

SOUTH GIPPSLAND SHIRE COUNCIL

A guide for new residents



An overview of local services & facilities



*South Gippsland
Shire Council*



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Additional information can be found in the Community Directory on Council's website: www.southgippsland.vic.gov.au/communitydirectory

Welcome

What is the Residents' Guide?

Whether you're new to our shire or are a long term resident, we are pleased to present you with this Residents' Guide. The Guide is a directory to some of the services and activities that may help you make the most of living in South Gippsland.

Many of the services listed in this Guide are provided by Council but there are hundreds more groups, sporting clubs and associations located in South Gippsland that you may be interested in. You can find their details in the Community Directory on Council's website.

Our website also provides a wealth of material to guide you, but if there are still questions to be resolved, please don't hesitate to call our friendly Customer Service team on 5662 9200 who will be more than happy to assist you.

Kerryn Ellis, Chief Executive Officer
South Gippsland Shire Council



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South Gippsland Shire Council

Stay 'In the Know'

Sign up to Council's online newsletter 'In the Know' to receive regular updates on Council activities and be alerted to opportunities to provide feedback.

You can sign up at:
www.southgippsland.vic.gov.au/intheknow

Contacting Council

Address:

9 Smith Street, Leongatha

Business Hours:

8.30am - 5.00pm, Monday to Friday
Changes to any usual hours will be advised.

Mail:

Private Bag 4, Leongatha VIC, 3953

Phone:

Business Hours Phone: 03 5662 9200
After Hours Phone
(in the event of an emergency): 03 5662 9200
Interpreter: 131 450
(Italiano, Deutsch, Nederlands etc.)
National Relay Service: 133 677
(for hearing/speech impaired)

Email:

council@southgippsland.vic.gov.au

Website:

www.southgippsland.vic.gov.au

Facebook:

www.facebook.com/southgippslandshirecouncil



Community Directory:

Council's online Community Directory can help you locate the contact details for many local sporting clubs, community groups, hall committees and more.

You can view the directory at:
www.southgippsland.vic.gov.au/communitydirectory

If you are part of a South Gippsland club that isn't included in the Directory and would like to be, you can add your details at the above link.



Are you moving to a rural property?

Rural living in South Gippsland is an attractive option for people seeking to escape the pressures of urban living or establish a rural lifestyle.

It is important to understand life in a rural area may look peaceful but our farms are busy and noisy places at times and unsealed roads carry a broad range of vehicles and livestock. Properties in rural areas may not receive the same services as those located in urban areas (e.g. waste or recycling collections).

South Gippsland is one of the key dairy farming locations in Australia, is a major beef farming area and also has significant sheep farming. Horticultural food production and processing also occurs in the Shire including snow peas, potatoes, and fresh herb production. An increasing range of specialty food and beverage production including cheese, meat, eggs, wine and brewing are available.

Helpful information

The Department of Agriculture and Department of Human Services have websites offering advice for new or prospective residents about expectations and responsibilities of rural living:

Department of Agriculture:

<http://agriculture.vic.gov.au/>

Small Rural Property Guide

<http://www.necma.vic.gov.au/Solutions/Small-Rural-Property-Guide>

Department of Health and Human Services

Rain water and tank maintenance in and around home:

<https://www2.health.vic.gov.au/public-health/water/private-drinking-water/rainwater>

Find out more:

To find out more, please read our Rural Residents' Guide.

The Rural Residents' Guide provides information on:

- what to expect from living in an agricultural area
- the needs and responsibilities of being a rural land owner
- links to useful fact sheets and organisations

You can download a copy of the guide at:

www.southgippsland.vic.gov.au/ruralresidents





What to do in an emergency?

If you are in a life threatening emergency, ALWAYS call 000. If you are having trouble getting through to 000 on a mobile, call 112.

Emergencies may not be something we consider every day but they can strike at any time, and cause disruption to our lives in different ways. Emergencies can cause damage to your home and your valuables, affecting your health or causing a financial burden.

In most cases the effects may be short term, but in some situations you can feel the impacts of an emergency for a long time. Emergency threats are as variable as bushfire and storm damage, earthquakes, pandemics, road accidents and oil spills, to name a few. The potential for emergencies always exists.

Council is a member of the Municipal Emergency Management Planning Committee (MEMPC). The committee is a collaboration of Council, emergency service agencies, state government departments, community, business and other relevant stakeholders who work together to ensure a safer and more resilient community. The MEMPC prepares a plan which outlines response and recovery arrangements within South Gippsland.

By taking your time to plan for emergencies, you can help yourself and your family to be prepared and cope better if an emergency occurs. Personal Emergency Plan templates are available on the Red Cross (REDIPLAN), SES and CFA websites.

To find out more and to download a copy of the Municipal Emergency Management Plan please visit:
www.southgippsland.vic.gov.au

Community Information Guides:

www.cfa.vic.gov.au/plan-prepare/community-information-guides

Council has worked with the CFA to develop Community Information Guides for our towns that have been identified as having a high risk of bushfire. These include Walkerville, Waratah Bay, Sandy Point, Koonwarra, Venus Bay, Mirboo North and Cherry Tree Road and McDonalds Track in Nyora.

Local residents and visitors of these areas should be prepared for fire and have a plan for when the Fire Danger Rating is SEVERE, EXTREME or CODE RED.

Useful Emergency Contact Information

VicEmergency App –available on iPhones and Androids

Council encourages all residents and visitors to download the VicEmergency app onto their mobile phone. The VicEmergency app provides access to timely emergency information and warnings (including warnings of fire, flood, storm, planned burns etc.).

You should always use more than one channel to seek information about emergencies.

In order to receive location-specific alerts when warnings are issued or incidents occur, you will need to create a watch zone for your area.

Tuning in to your emergency broadcaster is a reliable way of staying informed. Mains power may be unavailable, or fail, during emergencies – keep a battery powered radio available.

VIC EMERGENCY HOTLINE: 1800 226 226

Emergency Broadcasters:

Sky News TV, ABC 774 AM, ABC 100.7 FM, 3GG 531 AM, TRIPLE M 94.3 FM

Road closures:

13 11 70 or www.vicroads.vic.gov.au

National Park, State Forest and Park

closures: 13 19 63

School, early childhood services and bus

route closures:

www.education.vic.gov.au

24 Hour Wildlife Emergency:

1300 094 535

24 Hour NURSE-ON-CALL:

1300 60 60 24

POLICE (non-emergency): 13 14 44

SES: 132 500 or www.ses.vic.gov.au

CFA: www.cfa.vic.gov.au

Red Cross: www.redcross.org.au

VicEmergency: a single all-emergencies website for Victorians

www.emergency.vic.gov.au



Do you have a young family?

