MURRINDINDI SHIRE NEW RESIDENT KIT







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WELCOME TO OUR BEAUTIFUL MURRINDINDI SHIRE

We have compiled this welcome pack for our new residents to provide you with a handy reference guide to our Shire and Council services. We hope this will help you settle in, learn more about our wonderful Shire and about the services available from Council and within the community.

Murrindindi Shire is located within close proximity to Melbourne, a short 60 - 90 minute drive from Melbourne, depending on your route. The Shire spans 3879 square kilometres and encompasses the charming rural townships of Alexandra, Eildon, Kinglake, Marysville and Yea. The Shire boasts great natural beauty and tourist attractions such as Lake Eildon, Kinglake National Park, Cathedral Range State Park, the Goulburn River and Lake Mountain. There are picturesque walking, bike and horse riding tracks and trails across the Shire, including the Great Victorian Rail Trail.

The majority of the Shire's land is classified as agricultural. Agriculture (including forestry and fishing), construction, manufacturing and tourism, are our key industries.

Murrindindi Shire includes the following locations:

- Acheron
- Alexandra
- Buxton
- Cathkin
- Castella
- Caveat
- **Devils River**
- Dropmore
- Eildon
- Fawcett Flowerdale
- Ghin Ghin
- Glenburn
- Gobur

Highlands Homewood Kanumbra Kerrisdale Killingworth Kinglake Kinglake Central Kinglake West Koriella Limestone

Granton

- Maintongoon
- Marysville

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Molesworth

- Murrindindi
- Narbethong
- Pheasant Creek
- Rubicon
- Strath Creek
- Taggerty
- Taylor Bay
- Terip Terip
- Thornton
- Toolangi
- Whanregarwen
- Yarck
- Yea

ABOUT THIS KIT

The information in this kit is up to date based on the information we have available at the date of publication (June 2022). If you need to ensure the information you are seeking is still current, we suggest you check our website at www.murrindindi.vic.gov.au or give us a call on 5772 0333.

We'd also welcome any suggestions you may have to improve this kit. Please feel free to drop us an email at customer@murrindindi.vic.gov.au







COMMUNICATING WITH COUNCIL

Murrindindi Shire Council is keen to have open and active conversations with our communities. If you'd like to know more about our services, or would like to register a customer request or provide us with feedback, you have a number of options for getting in touch.

Our Customer Service Team is a great source of local knowledge - you can call us on 5772 0333 during normal business hours. We also have an after hours service for emergencies, which is accessed via the same number.

You can also visit our Library and Customer Service Centres in Alexandra, Kinglake and Yea or our Mobile Library and Customer Service which visits various locations across the Shire.

Our website is open for business 24/7 at www.murrindindi.vic.gov.au. You can lodge a customer request or provide us with feedback online via our website, or via the Snap Send Solve App.

You can also communicate with us via social media:

@murrindindishirecouncil

@discoverdindi @murrindindilibraryservice @murrindindichildrensnetwork @murrindindiyouth

@discoverdindi @dindiyoutheye

ACCESS & INCLUSION

Council is committed to ensuring our services, programs and infrastructure are accessible to all people in our Shire, wherever possible.

We work in partnership with other service providers, Tourism and Traders associations and community groups to promote and improve access for all of our community members across the Shire. Council also convenes an Access and Inclusion Committee to work with our partners and prioritise our efforts.

TRADITIONAL OWNERS

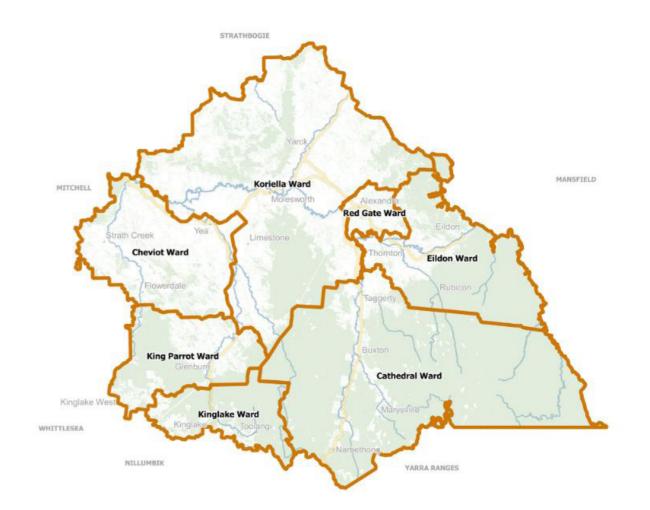
Murrindindi Shire is country to both the Taungurung and Wurundjeri People. The vast majority of our Shire is located on Taungurung Country.

