 for a 30 admission multi-swim pass and $180 for a 90 admission multi-swim pass. Further information regarding the swimming pools can be found on council’s website.

Other swimming venues maintained by council:

THE ROCK POOL

The Rock Pool is located on the northern end of The Strand. The Rock Pool is closed every Wednesday for cleaning and maintenance. Admission is free.
THE RIVERWAY LAGOONS

The Riverway Lagoons are located at Riverway, Thuringowa Central and have free admission. The Riverway Lagoons cover an area of more than three Olympic-sized swimming pools. The lagoons are nestled among shady raintrees, with the picturesque Ross River providing a peaceful backdrop.

THE STRAND

Townsville’s Strand is a 2.2 km beachfront promenade that is located just minutes from the city heart. It is one of Townsville’s premier destinations and has redefined recreational facilities for health and leisure in the city. Straddling the ocean between the CBD and the offshore reaches of Magnetic Island, The Strand is Townsville’s most recognisable attraction. The Strand is also a significant multi-use facility and tourist destination that provides the opportunity for people of all ages to be physically active on a regular basis.

Facilities include:
» Bike and walkway paths along the oceanfront
» Safe swimming beaches
» A water park
» Barbeque and picnic facilities
» Fishing from the Pier and Rock Pool platform
» Kiosks, cafés, restaurants and bars
» Accessible parking spaces located along The Strand.

For information on holding an event on The Strand, contact the Customer Service Centre on 1300 878 001 to make a booking. Fees and charges apply.
JEZZINE BARRICKS

This 15-hectare heritage precinct commemorates the military and Aboriginal heritage of the Kissing Point headland through 32 specially commissioned public artworks, extensive interpretive signage and the restoration of significant elements of the Kissing Point Fort complex. Large-scale landscaping works have also opened up the area for public use.

Facilities include:
» parking
» toilets including disabled facilities
» wheelchair access (limited access to some areas)
» picnic shelters
» barbeque area
» observation deck
» coastal walkway from The Strand to Rowes Bay.

For information on holding an event at Jezzine Barracks, contact the Customer Service Centre on 1300 878 001 to make a booking. Fees and charges apply.
RIVERWAY

Riverway is a parkland precinct that stretches for 11 kilometres along the Ross River with amenities and facilities located at Pioneer Park, Loam Island, Apex Park and Ross River Dam. Riverway is accessible by turning at the traffic lights on Riverway Drive into Village Boulevard, Thuringowa Central.

Facilities and amenities that can be found at Riverway include:

» Riverway Arts Centre which includes the Pinnacles Gallery and Performing Arts Space. Information, exhibitions, performances and activities are listed on council’s website, or can be obtained by phoning 1300 878 001. The Arts Centre and Gallery are wheelchair accessible.

» Riverway Swimming Lagoons: freeform in shape, more than 4000m2 in size, ranging from 0.7m to 2m deep, and with a toddlers pool and beach area. Wheelchair accessible entry ramps provide access to both lagoons.

» Riverwalk: a 3m wide pathway that overlooks the Ross River.

» Barbeques and picnic areas. The BBQs are wheelchair accessible.

» Tony Ireland Stadium: a great place to watch a game of Australian Rules Football (AFL) or cricket. Functions and meetings are also held at the venue meeting rooms and stunning three-sided glass function room. The stadium is wheelchair accessible.
Townsville Waste Services is responsible for providing waste collection, recycling and disposal services for the Townsville community.

Owners of residential property in Townsville pay a waste service charge as part of their rates (subject to the location of their property) and are eligible for free dump vouchers to use at Townsville’s waste disposal facilities. Four (4) vouchers are distributed with the Townsville City Council property rates notices twice a year (a total of 8 vouchers per year).

It should be noted that these vouchers have an expiry date (displayed on the left border of each ticket) and a limit on the quantity of waste that can be dumped per voucher. Each voucher is equal to a car boot, utility tray, small trailer or four wheelie bins. Additional vouchers or cash payments can be used for larger loads. Additional payments can made at the gatehouse of each waste facility using cash, EFTPOS or credit card.
GENERAL ADVICE
» Vouchers can be used for the disposal of domestic waste (including green waste) at any of the city’s waste facilities
» Vouchers cannot be used for some types of waste, including tyres, car bodies, asbestos, and other regulated or ‘special waste’. These items will continue to incur a cost for disposal.
» Residents must present their vouchers to the gatehouse officer who will determine how many vouchers and/or the additional cost that may be incurred to allow for waste disposal.
» Landlords are encouraged to pass vouchers onto their tenants.
» Commercial customers cannot use the vouchers, and will continue to pay the relevant charges.
» Vouchers can only be used for vehicles with a RGVM less than 4.5 tonne
» Lost vouchers cannot be replaced.