Maternal and Child Health

Maternal and Child Health (M&CH) is a free service available to all families within the Shire who have children from birth to school entry age. All our nurses are fully qualified in general nursing, midwifery and in child, family and community health.

For appointments, please phone 5662 9294 or contact your local centre direct. All centres operate between 8.30am and 4.30pm on a part time basis.

How do I see a Maternal and Child Health Nurse?

The hospital where you have your baby will advise Council's Maternal and Child Health service of the birth. Council's Maternal and Child Health service will then make contact with your family to arrange the date and time of the first appointment. This usually takes place in your own home. For other checks, you will be asked to attend your Maternal and Child Health Centre.

M&CH Centres	Address
Bookings or enquiries phone 5662 9294	
Foster Prom Coast Centres for Children Inc	30-32 Pioneer Street Foster 3960
Korumburra Karmai Community Children's Centre	22 Princes Street Korumburra 3950
Leongatha Children's Centre	Symmons Street Leongatha 3953
Mirboo North Library Complex	Brennan Street Mirboo North 3871
Nyora Nyora Primary School	Grundy Avenue Nyora 3987
Poowong Poowong Preschool	Drouin Korumburra Road Poowong 3988
Tarwin Lower Community Health Centre	Walkerville Road Tarwin Lower 3956

Home Services

The M&CH Nurse will contact your family shortly after discharge from hospital and arrange a home visit. They will provide support and guidance, and refer you to the nearest Maternal and Child Health Centre for future consultations.

What does it mean for me?

Health and development checks for children are recommended at or near the ages of 2, 4 and 8 weeks; 4, 8, 12 and 18 months; 2 and 3½ years. Appointments can be made in advance. Information on these assessments can be found in your Child's Health Record.

This service also provides a wide range of information, advice and support about children's, women's and family health issues, such as:

- Breastfeeding/formula
- Nutrition
- Immunisation
- Physical and emotional changes following childbirth
- Changing relationships within the family
- Sleep/settling difficulties
- Child health and development
- Parenting strategies
- Childhood illness
- Child safety

First time parents and families with additional needs

First time parents are invited to join group sessions and/or have extra visits. Families with additional needs, such as premature babies, twins or other challenging situations are also invited to attend the centre more often.

Home Visit Parenting Program

Breast Feeding Support 24 Hour line - 1800 686 2 686 (1800 mum2mum)
Maternal and Child Health 24 hr Hotline - 13 22 29.

An intensive home visiting parenting program is available for families with additional needs. Referrals need to be made through your Maternal & Child Health Nurse.

Enhanced Maternal and Child Health Program

Families most likely to benefit from this program include mothers with post-natal depression, significant parent/infant bonding issues, teenage parents, mothers with physical or intellectual disabilities, families with multiple births or other special needs.

Referral to this program is usually made by the Centre based Maternal and Child Health Nurse.



Do you have a young family?

Immunisation

Immunisation is a proven and safe way to be protected against diseases that cause serious illness and sometimes death.

Our trained immunisation nurses administer most of the vaccines available under the National Immunisation Program Schedule at four venues across South Gippsland Shire: Foster, Leongatha, Mirboo North and Korumburra.

We also have a range of other vaccines available for a fee. A list of vaccines and prices are available on request.

For dates and more information, please visit:

www.southgippsland.vic.gov.au/immunisation

Playgroups

Find a local playgroup:

www.playgroup.org.au/find/

Supported playgroups:

Supported playgroups are state funded and help to support families with children under five-years-old, to engage in quality play and learning experiences. To find out more, please contact our friendly Playgroup Facilitators on 5662 9200 or visit: www.southgippsland.vic.gov.au/supportedplaygroups



Kindergartens

Council manages enrolment for kindergarten. To enrol go to www.southgippsland.vic.gov.au/centralenrolment

South Gippsland kindergarten services are provided by parent run Committees of Management, Uniting Care Gippsland and the YMCA. Kindergarten programs are available in ten locations across the Shire and are also offered from Child Care centres in Foster, Leongatha and Korumburra. If you are unsure about your child starting kindergarten, talk to your Maternal and Child Health Nurse about your child's health and well-being and the staff at your local kindergarten.

Preschool Field Officer

The Preschool Field Officer (PSFO) works throughout South Gippsland and Bass Coast Shires.

The PSFO Program is designed to provide support to Victorian Government funded kindergarten programs to build their capacity to provide for the access and inclusion of children with additional needs in inclusive kindergarten programs.

For more information and referrals please phone 5662 9205.

Location	Phone
Fish Creek Kindergarten 2 Ryan Street	5683 2437
Foster Prom Coast Centres for Children Inc 30 - 32 Pioneer Street	5683 9820
Korumburra Karmai Community Children's Centre 22 Princes Street	5655 2121
Leongatha Allora Kindergarten 1 Symmons Street	5662 2547
Hassett Street Kindergarten 9 Hassett Street	5662 2326
Leongatha Children's Centre Symmons Street	5662 3533
Brown Street Centre Nurture One	5662 5533
Loch Kindergarten 18 Smith Street, Loch	5659 4200
Meeniyah Pre School Whitelaw Street	5664 7316
Mirboo North Kindergarten Ridgway	5668 1223
Poowong Kindergarten Main Street	5659 2367
Toora Kindergarten Dutton Street	5686 2487
Welshpool Kindergarten 15 Main Street	5688 1287



Do you have a young family?

Childcare

Childcare services are provided by community-based committees of management, the YMCA and commercial operators.

