

City of Greater Bendigo Summer Services Guide 2025-2026

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for City operations and facilities



Preparing for the high risk weather season

The City of Greater Bendigo's services may be limited or cancelled when the National Fire Danger Rating System reaches a certain level. This is a summary of the services that will or will not be provided during these times.

The Fire Behaviour Index (FBI) level for the Northern Country region, which includes Greater Bendigo, can be found on the BOM website: www.bom.gov.au/vic/forecasts/fire-danger-ratings.shtml

City services

SERVICE PROVISION	TOTAL FIRE BAN	HIGH Be ready to act	EXTREME FBI 50-74 Take action now	EXTREME FBI 75-99 Take action now	CATASTROPHIC Leave bush fire risk areas
Swimming pool services	Refer to the City website for more information	Normal service	Normal service	Refer to the City website for more information	Refer to the City website for more information
Community engagement	Normal service	Normal service	Normal service	In-person community engagement may be rescheduled	In-person community engagement postponed
Animal management	Normal service	Normal service	Normal service	Restricted service	Restricted service
Bendigo Animal Relief Centre (BARC)	Normal service	Normal service	Normal service	Normal service	Restricted service

City facilities

SERVICE PROVISION	TOTAL FIRE BAN	HIGH Be ready to act	EXTREME FBI 50-74 Take action now	EXTREME FBI 75-99 Take action now	CATASTROPHIC Leave bush fire risk areas
Galkangu (Bendigo GovHub) and other services/facilities located in the Bendigo city centre	Normal service	Normal service	Normal service	Normal service (subject to staff availability)	Normal service • Access may be restricted
Heathcote – administration and other services/facilities located in the Heathcote area	Normal service	Normal service	Normal service	Normal service (subject to staff availability)	Normal service • Access may be restricted
City depots in Bendigo and Heathcote	Restricted or essential services	Normal service	Normal service	Restricted or essential services	Restricted or essential services
Bendigo Visitor Centre ¹	Normal service (subject to staff availability)	Normal service	Normal service	Normal service (subject to staff availability)	Normal service (subject to staff availability)
Heathcote Visitor Centre ¹	Normal service (subject to staff availability)	Normal service	Normal service	Normal service (subject to staff availability)	Restricted or essential services • No volunteers onsite
Libraries in Bendigo, Heathcote, Kangaroo Flat and Eaglehawk ²	Normal service	Normal service	Normal service • Restricted service in high-risk area		Normal or restricted services (subject to staff availability)
Library agencies in Elmore and Axedale ²	Normal service	Normal service	Normal service • Restricted service in high-risk area		Closed
Bendigo Airport	Normal service	Normal service	Normal service		Normal service
Bendigo Livestock Exchange	Normal service	Normal service	Normal service		Contact your selling agent for information on the status of the scheduled sales
City-owned and managed property	Normal service • After hours (24/7) building related response service available • Contractor response dependent on level of risk associated with property request	Normal service • After hours (24/7) building related response service available • Contractor response dependent on level of risk associated with property request	Normal service • After hours (24/7) building related response service available • Contractor response dependent on level of risk associated with property request	Restricted or essential services • After hours (24/7) building related response service may be restricted • Contractor response dependent on level of risk associated with property request	Restricted or essential services • After hours (24/7) building related response service may be restricted • Contractor response dependent on level of risk associated with property request

1. Visitors are advised to contact the VicEmergency hotline on 1800 226 226 or download the VicEmergency app for travel advice

2. Refer to website for library opening hours www.ncgrl.vic.gov.au

Early years and youth

SERVICE PROVISION	TOTAL FIRE BAN	HIGH Be ready to act	EXTREME FBI 50-74 Take action now	EXTREME FBI 75-99 Take action now	CATASTROPHIC Leave bush fire risk areas
Annie Galvin Early Learning Centre and Helen Jessen Early Learning Centre ³	Normal service	Normal services	Normal service	Subject to Department of Education's advice on school closures	CLOSED - Families to be notified the evening prior to a Catastrophic day - No staff in attendance at either service
Maternal and child health services, including New Parent Groups	Normal service	Normal service	Normal service	Normal service No service in high-risk areas	All families contacted by phone for review
Immunisation services	Normal service	Normal service	Normal service	Normal service No service in high-risk areas	No service provided All appointments will be rescheduled
Yo Bendigo and Youth Council	Normal service	Normal service	Normal service		Restricted or essential services No volunteers onsite
School crossings	Normal service	Normal service	Normal service	Subject to Department of Education's advice on school closures	CLOSED