INFRIM SERVICES
Senior residents may be eligible for an infirm waste collection service. If residents are physically unable to bring out their bins to the footpath and have no carer, they can apply to Townsville Waste Services for assistance. To see if you are eligible for this service, contact the Townsville Waste Services Office on 1300 878 001.

ENVIRONMENTAL HEALTH SERVICES
Environmental Health Services enforce State legislation as well as local laws. State legislation deals with a number of environmental nuisances including noise, dust and other factors that can affect our quality of life. These issues include:
» food safety (inspecting food businesses and responding to food complaints)
» animal management
» local laws
» personal appearance services: tattooing, body piercing
nuisances: noise, dust, odour, light
vector (mosquito) control and dengue outbreaks
environmental protection: water pollution, littering, illegal dumping
food safety (inspecting food businesses and responding to food complaints)
public health risks: rats, mice and mosquitoes

DOMESTIC ANIMALS

All dogs (including puppies) in Townsville must be registered within 14 days of acquiring them. Properties that have cats must obtain a permit. As of December 2010, state laws require all dogs and cats to be microchipped. Microchipping can be arranged with your vet.

Registering a Dog or Obtaining a Cat Permit

Registration with council can be completed either in person at one of council’s Customer Service Centres or online via the Townsville City Council website. You will need to provide your pension card and proof of sterilisation (if applicable). Payments can be made by cash, cheque, money order, postal note, EFTPOS, MasterCard or Visa (Please note the use of credit cards may incur a fee). You will be given a lifetime tag that needs to be displayed on the dog’s collar. If lost, a replacement tag can be obtained from one of council’s Customer Service Centres.

Renewing Your Animal Registration - Annually

Dog registrations and cat permits are required to be renewed annually. Renewal papers will be mailed to your registered postal address. This can be paid:
online via the Townsville City Council website with a credit card
via phone or internet banking using BPAY
phone payments can also be made with MasterCard or Visa by calling 1300 886 759
in-person at a Customer Service Centre
by mail to council’s postal address.
Please note: cheques, money orders, postal notes etc. must be made payable to Townsville City Council and crossed “Not Negotiable”. A receipt will only be posted on request.

MOSQUITOES

Mosquitoes can have a significant impact on our region’s tropical outdoor lifestyle and on the health of the region’s community due to their nuisance capabilities and the potential to transmit mosquito-borne diseases.

There are more than 40 species of mosquitoes in North Queensland, with the council’s Vector Control Unit tasked with managing mosquitoes to acceptable levels and protecting the community from the risk of mosquito-borne disease transmission. Many of these mosquito species can transmit Ross River Virus and Barmah Forest Virus (common mosquito-borne diseases in the north) but only one mosquito species, *Aedes aegypti*, can transmit the dengue virus which can cause dengue fever, dengue haemorrhagic fever and dengue shock syndrome.

Avoid Mosquito Bites

Protect yourself from mosquito bites by:

» using effective mosquito repellent
» limiting your time in mosquito areas especially around peak mosquito activity times eg dawn and dusk
» wearing loose fitting, light coloured clothing that covers you
» using mosquito nets and screens
» using mosquito coils and lanterns.

STOP DENGUE

The dengue mosquito, *Aedes aegypti*, is a domestic mosquito (i.e. found around your home) and breeds in containers holding water. The mosquito bites during the day and is generally found indoors or around the patio. It is your responsibility to stop the mosquito breeding and to prevent getting bitten.
Defend Against Dengue:

» Check your yard on a weekly basis:

Dengue mosquitoes breed in water-filled containers including tyres, buckets, unmaintained swimming pools, general containers, drain sumps, blocked roof guttering and unscreened rainwater tanks. Even your cleanest gardens can have garden ornaments, bird baths, bromeliads, pot plant bases, self-watering pots, striking buckets and fallen palm fronds, all of which are breeding sites for the dengue mosquito.