Location	Phone
Korumburra Karmai Community Children's Centre 22 Princes Street	5655 2121
Leongatha Children's Centre Symmons Street (LCC)	5662 3533
Brown Street Centre Nurture One 48-52 Brown Street	5662 5533
Foster Prom Coast Centres for Children Inc Pioneer Street	5683 9800
Mirboo North St Andrews Child Care 32 Ridgway	5668 2450

Family Day Care

Location	Phone
Wonthaggi Bass Coast Family Day Care	5671 3301

Primary Schools

Location	Phone
Fish Creek Primary School Hoddle Road	5683 2271
Foster Primary School 75 Pioneer Street	5682 2370
Kongwak Primary School Wonthaggi - Korumburra Rd Kongwak	5657 4224
Korumburra Primary School Mine Road	5655 1309
St Joseph's 1-3 Bridge Street	5655 2040

Location	Phone
Leongatha Leongatha Primary School Nerrena Road	5667 4600
Chairo Christian College 101 Horn Street	5662 4355
South Gippsland Specialist School 13 Horn Street	5662 4496
St Laurence O'Toole 33 - 35 Ogilvy Street	5662 2192
Loch Loch Primary School 2 Victoria Street	5659 4254
Meeniyar Tarwin Valley Primary School 6 Geale Street	5664 7382
Mirboo North Mirboo North Primary School Balook Street	5668 1375
Nyora Nyora Primary School Grundy Avenue	5659 6240
Poowong Poowong Consolidated School Main Street	5659 2356
Tarwin Lower Tarwin Lower Primary School School Road	5663 5263
Toora Toora Primary School 5 Harriet Street	5686 2283
Welshpool Welshpool Primary School Main Street	5688 1460



Are you a young person?

Do you love music, arts and events?

Council is looking for dedicated, enthusiastic young people aged 14-25 to join the South Gippsland FReeZA committee. FReeZA is a Victorian State Government funded initiative that gives young people the opportunity to lead the planning and staging of live music, art and cultural events within their local communities. FReeZA gives participants hands on experience and training in the Australian Music Industry with event management, mentoring and networking opportunities.

The South Gippsland FReeZA committee works on producing, promoting and evaluating, music, art, and cultural events for young people within the South Gippsland region. The program is facilitated by Council who coordinates the program and provides relevant resources and support.

To join you must be:

- aged between 14 and 25,
- living, working or studying in the region
- able to attend at least 80 per cent of FReeZA committee meetings
- able to attend at least 80 per cent of FReeZA training sessions and activities

There are lots of ways to get involved in your community as a young person. For more information, including FReeZA please phone 5662 9200.

Learner Driver Mentor Program L2P

The L2P program aims to provide the opportunity for young people who face a significant barrier (economic, social or other) to successfully obtaining their licence with the support of a skilled local mentor. L2P is a community based volunteer program that provides access to driving practice on public roads for learner drivers under the supervision of a fully licensed driver. For more information, please phone 5662 9200.

Do you enjoy arts and culture?

Art and Culture

South Gippsland's arts and cultural activities are diverse; from art exhibitions, museums and galleries to live theatre.

Arts Newsletter

The South Gippsland Arts Newsletter posts fortnightly, with all the local news around Arts and Cultural events, celebrations, creative businesses and projects taking place in the Shire and beyond. To subscribe, please email council@southgippsland.vic.gov.au



Are you interested in volunteering?

Volunteering is a great way to get involved in your community. It can also be a chance to make new friends, learn new skills, gain experience or share your expertise. Council volunteers support and enhance the delivery of a range of important programs to the South Gippsland community.

Volunteer Opportunities:

The volunteering opportunities with Council include:

- L2P Learner Driver Program
- Visitor Information Centre
- Coal Creek Community Park and Museum
- Bushland and Reserves Management
- Youth Council
- Advisory and Management Committees

Recruitment

Council's volunteer recruitment process offers you an opportunity to make a difference in your community. It is about matching your skills, knowledge and attributes with the programs we deliver.

We apply the principles of equal opportunity to all of our recruitment processes, with encouragement for all people to become volunteers.

Making an application

When Council has volunteering vacancies we invite applications for that specific role. The application form asks for any relevant experience or interests you might have that match the requirements of the role. We then conduct interviews with suitable applicants before appointing new volunteers. Before commencing some roles a National Police Check is required. Council will pay for this check and it remains the property of Council.

If applicable, a Working With Children Check may also be required. All information obtained from these checks is strictly confidential.

If you are interested in volunteering with South Gippsland Shire Council please complete the 'Volunteer with Council' Expression of Interest form on our website so that we can contact you directly when volunteer roles become available

Advisory Committees

Advisory Committees are established to improve communication between Council and our community, and provide specialist advice and support in various areas of interest. Committee membership can include a Councillor, staff from Council and members of the community. Sitting on an Advisory Committee generally requires participation in regular meetings and activities related to the committee's Terms of Reference.

Community Asset Committees

Community Asset Committees manage facilities owned by Council. Committee members have delegated powers to manage facilities and report on the operations of management to Council on a regular basis.

South Gippsland Citizens Advice Bureau

The South Gippsland Citizens Advice Bureau (CAB) provides free, specialised services including tax assistance for low income earners, referrals to financial and legal advice, access to mediation services and visitor information.

The CAB is volunteer operated. They can be contacted on 5662 2111.

To find out more about volunteering, please contact Council's Volunteer Development Officer on 5662 9200.

Alternatively, you can find out more or register online at:
www.southgippsland.vic.gov.au



Do you require aged support services?

To access aged and disability services you will need a home support assessment. The assessment is a face-to-face holistic review of a person's needs. The assessor will work with individuals, carers and families to develop a support plan to reflect the individual's needs, goals and preferences.

What happens after the assessment has been completed?

If you are eligible for aged and disability services the Regional Assessment Service will link you into a range of supported services such as:

- Home Support Services (Domestic Assistance, Personal Care, Respite, Social Support)
- Allied Health (Occupational Therapy, Dietician, Social Work, Physiotherapy, Podiatry)
- District Nursing
- Planned Activity Groups

- Multicultural Services
- Aged Care Assessment Team (Residential Care and Aged Care Packages)
- Disability Services
- Transport

For information about what is involved, please phone 5662 9370 or go to www.southgippsland.vic.gov.au/agedanddisability

Community 55+

If you are aged over 55 and reside in South Gippsland you may be interested in signing up to receive our Community 55+ newsletter.

The newsletter is a great way to find out what is happening in South Gippsland including information about local groups, events and activities. You can subscribe to the Community 55+ newsletter at www.southgippsland.vic.gov.au/community55.





Do you require disability or carer support?