Council is working to strengthen our relationship with our traditional owners in ways which recognise and acknowledge the traditional custodians of the land, our rich diversity and our shared potential.

For more information about the Taungurung clans, Country or culture, go to taungurung.net.au

COUNCILLORS

Murrindindi Shire is represented by seven Councillors elected from the Shire's seven wards (see map below to identify your ward). One Councillor is elected as Mayor annually by Council. The current Council was elected for a four year term in November 2020. More information and contact details for our Councillors are available at www.murrindindi.vic.gov.au/councillors



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COUNCIL MEETINGS

Council meetings are open to the public to attend and are a good way for the community to see how local decision-making takes place and to observe Council's democratic processes.

Ordinary meetings of Council are held monthly and alternate between the Yea and Alexandra Council Chambers to make it as easy as possible for people in different parts of the Shire to attend. If you haven't been to a Council meeting, we encourage you to come along to see what happens and find out more about what Council is doing in the Shire. You can also contribute your views at the 'Open Forum' session of the meeting.

At times, part of a meeting will be closed to the public to allow discussion of confidential matters in accordance with the Local Government Act 1989. Such matters might include consideration of personal hardship of a ratepayer/ resident, industrial and contractual matters, proposed developments, legal advice, matters affecting the security of Council property or any other matter which Council considers could prejudice Council or members of the public.

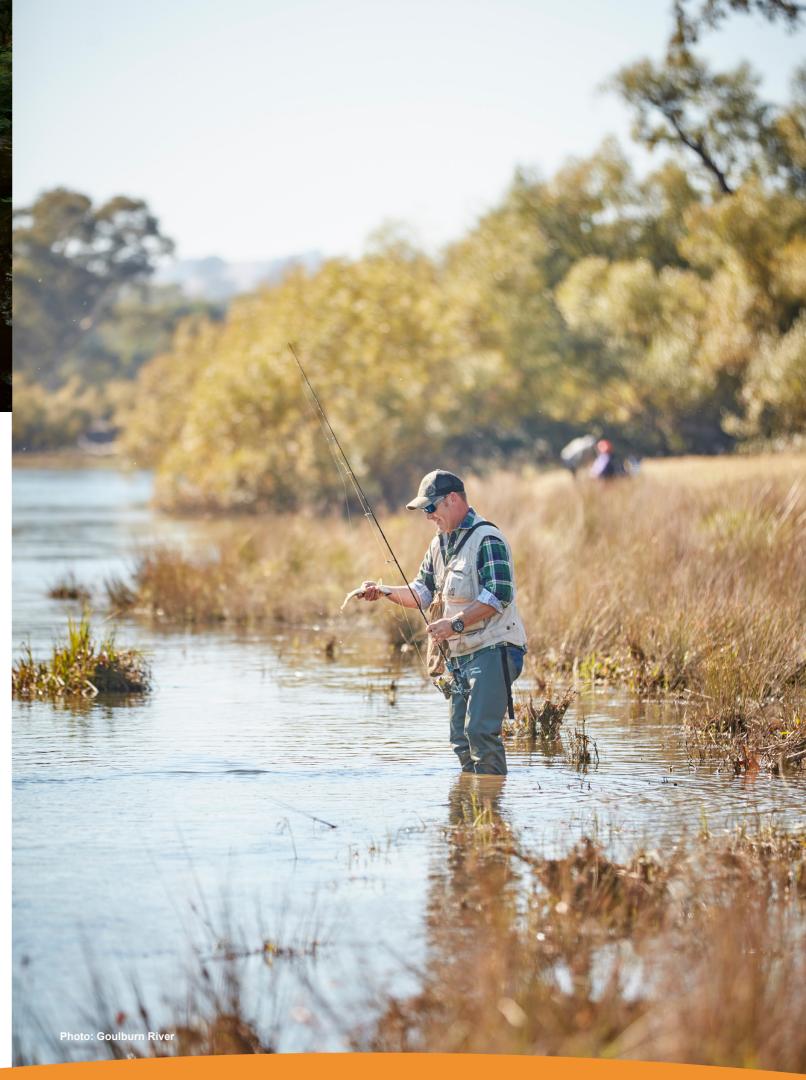
For more information about Council meetings, including agendas and minutes of previous meetings, please visit Council's website at www.murrindindi.vic.gov.au/councilmeetings