You need to tip the water out, store items correctly so they do not hold water, throw out items or maintain items so they will not breed mosquitoes.

» Don’t get bitten

The dengue mosquito is a daytime biter. During the day apply repellent, use mosquito coils, apply surface sprays to dark surfaces and wear loose, light coloured clothing. Always have your house screened.

» See your doctor if you feel unwell

Dengue symptoms include headaches, muscle and joint pain, skin rash, fever, loss of appetite, vomiting, diarrhoea and sometimes bleeding around the gums or nose.

A blood test is the only way to confirm dengue.

If you have any issues or enquiries relating to the items listed above please contact the Customer Service Centre on 1300 878 001 or visit council’s website.
ENGINEERING SERVICES DEPARTMENT

Townsville City Council’s Engineering Services Department is the asset custodian and provides management and delivery of capital and renewal planning, the design and execution of capital works and management of major projects and fleet services. Engineering Services also manages the investigation and advice for all stormwater, roads and traffic issues, design services and survey for design and construction activities.

Further information on the Engineering Services Department can be found on the Townsville City Council website.

MAINTENANCE SERVICES DEPARTMENT

Townsville City Council’s Maintenance Services Department is responsible for managing the maintenance and operations of roads and drainage infrastructure as well as parks and open spaces.

This includes:
- roads
- kerbs and channels
- footpaths
- drainage infrastructure
- footpath trees
- parks and open spaces
- median strips
- irrigation
- coastal infrastructure – jetties and boat ramps
Maintenance works we provide include:
» pothole repairs
» cleaning roads and streets
» kerb and channel repairs
» unsafe footpath repairs
» road or street sign repairs
» bridge structure repairs
» grading of roads
» blocked stormwater drains
» traffic lights
» footpath tree inspections
» scheduled suburb street tree pruning
» park mowing and maintenance
» road corridor maintenance
» park litter collection
» irrigation repairs
» residential footpath plantings
» boat ramp cleaning

If you have any requests/complaints regarding the above please contact the Customer Service Centre on 1300 878 001.
TOWNSVILLE WATER

RESIDENTIAL WATER

Townsville City Council offers a choice between two water billing options for residential properties: the Standard Plan and the Water Watchers Plan.

The default option for developed residential properties is the Standard Plan. Residential property owners can only change their water billing method during the annual opt-in period each year, unless there is a change of ownership or land use, or a water meter is connected to vacant land during the financial year.

For more information contact Water Billing (Rates) on 1300 878 001 or visit council’s website. Handy tips on how to reduce water consumption can also be found on the website.

WATER RESTRICTIONS

Townsville has four levels of water restrictions. The following restrictions all apply to the watering of residential and rural lawns and gardens and the watering of commercial lawns and gardens (including school grounds).

Odds and evens house numbering system applies at all four levels:
» Even numbered properties on Tuesdays and Saturdays.
» Odd numbered properties on Wednesdays and Sundays.

(Property addresses are categorised as “Odd” if: the number of the property within the street is an odd number – for example 3 Jones)

Level 1 ➞ Ross River Dam level 40 percent.
Sprinklers only to be used 5am-7am and 6pm-8pm, odds and evens applies, handheld watering any time
Level 2 >> **Ross River Dam level 30 percent.**
Sprinklers only to be used 6pm-8pm, odds and evens applies, handheld watering any time.

Level 3 >> **Ross River Dam level 20 percent.**
Sprinklers not to be used, handheld watering 6pm-8pm, odds and evens applies to handheld watering

Level 4 >> **Ross River Dam level 10 percent.**
No sprinklers or handheld watering allowed, watering cans/buckets only, odds and evens applies to watering cans/buckets

Further information regarding water and wastewater can be found on the Townsville City Council website.

**INTEGRATED SUSTAINABILITY SERVICES**

Integrated Sustainability Services (ISS) uses natural resource management to bring together all the elements of sustainability in Townsville to deal with these fundamental challenges (energy, water, waste and biodiversity), in a way that maintains or enhances the quality of life of the whole community, and involves people in ways that are meaningful to them.

Through resources available and a dedicated team, we aim to promote sustainability and environmental protection and management which is economically affordable, meaningful, practical, implementable, and acceptable by the community.