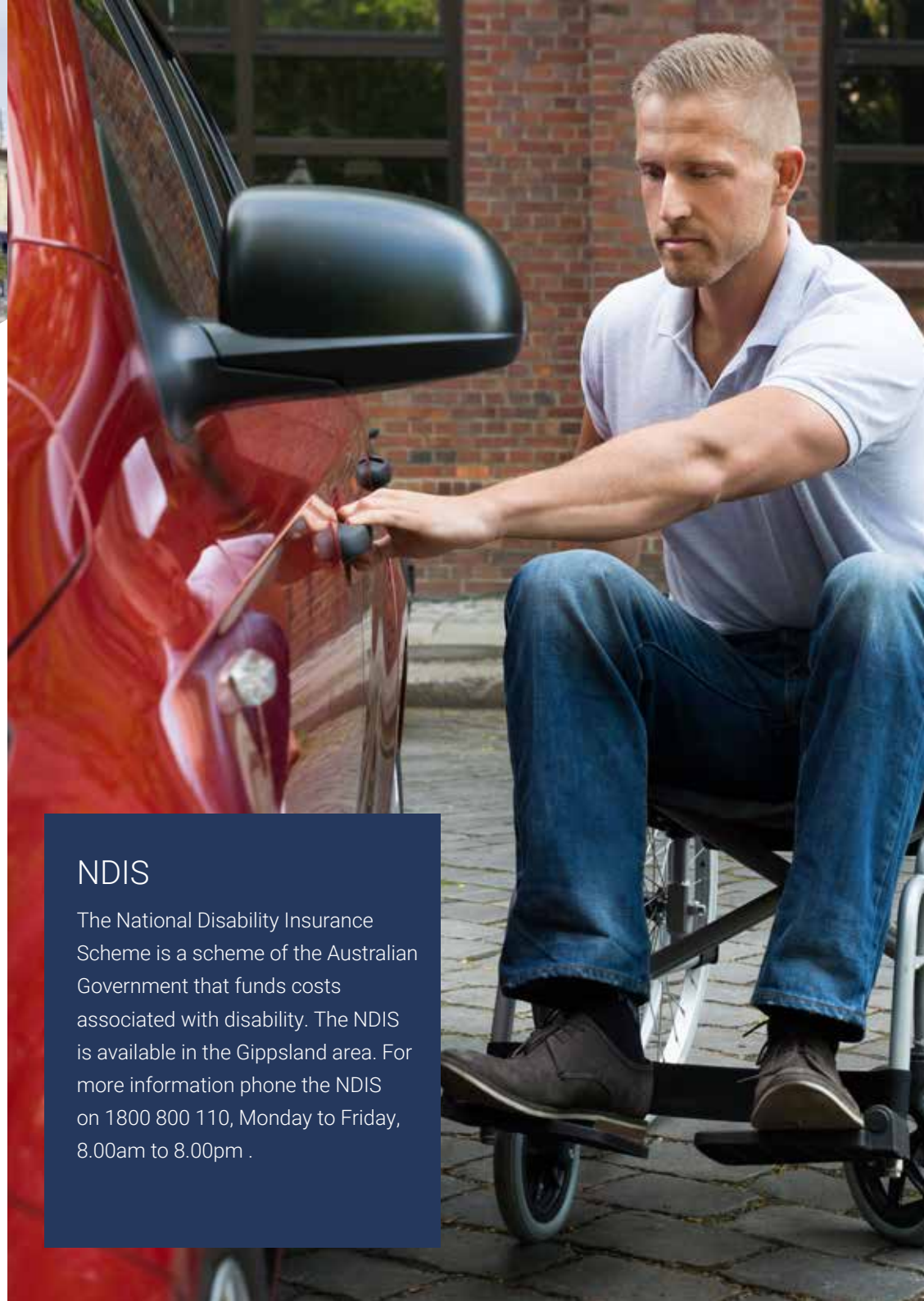
Home and Community Care for Younger People

The Home and Community Care Program for Younger People is for people under 65 years of age (under 50 for Aboriginal and Torres Strait Islanders) who require basic support services for people with a disability and their carers. The program assists people to live independently in the community.

Assessments for the Home and Community Care Program for Younger People (HACC PYP) are provided by the South Gippsland Regional Assessment Service. For information about what is involved, please phone 5662 9370 or go to www.southgippsland.vic.gov.au/agedanddisability.

Parking permits for people with a disability

You can apply for a disabled parking permit online through Council's website. The application should be completed with a doctor (medical practitioner, specialist or clinical psychologist). Make an appointment with your doctor and ask them to complete the application during your consultation. They must be present to complete the application. Once submitted your application will be processed. If successful, a disabled parking permit will be posted to you within 10 business days. To apply, go to: www.southgippsland.vic.gov.au/disabledparking



NDIS

The National Disability Insurance Scheme is a scheme of the Australian Government that funds costs associated with disability. The NDIS is available in the Gippsland area. For more information phone the NDIS on 1800 800 110, Monday to Friday, 8.00am to 8.00pm .



Do you own a pet?

Registering your pet

Registering your dog or cat will make it easier for your pet to be returned if it wanders away from home. All dogs and cats aged three months and over must be microchipped and registered with Council.

When you register your pet, Council will automatically issue you with a registration tag that must be worn by your pet at all times. When your pet is wearing a registration tag, the tag number can be matched against the owner's contact details to ensure a safe return.

Responsibilities

If you own a dog or cat, you must:

- Register each dog or cat you own
- Ensure each dog or cat you own is microchipped
- Make sure that each dog or cat wears a valid Council registration tag
- Keep your dog confined to your property

- Make sure your dog doesn't bark persistently
- Obey any Council orders about having your dog on a leash or disposing of your dog's droppings
- Stop your dog or cat straying onto another person's property (please note Council has a cat curfew that requires cats to be contained on their property)
- Prevent your dog chasing or attacking people or other animals.

Other people can object to:

- Barking dogs or noisy cats
- Dogs or cats creating a health risk
- Dogs or cats being repeatedly on their property without their permission
- Dogs wandering outside their owner's premises
- Dogs rushing at or chasing a person or animal
- Dogs attacking or biting a person or animal
- Excessive animal numbers.

Lost and Found Pets

All dogs and cats collected by Council's Local Laws Officers are taken to the South Gippsland Animal Shelter located at 4 Langham Drive, Korumburra.

If you have lost your dog or cat, or suspect that it may have been picked up by Council officers, please contact the South Gippsland Animal Shelter on 5658 1900. The Animal Shelter is open between 8.30am and 5.30pm, Monday to Friday and 9.00am and 12.00pm on Saturday.