Events

SERVICE PROVISION	TOTAL FIRE BAN	HIGH Be ready to act	EXTREME FBI 50-74 Take action now	EXTREME FBI 75-99 Take action now	CATASTROPHIC Leave bush fire risk areas
Events	If an Extreme, Catastrophic or Total Fire Ban Day is declared, check with event organisers whether event is going ahead. Event organisers should refer to their risk assessment/emergency plan for Extreme, Catastrophic, and Total Fire Ban cancellation arrangements. Strong recommendation to cancel/postpone if event is outdoors or if there is a sizable gathering/movement of people. Advice may be sought from the CFA.				

3. Preschool and kindergarten facilities at the highest risk of fire danger are placed on the Department's Bushfire At-Risk Register (Department Education and Training). Please refer to the Department's website: www.vic.gov.au/bushfire-risk-register-barr

Eaglehawk Landfill, recycling centres and bin collections

SERVICE PROVISION	TOTAL FIRE BAN	HIGH Be ready to act	EXTREME FBI 50-74 Take action now	EXTREME FBI 75-99 Take action now	CATASTROPHIC Leave bush fire risk areas
Eaglehawk Landfill	Refer to relevant Fire Behaviour Index Category	Normal service	Normal service	Closed to public	CLOSED
Heathcote, Goornong and Strathfieldsaye recycling centres	Refer to relevant Fire Behaviour Index Category	Normal service	Normal service	Closed to public	CLOSED
General waste, recycling and organics collections	Normal service	Normal service	Normal service	Services may be affected	Services may be affected

Parks and open space

SERVICE PROVISION	TOTAL FIRE BAN	HIGH Be ready to act	EXTREME FBI 50-74 Take action now	EXTREME FBI 75-99 Take action now	CATASTROPHIC Leave bush fire risk areas
Bendigo Botanic Gardens, White Hills	Normal service	Normal service	Normal service	Closed in days of high wind	CLOSED
Crusoe Reservoir	Normal service	Normal service	Normal service		CLOSED
Reserves	Normal service	Normal service	No service (non-irrigated sites)		No service (non-irrigated sites)
Grass maintenance	No service (non-irrigated sites)	No service (non-irrigated sites)	No service (non-irrigated sites)		No service (non-irrigated sites)

Works and projects

SERVICE PROVISION	TOTAL FIRE BAN	HIGH Be ready to act	EXTREME FBI 50-74 Take action now	EXTREME FBI 75-99 Take action now	CATASTROPHIC Leave bush fire risk areas
City-managed capital works	Normal service with extra precautions that may restrict service provision	Normal service	Normal service	Normal service with extra precautions that may restrict service provision	Restricted or essential services
General City works	Normal service with extra precautions that may restrict service provision	Normal service	Normal service	Normal service with extra precautions that may restrict service provision	Restricted or essential services

Know your warnings

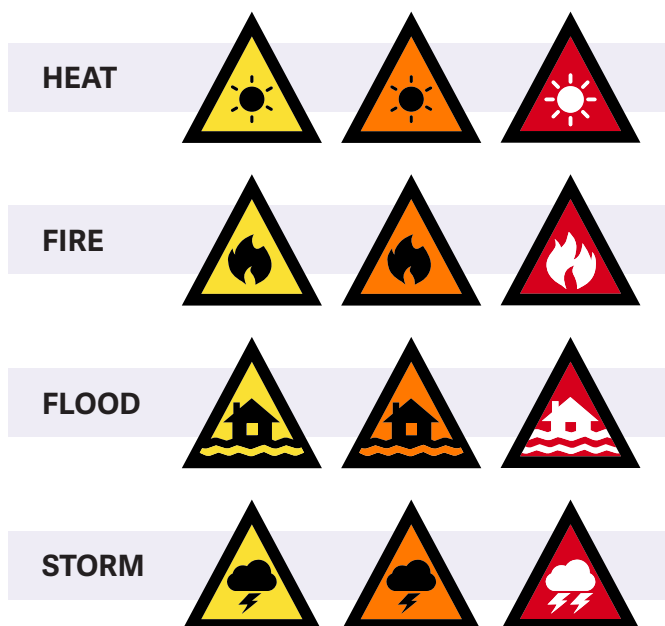
Australian Warning System

Do not rely on an official warning to leave. Emergencies can start quickly and threaten you within minutes.