**AREAS OF INTEREST**

**Rowes Bay Sustainability House**

The old Caretaker’s cottage at council’s Rowes Bay centre has been retrofitted, and what used to be a pre-1980s concrete block home which was chewing through energy and water, is now a real demonstration of retrofitting for energy efficiency measures, renewable energy and water conservation together with the benefits of maintaining biodiversity through urban nature.
The Rowes Bay Sustainability Education Centre is a focal point of Townsville City Council’s whole of catchment education program providing an interpretive education experience for the wider Townsville community and particularly school and community groups.

» Water Smart Garden
» Solar Power Generation
» Rowes Bay Wind
» Tropical Design Features
» Hot Water Heating
» Energy Efficient Features
» Water Efficient Fittings
» Use of recycled materials
» Rowes Bay Wetlands

You can visit by booking a Catchment Tour on council’s website. Tours may visit wetlands, contrast natural sites with areas of human impact, examine coastal issues or explore energy innovations.

We also host Sustainable House Open Days several times a year. You can find out more information via the Townsville City Council website Events Calendar.

**WATER RELATED INITIATIVES**

**Creek to Coral**

The Creek to Coral program aims to maintain and enhance healthy waterways within the coastal dry tropics of the Townsville region.

**Reef Guardian Council**

Council’s Integrated Environmental Systems (IES) provide a high level of strategic policy and advice to council in order to integrate and represent internal environmental and sustainability interests.
SOIL EROSION AND SEDIMENT CONTROL COURSES

Due to generally poor soil condition in the Townsville area and proximity to the Great Barrier Reef, Erosion and Sediment Control is an integral part of the protection of our world heritage reef. To provide more information and build local knowledge and expertise, a comprehensive training package has been developed by industry leaders in soil science, revegetation and water management in Queensland.

ENERGY INITIATIVES

White Roofs

Did you know that having a white roof installed on your house can significantly reduce the loss of energy to cool your home during summer by an average of 20-30%?

Smart City Solar City

Smart City Solar City is Townsville City Council’s innovative program that builds on the lessons of the Townsville Queensland Solar City. The program works together with businesses and residents to create a collective energy-wise response to climate change.

The Smart City Solar City will work with the Townsville community to:

» inform and educate the community about energy supply, use and conservation
» transfer lessons from the various Townsville Solar City trials to the wider community
» connect with schools and community groups to drive wide-scale community change
» investigate and provide response to the barriers to demand side management in our homes and businesses
» research and provide trial incentives for more sustainable energy use
» demonstrate cutting-edge solar power technology, innovative smart technologies and design in our public urban buildings and spaces.
The program builds on other sustainability initiatives, such as Creek to Coral, the widespread use of E10 petrol in council fleet vehicles, and other energy efficiency initiatives of council.

Townsville Smart City Solar City forms part of a wide range of sustainability projects undertaken by government, business and industry, and community, to make Townsville a hub of sustainability, and one of the world’s leading sustainable cities.

COMMUNITY TREE PLANTING

National Tree Day is an opportunity for schools, community groups and local residents to come together to make a positive difference to our environment. One of the biggest threats to our native wildlife is habitat loss. By growing local native trees, shrubs and ground cover, we can help to address this issue by providing these animals with food and shelter.

National Tree Day is Australia’s biggest community tree-planting event, with more than 2 million volunteers planting over 13 million native trees and shrubs. The initiative was co-founded by Olivia Newton-John and Jon Dee, from Planet Ark, in 1996 and is now proudly sponsored by Toyota.

In 1998, Townsville City Council first participated in the National Tree Day Campaign, holding plantings at Rowes Bay, Stuart Creek and Louisa Creek. With the help of many volunteers we transformed these sites into thriving habitats for local native flora and fauna.

Over the years more than 30,000 local native trees and shrubs have been planted at National Tree Day events in Townsville.

We host the following key environmental activities during the year that you can participate in:
» Eco Fiesta and Smart Lifestyle Expo
» National Tree Day
» Thematic communication educational sessions held throughout the year
» Environmental Week, Environmental Excellence and Sustainability Awards
National Water Week
Sustainable House Open Days
Community Tree Planting days

If you would like further information on any of Integrated Sustainability Services, please email sustainable@townsville.qld.gov.au or visit the Townsville City Council website.