You can also view dogs and cats that have been collected by Local Laws Officers on: www.southgippsland.vic.gov.au/lostanimals

Even if your animal is not listed online, it is still advisable to contact the Shelter as the information may not have been posted yet.

Impounded Animals

Animals that are at large can often cause a nuisance to other people and may be impounded by Council's Local Laws Officers.

Animals that trespass on private property can be impounded by the property owner/occupier. Once impounded, the property owner/occupier must contact Council's Local Laws Department on 5662 9200 immediately so that the animal(s) can be collected and transferred to Council's pound facility.

If you find or sight a stray, injured or wandering animal (domestic animals or live stock) please contact Council's Local Laws Officers on 5662 9200.



Do you run a business?

If you are starting a new business in South Gippsland, we encourage you to contact our dedicated Business Support team. The team will guide you through the business permit process and assist with:

- Council permit guidance
- Skill development (through workshops and seminars)
- Government agency liaison
- Marketing opportunities
- State and Federal grant identification
- Business networking

Our team will also be able to assist you with your tourist and roadside signage enquiries. The type of signage that may be available for your business will depend on whether the road is Council or VicRoads owned, and the location of the business.

Council operates an accredited Visitor Information Centre in Foster and supports the Leongatha Community and Visitor Information Centre. Contact us on 5662 9200 for further assistance.

Starting a business

Step 1:

Visit the Business Victoria website (www.business.vic.gov.au) and read the information available on their "How do I start a business?" web page.

Step 2:

Visit www.southgippsland.vic.gov.au/business and take our permit self-assessment to identify what permits you may need.

Step 3:

Speak with our Business Concierge by phoning 5662 9200.

What permits will I need?

It is advisable to check with our Planning and Building teams prior to undertaking any building works to see if any permits or licences are required.

You can visit our website to find out more information regarding:

- New businesses and car parking
- Liquor licences
- Signage
- Footpath trading
- Accessibility
- Awnings and verandahs

Car Parking

Some businesses may be required to provide a specific number of car spaces. If they cannot be provided on site, a planning permit from Council may be needed.

Food Businesses

If you are planning to operate a business that sells food (including beverages) you must register/notify your food activities with your principle Council.

The definition of sale includes food given away for free as part of another service (e.g. bed & breakfast).

Hairdressers, beauticians, skin penetration (ear/body piercing, tattooists, dry needling, electrolysis, etc.) and aquatic facilities must also register their businesses with Council.

For further information on registration, food safety programs and more, please contact Council's Environmental Health team on 5662 9200.



Are you planning renovations or building works?

Planning and Building

If you are planning any building or renovation works, it is advisable to talk with our Planning and Building teams as soon as you have a clear idea of the works you would like to carry out.

Checking with us before you start work can help save you time and money. If planning and building controls are not strictly followed, penalties or retrospective works could be required. In some cases court proceedings can result.

What is a planning/ building permit?

A **Planning Permit** is a legal document that gives permission for the use or development of a particular property.

A **Building Permit** is a legal document that approves construction works on your land. Building permits are approved by a building surveyor and help ensure adherence to legal and safety requirements. Council does not issue building permits.

When are planning permits required?

- Planning permits may be required for:
- Use and changing the use of a property
 - Buildings and works
 - Building a dwelling in a rural area and most coastal townships
 - Building in a bushfire or flood prone area
 - Subdividing land
 - Demolition
 - Clearing native vegetation
 - Providing car parks
 - Displaying a sign

South Gippsland is rich in aboriginal cultural and archaeological heritage, especially in our coastal areas. The planning process considers the protection of these values as a matter of high significance when assessing development proposals.

Planning permits are issued by Council and help regulate how South Gippsland develops. It is advisable to allow sufficient time for your permit application.

If you anticipate building works, we suggest that you talk to Council and a building surveyor/designer about your plans before lodging your permit application.

We recommend that you speak with a Planning Officer to discuss your proposal. Planning Officers can provide you with information to help with your application, including arranging pre-app meetings if required.

Building permits

Building permits are documents that signify that a building surveyor has approved your proposed building work. Almost all building work requires a permit, including alterations, demolitions and change of use.

Proceeding with building work without a required building permit can carry fines of up \$77,000 for an individual and \$387,000 for a company. Council's Building team can assist you with the contact details of local building surveyors.

The building team can also assist with:

- Provision of building information
- Issue of occupancy permits for places of public entertainment
- Responses to complaints and prosecuting for offences under Victoria's building legislation

- Issue of report and consent for siting variations, construction over easements and demolition works.

Private swimming pools/spas

If you have a swimming pool or spa in or on your property you need to register it with Council. The swimming pool/spa registration form is available on our website. A building permit is required in most cases for a pool or spa and associated pool barrier.

A building permit is NOT required for:

- Dams, fish ponds, fountains, bird baths,
- Water supply/storage tanks,
- Baths used for personal hygiene that are emptied after each use,
- Spa baths inside a building used for personal hygiene that are emptied after each use,
- A pool/spa that has a depth of water less than 30cm when the pool or spa is full of water,
- An inflatable/relocatable pool or spa that is temporary (there for 3 days or less). The inflatable or relocatable pool or spa MUST have an approved barrier around it, which does require a building permit.

Find out more:
Find out if you need a planning permit by phoning 5662 9200 or www.southgippsland.vic.gov.au

You can learn more about building permits: www.vba.vic.gov.au



Do you need to do work within a road reserve?

If you need to do work in a road reserve for any reason (driveway construction, culvert installations, sewer, water, storm water connections) then you will need to apply for a 'Working in a Road Reserve' permit.

A road reserve includes the roadway and the land between the road kerb and the front property line of private property where it contains the verge, footpath and landscape strip (i.e. nature strip).

To work within a road reserve you will need to complete a Non-Utilities application form. Utility companies will need to complete a Utilities application form.