The Australian Government's Australian Warning System represents fire, flood and storm using the following symbols:

- **Advice (yellow)** – An incident has started. There is no immediate danger. Stay up to date in case the situation changes
- **Watch and Act (orange)** – There is a heightened level of threat. Conditions are changing and you need to act now to protect you and your family
- **Emergency Warning (red)** – An Emergency Warning is the highest level of warning. You may be in danger and need to act immediately

National hazard icons

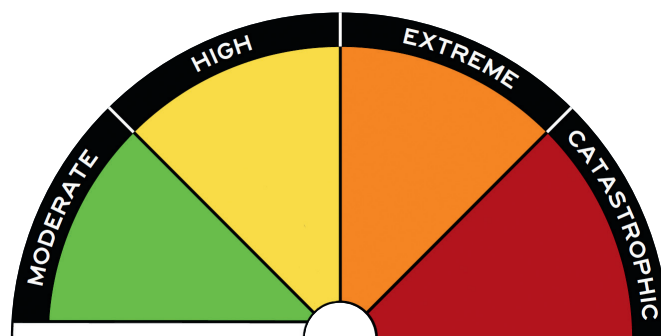


What to do if there is a warning?

- Stay calm. Stop what you are doing and pay attention
- If you don't understand the warning, get someone to explain by asking neighbours or friends
- Follow the advice of warnings immediately. People may die or be put in danger if they do not respond right away
- Keep in contact with family members. Make sure they know what is happening and what you plan to do
- Stay informed. Keep listening to the radio for more information in case the situation changes

Australian Fire Danger Rating System

The Australian Fire Danger Rating System describes the potential level of danger, should a bushfire start. It provides people with information so they can take action to protect themselves and others from the potentially dangerous impacts of bushfires.



Category	Community messaging
NO RATING	No proactive community action required
MODERATE	Plan and prepare
HIGH	Be ready to act
EXTREME	Take action now to protect life and property
CATASTROPHIC	For your survival, leave bushfire risk areas

Further information

- **CFA** - www.cfa.vic.gov.au/warnings-restrictions/fire-bans-ratings-and-restrictions
- **Heat Wave Help** - www.heathealth.cvga.org.au
- **HeatWatch** - <http://heatwatch.sydney.edu.au>
- **City of Greater Bendigo - In an emergency what is your plan** - www.bendigo.vic.gov.au/residents/fire-floods-and-emergencies/planning-emergency
- **Survive the Heat** - www.betterhealth.vic.gov.au/campaigns/survive-the-heat



VicEmergency app

www.emergency.vic.gov.au/prepare/#where-do-i-get-information-in-an-emergency

Heatwave Warning Service

The Heatwave Warning service provides a nationally consistent, impact-based warning that allows the public to take steps to prepare for and mitigate the impacts of heatwaves.

The Bureau of Meteorology (BOM) issues Heatwave warnings when ten per cent or more of a weather district is in a severe or extreme heatwave. It is based on three days of unusually high maximum and minimum temperatures for that location.

They use three heatwave categories based on intensity:

LEVEL	FREQUENCY	MESSAGING	HEALTH IMPACT
LOW-INTENSITY HEATWAVE	Most common EHF >0<1	- Possible heat health warning from Department of Health - Monitor local conditions	Most people can cope during these heatwaves.
SEVERE HEATWAVE	Less frequent EHF ≥1<3	- BOM Heatwave Warning issued - Monitor local conditions - Prepare and respond according to heatwave plans	Can impact those most at risk such as those over the age of 65 years, particularly those with medical conditions, and the very young.
EXTREME HEATWAVE	Rarest EHF ≥3	- BOM Heatwave Warning issued - Monitor local conditions - Prepare and respond according to heatwave plans	Causing widespread health issues to all population cohorts. This can impact infrastructure such as power and transport.

(EHF = Excess Heat Factor)

The warning includes a description of the expected maximum and minimum temperatures, the timing of when the heatwave will peak and/or ease and affected towns and communities within the warning area.

www.bom.gov.au/australia/heatwave

The Chief Health Officer may also issue a Heat Health warning when they consider forecast temperatures pose a health risk for example a single day of extremely high temperatures.

HeatWatch

The HeatWatch application allows you to calculate a personalised heat health risk. Risk is divided in six categories ranging from Minimal to Extreme.

For each risk category there is a list of evidence-based cooling strategies. Use the QR code below to access the HeatWatch application.



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