RATES

A concession is offered to approved pensioners on application, equivalent to 85 per cent of the general rate up to a maximum of $800 per annum. This will apply only if all rates and charges levied for the current financial year are paid in full by 31 May. A concession will also be extended on a pro-rata basis to eligible pensioners receiving less than a maximum qualifying pension.

An approved pensioner is and remains throughout the rating period the holder of a Queensland Pensioner Concession Card issued by Centrelink or Department of Veterans’ Affairs Health Card (All Conditions within Australia) or Department of Veterans’ Affairs Health Card (Totally and Permanently Incapacitated).

The concession only applies to a property that is the pensioner’s principal place of residence.

Townsville City Council will confirm eligibility and status of the current concession on at least an annual basis. Townsville City Council will use Centrelink Confirmation eServices (online enquiry) to perform a Centrelink or Department of Veterans’ Affairs enquiry with the pensioner’s authorisation.

If council is unable to confirm continuing eligibility, the concession will cease and the pensioner will have to re-apply if they wish to continue to receive the concession.
Queensland Government Pensioner Rate Subsidy Scheme

In addition to the council concession, the Queensland Government provides a subsidy to approved pensioners. This is equivalent to 20 per cent of the gross rates and charges levied by Local Government, up to a maximum amount of $200 per annum, as determined by the Department of Human Services. This subsidy is paid by the Queensland Government to the Local Government and is passed on to approved pensioner ratepayers.

Under no circumstances is an approved pensioner to receive a subsidy for more than one property, designated as his/her principle place of residence, in the same rating period. This applies within or outside of Queensland.

An approved pensioner is someone who meets the following criteria:

a) Is and remains an eligible holder of a Queensland Pensioner Concession Card issued by Centrelink or the Department of Veterans’ Affairs; or a Queensland Repatriation Health Card – For All Conditions issued by the Department of Veterans’ Affairs;

b) Is the owner or life tenant (either jointly or solely) of the property which is his/her principal place of residence; and

c) Has, either solely or jointly with a co-owner, the legal responsibility for the payment of rates and charges for the specified property as defined in the Local Government guidelines.

Full particulars of the available pension concessions and associated benefits may be obtained from Townsville City Council Customer Service Centres.

Utilities Charges

Utilities charges (water, sewerage and garbage) are billed twice per year on the half yearly rate notice issued in August and February.

Further information regarding rates and charges can be obtained by calling Townsville City Council on 1300 878 001 or visiting council’s website.
COMMUNITY PROGRAMS

PENSIONER TRANSPORT SUBSIDY SCHEME (PTSS)

This subsidy is provided to residents in the Townsville local government area who receive a Commonwealth Government Pension.

The recipients of the PTSS card are eligible for a discount on local bus fares. This is in addition to the discount provided by the State Government. Both the PTSS card and pension card must be shown to the bus driver for the discount to be given.

In addition, all eligible PTSS recipients who permanently reside on Magnetic Island are eligible to receive twenty $3 discount ferry vouchers per annum. When purchasing ferry tickets, both the voucher and pension card must be presented. Vouchers are also eligible for use when purchasing multi-passes.

For further information, contact the Customer Service Centre on 1300 878 001.

ACCESSING TOWNSVILLE

The Accessing Townsville Guide has been developed to assist people to access the various shops, restaurants, attractions and services that Townsville has to offer. It also helps to identify some appropriate and accessible accommodation. It is a valuable tool for anyone with limited mobility, including people with a disability, seniors and parents with strollers.

You can view or download a copy via the Townsville City Council website.

For more information on this guide, contact Community Development on 1300 878 001.
QUEENSLAND GOVERNMENT COMPANION CARD

Townsville City Council is an industry affiliate of the Queensland Government Companion Card. Through this program, a carer or companion accompanying a person with a disability is able to gain free admission to public events, programs and activities which are publicly funded by council at the following council facilities:

» Townsville Civic Theatre
» Riverway Arts Centre
» All council pools

For further information on the Companion Card program and other Townsville business affiliates participating in this program, contact 13 74 68 or visit: www.qld.gov.au/disability/out-and-about/about-companion-card/

ABORIGINAL AND TORRES STRAIT ISLANDERS ELDERS YARNIN’ CIRCLE

This program consists of a series of regular social activities for Aboriginal and Torres Strait Islander elders. The aim of the program is to bring Aboriginal and Torres Strait Islander elders together to reduce social isolation and to provide information about what is happening in the community.