For more information, please visit:

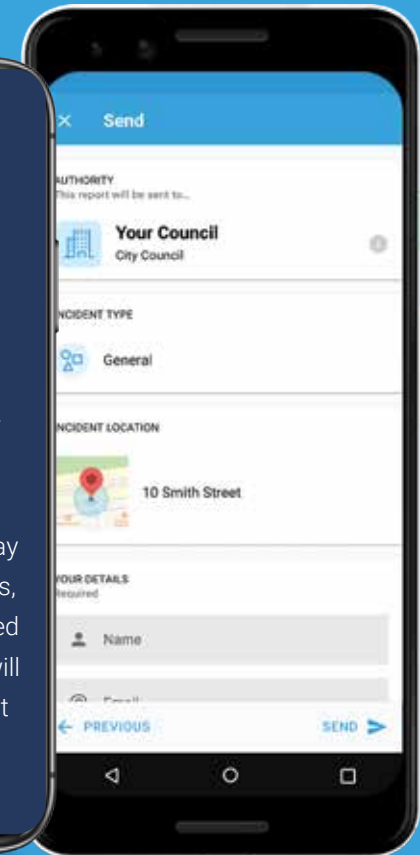
www.southgippsland.vic.gov.au/workinginaroadreserve

Report local issues in a SNAP

Report an issue via Snap Send Solve

South Gippsland Shire Council supports and encourages the use of the free app Snap, Send, Solve.

Simply download the app to your smart phone to easily report issues you may encounter such as potholes, overhanging trees, damaged equipment, graffiti, etc. It will then be directed to the right authority and department.



Snap
Send
Solve

Scan to download!





Do you have an onsite wastewater system?

Domestic wastewater disposal is one of the most important environmental issues in South Gippsland. Poorly maintained onsite wastewater systems can affect public health, the environment, local waterways, ground waters and the storm water system.

South Gippsland currently has approximately 8,000 onsite wastewater treatment systems installed.

What is an onsite wastewater system?

When you flush the toilet, have a shower or wash the dishes the wastewater produced must be treated. Properties that are not connected to reticulated sewerage must have their own onsite wastewater system to treat wastewater.

Onsite wastewater systems use good bacteria to break down and digest waste within the dirty water. Once treated, the effluent (treated wastewater) is dispersed

on to your property, usually via an underground network of pipes. A permit to install and use an onsite wastewater system is required by Council.

How do I maintain my onsite wastewater system?

Onsite wastewater systems require regular care and maintenance to ensure they function correctly. You should know where your system is located on your property so any problems that arise can be identified and addressed quickly. Different types of onsite wastewater systems have different maintenance requirements. You can learn more about the different system types at: www.southgippsland.vic.gov.au/septic

Your obligations for specific system maintenance are also stated in your permit conditions. Servicing of your onsite wastewater system must be completed by an authorised service representative. A list of service providers can be found on Council's website.

Things to remember

Do:

- Sign up with a treatment service provider to maintain your system every three months where required (secondary aerobic treatment systems).
- Learn how your onsite wastewater system works and identify its location on your property.
- Have your septic tank pumped out every three years (if required) to prevent sludge build up, which may clog pipes, absorption beds or trenches.
- Inspect your grease trap every three months if you have one installed. Have your grease trap emptied when required.
- Conserve water entering the system by installing water efficient fixtures and fittings.
- Check household chemicals including cleaning products, soaps and laundry products are septic compatible so the good bacteria are not killed.

Don't:

- Put large quantities of bleaches, disinfectants, whiteners, nappy soakers and spot removers into your onsite wastewater system.
- Put fats or oils down the drain.
- Let heavy stock (i.e. cows, horses, etc.) graze on your disposal area to prevent damage and costly repairs.
- Use more than the recommended amounts of detergents.
- Drive or park on your onsite wastewater system to prevent damage.
- Allow foreign materials such as nappies, condoms and feminine hygiene products to enter the onsite wastewater system.



Are you interested in the environment?

Sustainable Living

Council offers access to a range of excellent resources geared towards sustainable living at home. Produced by Australia's premier household sustainability not-for-profit organisation, Renew, these guides provide insights, advice, recommendations and access to additional resources to enable you to live healthier, cleaner and more sustainably in your home. Visit www.southgippsland.vic.gov.au/sustainableliving to access the following e-books:

- Efficient Hot Water
- Solar Electricity
- The All-Electric Home
- Healthy Homes
- Renters Guide to Sustainable Living

Sustainability Education

We work with community groups, schools and early learning centers to include sustainability as part of their education and community development programs.

We support the Resource Smart Program in primary and secondary schools

Greenhouse Gas Emissions

Council has been working to reduce emissions from Council operations. Energy efficiency works at several Council facilities, solar electricity systems installed across a number of sites, flaring of landfill gas at the Koonwarra Landfill and improved council fleet efficiency are just some of the measures implemented which have led to a significant reduction in emissions over the past several years, and further measures are being considered and implemented all the time. For more information on Council's emissions reduction and sustainability initiatives, please visit: www.southgippsland.vic.gov.au/sustainableliving

Local Food

Council works with a variety of community members and organisations to support a sustainable and environmentally responsible food system.

Running a Business?

Council also supports the Environmental Upgrade Finance Program where local businesses are able to take out long term, low interest loans to undertake energy efficiency works or environmental improvement upgrades to any non-residential property. More information is available at www.southgippsland.vic.gov.au/environmentalupgrades

Sustainable Agriculture

Climate change poses significant risks to agricultural businesses. With local and regional partners we work to facilitate a better understanding of these risks and development of business driven solutions through improving access to information on risks and adaptation strategies.

Community Gardens

Join others who come together to grow fresh vegetables on public land, share gardening knowledge, make new friends and take part in a creative outdoor activity. For more information, visit the Bass Coast and South Gippsland Community Garden Network on Facebook

Biodiversity

Council manages 12 Natural Bush Reserves across the municipality. These areas are important havens for local flora and fauna and some are perfect for a weekend bush walk. Ongoing management works undertaken in the reserves include bushfire prevention works, weed management and infrastructure construction and maintenance (e.g. paths and bridges).

Bush Reserves you may like to visit:

- Baths Road Reserve
Ridgway Mirboo North
- Hamanns Reserve
685 Wild Dog Valley Road, Leongatha
- Pioneer Reserve
Williams Street, Kongwak
- Tarwin Lower Conservation Reserve
Fauna Park Road, Tarwin Lower
- Van Cleef Reserve
April Avenue, Venus Bay
- Wuchatsch Reserve
Forrest Drive, Nyora
- Yanakie/Duck Point Hiking Loop
Foley Road, Yanakie

For more details, please go to: www.southgippsland.vic.gov.au/bushreserves



Sport and Recreation

Recreation Reserves

South Gippsland has 20 recreation reserves that host many local sporting events and are available to the community for a range of activities.