You can also tune in to our Council meetings live on our Facebook page and on our website.

COUNCIL PLAN 'SHAPING OUR FUTURE'

At the beginning of the current Council's term, Council ran a 'Shaping Our Future' campaign designed to get community feedback and ideas to help inform the creation of Murrindindi Shire Council's Plan 2021-2025.

If you'd like to learn more about our Plan and Council's priorities for services and work across the Shire for 2021-2025, download a copy at www.murrindindi.vic.gov.au/councilplan, or contact Council.





AGED & DISABILITY CARE SERVICES

Aged and Disability services are delivered across Murrindindi Shire by not-for-profit providers Nexus Primary Health and Menzies Support Services. These services include personal care, domestic assistance, respite and planned activity groups.

Nexus Primary Health provides services in the western part of the Shire and Menzies Support Services provides services in the eastern part of the Shire.

Nexus Primary Health cover Castella, Caveat, Devils River, Dropmore, Flowerdale, Ghin Ghin, Glenburn, Highlands, Kerrisdale, Killingworth, Kinglake, Kinglake Central, Kinglake West, Limestone, Molesworth (West of the Goulburn River), Murrindindi, Pheasant Creek, Strath Creek, Toolangi and Yea. Nexus Primary Health also coordinate Home Maintenance services and Meals on Wheels services across Murrindindi Shire.

Menzies Support Services cover Acheron, Alexandra, Buxton, Cathkin, Elldon, Fawcett, Granton, Gobur, Homewood, Kanumbra, Koriella, Maintongoon, Marysville, Molesworth (East of the Goulburn River), Narbethong, Rubicon, Taggerty, Taylor Bay, Terip Terip, Thornton, Whanregarwen and Yarck.

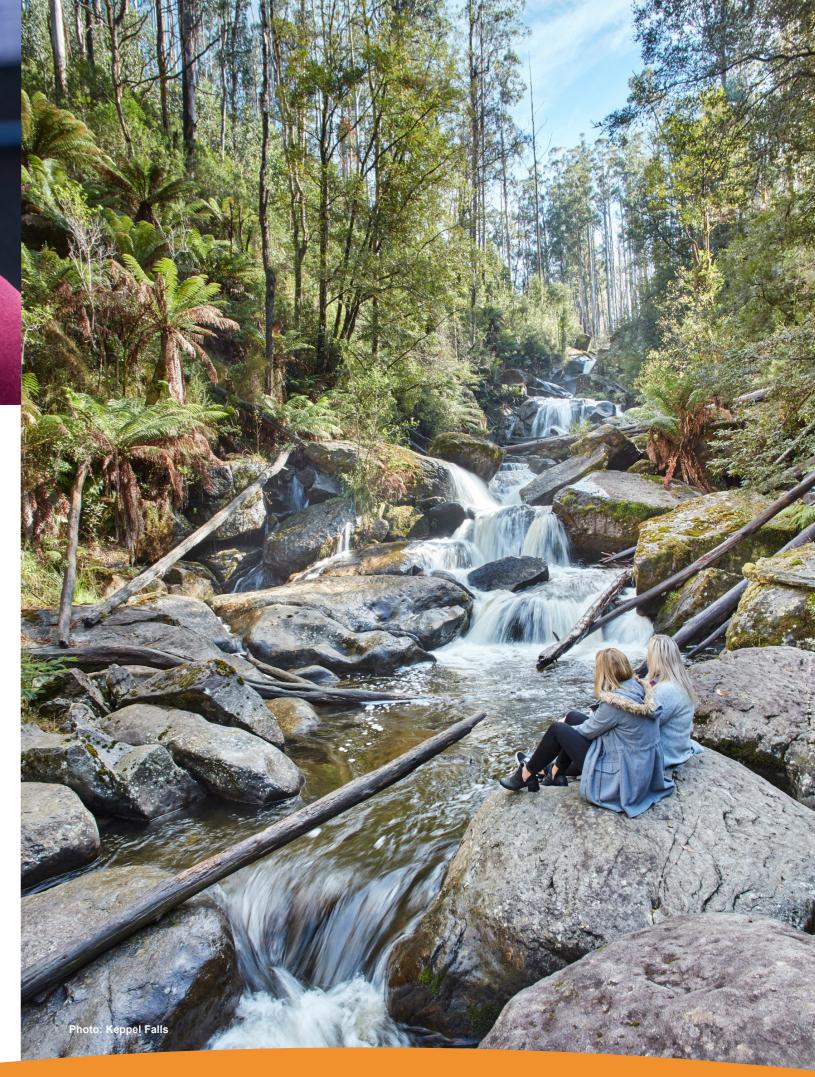
Residential and Aged Care is also available across the Shire so our older residents can stay within their established community and social groups.