For further information, contact Community Development on 1300 878 001.

COMPUTER ACCESS AND TRAINING PROGRAMS

CityLibraries offers a number of free training options for those wishing to develop basic computer skills.

The Aitkenvale, Flinders Street and Thuringowa Central branches provide NBN broadband which can be accessed for free using the Public Internet PCs. One-on-one and group training is held every month in Aitkenvale, Flinders Street and Thuringowa Central libraries. The training enables all Townsville residents to become skilled and confident using computers and internet services. Walk-in sessions are held at Aitkenvale and Thuringowa Central libraries for smartphone, tablet, computer and internet questions.
Online tutorial programs Lynda.com and Lifelong Learning allow beginners to advanced users to develop their skills in self-paced free sessions.

For bookings and enquiries about facilities contact 4727 8310

**Computer Literacy for Beginners**

Free classes are run by library staff and volunteers at the following Community Centres:

- Upper Ross Community Centre – 1st & 2nd Wednesdays of the month, 10.30am-12.30pm, telephone 4774 0144
- Rollingstone Community Centre – 1st Friday of the month, 11am-1pm, telephone 4770 7855

**COMMUNITY EVENTS FOR SENIORS**

Townsville City Council hosts and sponsors numerous events throughout the year. For details of ‘What’s On’, visit the Townsville City Council website or contact the Community Information Centre on 4771 4230.

**SENIORS WEEK**

Each year in August, Townsville City Council hosts three major events as part of Townsville’s Seniors Week. These include: Seniors Music Day on Maggie, Seniors Week Lifestyle Expo and Seniors Week Luncheon and Seniors Music Day on Magnetic Island. These annual community events serve to acknowledge and thank local seniors for their contributions to the community.

The first event to kick off Seniors Week is the **Seniors Music Day on Maggie** which allows seniors to enjoy a relaxed afternoon of free musical entertainment and afternoon tea in a natural tropical setting.

The next event on the senior’s social calendar is the **Seniors Week Lifestyle Expo** located at the Townsville RSL Stadium. The expo attracts up to 90 exhibitors showcasing a range of information and displays from service groups and community organisations relevant to seniors. The expo also provides a social outing for many isolated seniors and includes an entertainment stage with guest speakers and performers.
Seniors Week is concluded by the **Seniors Week Luncheon**, a two-day mega event that combines the Seniors Picnic in the Park and the Pioneers Party. Seniors are able to choose which day they would like to attend, either the Thursday or the Friday lunch. Located in the air-conditioned comfort of the Townsville RSL Stadium, the event accommodates up to 3,000 guests over the two-days and includes a free catered lunch, live entertainment and an awards ceremony for Townsville residents over the age of 60.

Seniors Week event details can be found on the Townsville City Council website. For more information, contact the Events and Protocol Unit on 1300 878 001.

**AWARDS FOR SENIORS**

Townsville City Council sponsors three awards for seniors. Details of these awards can be found on the Townsville City Council website when award nominations open. These awards are:

**TOWNSVILLE CITY COUNCIL SENIORS AWARDS**

Townsville City Council’s Seniors Awards recognise our senior residents (60 years and over) for their outstanding voluntary contributions to the community. Nominations are sought from the community in approximately June each year and awards are presented during the Seniors Week Luncheon (which is held during Seniors Week in August each year).

**AUSTRALIA DAY AWARDS – SENIOR SPORTSPERSON OF THE YEAR**

Townsville City Council’s annual Senior Sportsperson of the Year Award recognises the efforts of an individual sportsperson who made a noteworthy record of achievement in sport.

Only Townsville residents are eligible for this individual award. Nominations are sought annually. Must be 18 years of age or over at 26 January at the time of nomination.
AUSTRALIA DAY AWARDS – SPORTS ADMINISTRATOR AWARDS

Townsville City Council’s annual Sports Administrator Award is presented to persons who made a noteworthy record of achievement in sport or have made a significant contribution as coach, official or administrator.

Only Townsville residents are eligible for this individual award. Nominations are sought annually. Must be 18 years of age or over at 26 January at the time of nomination.