All of the recreation reserves are managed and maintained by volunteer Committees of Management comprising representatives of the user groups and the local community.

Town	Sports and Facilities
Nyora Grundy Ave	Football, cricket, mens' shed, netball, tennis. Picnic areas, walking path toilets.
Loch Loch-Poowong Road	Cricket, junior football, playground, BBQ, rotunda, toilets, camping facilities, dogs permitted.
Poowong	Football, cricket, netball, tennis, BBQ, playground, toilets.

Korumburra Richard Street	Cricket, soccer, playground.
Korumburra Showgrounds Sanders Street	Football, equestrian, netball, rotunda, BBQ.
Outtrim Outtrim - Leongatha Road	Cricket, pistol shooting club, tennis, BBQ.
Mirboo North Walter J Tuck Strzelecki Highway	Football, cricket, equestrian, netball, soccer, tennis, playground, BBQ, toilets.
Mirboo Clear Creek Road	Fishing, netball, tennis, BBQ, playground, toilets.
Leongatha Roughead Street	Football, tennis, basketball, cricket, croquet, cycling, golf, little athletics, modern skate park with bowl and street section netball, small bore rifle club, swimming, table tennis, volleyball, BBQ, playground, rotunda, toilets.
Nerrena Nerrena Hall Road	Cricket, playground. Scenic views.

Town	Sports and Facilities
Koonwarra Koonwarra - Meeniyar Road	Cricket, tennis. Mix of large exotic trees and native bushland.
Dumbalk Dollar Road	Cricket, camp draft.
Meeniyar Nerrena Road	Archery, football, bowls, bridge, cricket, netball, tennis, playground, skate park mens' shed.
Stony Creek Dollar - Stony Creek Road	Football, netball, equestrian, racing club.
Tarwin Lower Walkerville Road	Football, bowls, cricket, netball, equestrian, playground.
Fish Creek Terrill Park Falls Road	Football, bowls, netball, scouts, tennis, playground, toilets.
Foster Reserve Road	Cricket, golf, tennis.
Foster Showgrounds Station Road	Football, basketball, netball, badminton, gymnasium, BBQ, rotunda, toilets, playground.
Toora Toora Jetty Road	Football, cricket, netball, toilets.
Welshpool Arthur Sutherland Port Welshpool Road	Golf, soccer, indoor stadium.

Rail Trails

There are two rail trails in South Gippsland.

The Grand Ridge Rail Trail winds 13 picturesque kilometres between Mirboo North and Boolarra in the Strzelecki Ranges in Gippsland.

The Great Southern Rail Trail currently spans 72 kilometres. From Leongatha, the trail goes through Koonwarra, Meeniyar, Stony Creek, Buffalo, Fish Creek, Foster, Toora, Welshpool and Port Welshpool, offering rural and bush views along the way. The terrain is gentle and accessible for wheelchairs in certain sections.

Extensions to the Great Southern Rail Trail are currently underway.



Swimming pools

Town	Location	Contact	Operating Times
Foster	Outdoor (25 metre) Learners' pool	Reserve Road	5682 2047 Open mid Dec - Labour Day <i>Open days are weather dependent</i>
Korumburra	Indoor heated (15 metre) Outdoor (50 metre) Shaded toddlers' pool	William Street	5655 1681 5655 1603 Open Dec - Labour Day <i>Open days are weather dependent</i>
Leongatha	SPLASH indoor heated pool (25 metre) Learners' pool Toddlers' pool	Roughead Street	5662 5911 Open all year <i>Mon - Thu: 6.00am - 8.30pm Fri: 6.00am - 6.00pm Sat: 8.00am - 4.00pm Sun: 10.00am - 4.00pm</i>
Mirboo North	Outdoor (25 metre) Learners' Pool Shaded toddlers' pool	Jordan Way	5668 1563 Open Nov – End of March <i>Open days are weather dependent</i>
Poowong	Outdoor (25 metre) Shaded toddlers' pool	Main Street	5659 2228 Open Dec - Labour Day <i>Open days are weather dependent</i>
Toora	Shaded outdoor heated (25 metre) Shaded toddlers' pool	Cunningham Street	5686 2296 Open October - Mid April <i>Mon - Fri: 7.00am - 6.00pm Sat: 10.00am - 5.00pm Sun: 1.00pm - 5.00pm (earlier in hot weather)</i>





Where can I get medical assistance?

If you are in a life threatening emergency, ALWAYS call 000. If you are having trouble getting through to 000 on a mobile, call 112.

South Gippsland is well-served with medical facilities. There are hospitals located in Foster, Leongatha and Korumburra (each with different services available) and medical centres in many local townships.

Please note that Leongatha, Korumburra and Foster Hospitals do not have emergency departments but do provide urgent care centres. Emergency departments are available in Wonthaggi, Traralgon and Warragul.

Hospitals

Location	Phone
Korumburra 65 Bridge Street	5654 2777
Leongatha 66 Koonwarra Road	5667 5555
Foster <i>South Gippsland Hospital</i> 83/87 Station Road	5683 9777
Nearby Hospitals	
Wonthaggi 235 Graham Street	56713333
Warragul <i>West Gippsland Hospital</i> 41 Landsborough Street	5623 0611
Traralgon <i>Latrobe Regional Hospital</i> 10 Village Avenue	5173 8000
Berwick <i>Casey Hospital</i> 262-70 Kangan Drive	8768 1200



Libraries



Contact our libraries:
Call the Regional Library Support Centre on 03 5622 2849.
Visit www.wgrlc.vic.gov.au
Email: wgrlc@wgrlc.vic.gov.au
Follow West Gippsland Libraries on Facebook or Instagram.