For further information, contact Sport and Recreation on 1300 878 001.
COMMUNITY GRANTS

Townsville City Council’s Community Grants Scheme provides financial assistance to not-for-profit community organisations who offer local services and initiatives that enhance community wellbeing and opportunity.

The Community Grants Scheme has four key priorities:
» General Community Grants
» Festivals and Events Grants
» Arts and Cultural Grants
» Sport and Recreation Grants
» T150 (Townsville 150th Anniversary) Grant Program.

For further information, contact the Customer Service Centre on 1300 878 001 or go to the Townsville City Council website.

DISASTERS AND EMERGENCIES

Disasters and emergencies can strike at any time. The natural events that pose the highest risk to the Townsville community include cyclones, storm surges, floods and bushfires. Natural disasters can cause severe disruption to daily life and damage local infrastructure and services.

Townsville City Council works through the Townsville Local Disaster Management Group and in collaboration with emergency services agencies, the State Government and local volunteer groups to improve the safety and resilience of the community against disasters and emergencies.
Townsville City Council has developed a number of resources to assist residents in the event of natural disasters and emergencies. These resources can be found on the Townsville City Council website.

**ACCESSIBLE AND SUSTAINABLE HOUSING DESIGN**

The Sustainable Living Podcasts provide information to the public and local builders about Liveable Housing Design. The podcasts showcase versatile design possibilities that allow houses and buildings to meet the changing needs of occupants over a lifetime. Liveable housing meets the needs of seniors, people with disabilities and their families, and families with children.

If you are building a new house or building, it is best to build a house which incorporates liveable housing design rather than to wait until an unmet need arises and modifications must be made to enable a person to live independently.

The information in the podcasts is easy to watch and understand. The podcasts cover Liveable Housing Design, Crime Prevention Through Environmental Design (CPTED), Sustainability and Assistive Technology.

These podcasts are available on council’s YouTube channel through the following links:

- www.youtube.com/watch?v=KzyDI_ZOpXc – Sustainability in action
- www.youtube.com/watch?v=Lcy1bTTyhag – Crime Prevention Through Environmental Design
- www.youtube.com/watch?v=EoelwgA4j_c - Liveable Housing Design
- www.youtube.com/watch?v=SVevKblqyHE – Assistive Technology
GRAFFITI

Townsville City Council’s Public Graffiti Management Policy ensures a managed response for the removal and reporting of graffiti on council assets and other places where graffiti is a public nuisance. Council encourages the community to take a stand, by reporting any incidences of graffiti to the Council Customer Service Centre on 1300 878 001 or emailing enquiries@townsville.qld.gov.au or contacting Crime Stoppers on 1800 333 000.

When you report graffiti to Crime Stoppers, your information will be passed on to the relevant local government to arrange for the removal of the graffiti. Information may also be passed on to government-owned businesses such as Ergon Energy Corp. Ltd, Powerlink Queensland and Queensland Rail which also have a requirement to clean up graffiti.

Quick reporting and removal of graffiti may deter offenders as their work is not on display.

In accordance with privacy laws your contact details will only be used for the purpose which it has been gathered. Council may use your details to contact you if council cannot locate the graffiti that you have reported.

You can help to fight graffiti by:

- calling to Crime Stoppers in Queensland (1800 333 000) for reporting graffiti. The hotline service is operated 24 hours per day.
- uploading images and reporting graffiti offences 24 hours per day, 365 days per year via this website page found directly by the url www.graffitistop.com.au
- using portable devices including smartphones and tablets to report and upload images of graffiti (Note - software compliant portable devices are required).
- calling Townsville City Council Customer Service on 1300 878 001
- emailing Townsville City Council - enquiries@townsville.qld.gov.au
COMMUNITY INFORMATION CENTRE

The Community Information Centre, working in partnership with the Townsville City Council, provides extensive, free information and referral services to the Townsville community.

Contact the Community Information Centre for information on:

» community and service organisations
» recreational and cultural activities
» information for new residents
» halls and venues for hire
» arts and events.

The Community Information Centre is located on Level 1, Northtown, 280 Flinders Street Townsville. For further information contact 4771 4230 or visit Council’s website.
For further information on council services or information contained in this booklet, contact the Customer Service Centre:

📞 1300 878 001
✉️ enquiries@townsville.qld.gov.au
🌐 www.townsville.qld.gov.au
✉️ PO Box 1268, Townsville Qld 4810