Foster *(sign up for 24 hour library access)*

Main Street	Ph: 03 5682 1735
Monday:	10.00am - 4.30pm
Tuesday:	10.00am - 5.00pm
Wednesday:	Closed
Thursday:	10.00am - 4.30pm
Friday:	10.00am - 5.00pm
Saturday:	10.00am - 1.00pm
Sunday:	Closed

Mirboo North

32 Ridgway	Ph: 03 5668 1528
Monday:	Closed
Tuesday:	10.00am - 6.00pm
Wednesday:	2.00pm - 6.00pm
Thursday:	2.00pm - 6.00pm
Friday:	Closed
Saturday:	9.30am - 1.00pm
Sunday:	Closed

Korumburra

Commercial Street	Ph: 03 5655 1105
Monday:	10.00am - 5.30pm
Tuesday:	10.00am - 5.30pm
Wednesday:	10.00am - 5.30pm
Thursday:	10.00am - 5.30pm
Friday:	Closed
Saturday:	10.00am - 12 noon
Sunday:	Closed

Leongatha

2 Smith Street	Ph: 03 5662 4829
Monday:	10.00am - 6.00pm
Tuesday:	10.00am - 7.00pm
Wednesday:	10.00am - 6.00pm
Thursday:	10.00am - 6.00pm
Friday:	10.00am - 6.00pm
Saturday:	10.00am - 1.00pm
Sunday:	Closed

Welshpool Community Library

14 Main Street	Ph: 03 5688 1051
Mon - Friday	11.00am - 4.00pm

Poowong

18 Ranceby Road	Ph: 03 5659 2349
Thursday	3.30pm - 5.30pm
Friday	11 am - 12.30pm 1:30pm - 4.30pm





Waste and Recycling

Waste Management

Council provides a range of waste management services aimed at recovering materials for reuse or recycling and reducing disposal of waste to landfill.

Kerbside Collection Services

Council provides weekly garbage (120L bin), fortnightly recycling (240L bin) and fortnightly green waste (240L bin) collection services to all major townships within South Gippsland. Collection schedules and additional information on how to use the services can be found at www.southgippsland.vic.gov.au

For new services, or missed, stolen or damaged bins please contact Council on 5662 9200. If your property is in an area not serviced by the kerbside collection service, garbage and recycling can be taken to a transfer station or a collection may be arranged through a private contractor.

Landfill and Transfer Stations

Council operates a municipal landfill at Koonwarra and transfer stations at Koonwarra, Korumburra, Foster, Walkerville, Mirboo North and Venus Bay. Details of materials that can be disposed of at transfer stations, operating hours and the fees and charges that apply can be found at www.southgippsland.vic.gov.au

Hard Waste Collection

Council provides an optional, user pays residential hard waste collection service annually. Residents can book a collection during July and August of each year (fees apply). The collection will occur during September or October. For more information please visit www.southgippsland.vic.gov.au or contact Council on 5662 9200.

Landfill and Transfer Stations

Town	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Public Holidays
Koonwarra Transfer Station Koonwarra-Inverloch Rd	8am to 4pm	8am to 4pm	8am to 4pm	8am to 4pm	8am to 4pm	10am to 4pm	10am to 4pm	Normal Hours*
Foster Transfer Station South Gippsland Hwy	Closed	12pm to 4pm	Closed	12pm to 4pm	Closed	12pm to 4pm	12pm to 4pm	Normal Hours*
Korumburra Transfer Station Silkstone Road	1pm to 4pm	9am to 12pm	Closed	1pm to 4pm	9am to 12pm	12pm to 4pm	12pm to 4pm	Normal Hours*
Mirboo North Transfer Station Railway Road	Closed	Closed	1pm to 5pm	Closed	1pm to 5pm	Closed	10am to 4pm	Normal Hours*
Walkerville Transfer Station Fish Creek/Walkerville Rd	1pm to 4pm	Closed	9am to 12pm	Closed	Closed	9am to 12pm	1pm to 4pm	1pm to 5pm*
Venus Bay Transfer Station Cnr Canterbury Rd & No 3 Beach Road	9am to 12pm	9am to 12pm	9am to 12pm	9am to 12pm	9am to 12pm	9:30am to 3:30pm	9:30am to 3:30pm	9am to 5pm*
Koonwarra Landfill Access through Koonwarra Transfer Station (commercial loads only)	8am to 4pm	8am to 4pm	8am to 4pm	8am to 4pm	8am to 4pm	Closed	Closed	Normal Hours*

Extended hours apply from 1 November to 31 January. Saturday 9am - 1pm, Sunday 1pm - 5pm.

Only from 26 December to 31 January

Only during school holidays

* All sites are closed on Good Friday and Christmas Day



Where can I pay my rates?

Rates payments are due in full by 15 February or the next working day if a weekend.

Paying your rates

Rates can be paid in person at: Council Office in Leongatha, Australia Post or via the Internet, telephone or mail. For full details see your rates notice. If you are unable to pay by the due date, please contact Council immediately to make alternative arrangements. Please note that payment reminders are only provided to properties on the four instalment plan.

Instalment payments

To be eligible, the first instalment must be paid by the September due date. It is Council's practice that any payment received after this date would be accepted as a part payment only with the balance to be paid by 15 February. Options of four or nine monthly payments are available between the months of 30 September to 31 May.

Instalment payment dates

1st Instalment: 30 September
2nd Instalment: 30 November
3rd Instalment: 28 February
4th Instalment: 31 May
No GST is charged on rates.

If payment date is on a weekend then the next working day.

Late payments

All late payments will be charged interest at the rate fixed under Section 2 of the *Penalty Interest Rates Act 1983*. Council will not be held responsible for delays in the Australian Postal Service.

Arrears

Any arrears, which are shown on your rates notice, are required to be paid immediately. Interest will continue to accrue on any rates and charges which remain outstanding from the previous rating year and may be subject to legal action without further notice.

Pensioner Concession Rebate

Pensioners may be entitled to a reduction in rates and charges. Application forms are available from the Council office and website. Pensioners making an application for the first time on their principal

place of residence, including farms and commercial properties, must do so by 30 June in each financial year. Centrelink Health Care Cards are not accepted.

Change of Address/ Name/Ratepayer

Council will only accept a change of address notification if it is supplied in writing. Details can be supplied via letter, email or via the online form located on Council's website. A verbal change of address will not be accepted.

It is the responsibility of the owner/ratepayer to ensure their mailing address is current on the Council database.

When a transfer of ownership for a property occurs, liability for payment of rates remains with the owner recorded until Council receives a Notice of Acquisition.

Please note that if you move house your Bpay will change, so please check the details prior to making any rate payments.

South Gippsland Shire Council

9 Smith Street (Private Bag 4)

Leongatha, VIC, 3953

Phone: 03 5662 9200

Email: council@southgippsland.vic.gov.au

Web: www.southgippsland.vic.gov.au