Residential Aged Care facilities in Murrindindi Shire include:

- Darlingford Upper Goulburn Nursing Home at Eildon
- Kellock Lodge in Alexandra
- Rosebank Hostel and Nursing Home in Yea

For further information about Aged Care Services in the Shire, have a look at our website at www.murrindindi.vic.gov.au or call us on 5772 0333.

Another useful link for information about Aged Care Services is <u>www.myagedcare.gov.au</u>



8 www.murrindindi.vic.gov.au

SERVICES AUSTRALIA (CENTRELINK)

Centrelink Access Points provide you with self-help facilities where you can conduct business relating to Services Australia reporting, benefits claims, child support etc.

Murrindindi Shire Council's Kinglake Office is a Centrelink Access Point. We provide access to information products and forms, access to a telephone to call the Centrelink, Medicare claim forms, a fax/photocopier and a computer to enable you to connect to online services – all at no charge to you. We can also sight and photocopy identity documents for Centrelink-related purposes.

For information on other Services Australia Agents and Centrelink Access Points go to www.humanservices.gov.au/ individuals/services/centrelink/agents-and-access-points

CHILDREN'S SERVICES

We provide a range of services to support parents and children across the Shire, including Child Care and Maternal and Child Health. We also offer a range of library programs (see Libraries section for more details).

Childcare

Council provides Family Day Care across the Shire in the homes of registered educators. Family Day Care educators currently work in Alexandra, Kinglake, Kilmore, Eildon, Broadford, Flowerdale, Seymour, Woori Yallock, Healesville, Chum Creek, Yarra Glen, Seville and Millgrove.

Educators can care for up to seven children in total, but no more than four preschoolers at a time. Care can also be provided in an approved venue such as a school. For more information go to www.murrindindi.vic.gov.au/childcare

For families needing long day care, facilities providing this include:

Alexandra Baby Care 13 Coster Street Alexandra VIC 3714	www.alexandrababycare.com.au Phone 5772 2155
Marysville Pre School Centre 15 Falls Road Marysville VIC 3779	marysville.kin@kindergarten.vic.gov.au Phone 5963 3330
Kinglake Ranges Children's Centre 69 Extons Road Kinglake Central VIC 3757	kinglakerangescc@gmail.com Phone 5786 1352
Yea and District Children's Centre 23 The Semi Circle Yea VIC 3717	http://yeadcc.com.au Phone 5797 2730

Playgroups

Playgroups are a great way to help socialise your children before they go to school. Playgroups also provide you with the opportunity to meet other parents going through similar experiences, ease the isolation that often comes with caring for young children, and find out about local community, health and support services. Many of the playgroups in Murrindindi Shire are run by volunteer committees. Council also provide a facilitated playgroup in Kinglake and a bush playgroup at Buxton Primary School.

For more information about the session locations and times or to find your nearest playgroup, go to www.murrindindi.vic.gov.au/communitydirectory. To find out more about the facilitated group sessions, contact Council on 5772 0333. And don't forget to get in touch with one of our great libraries around the Shire to find out about the range of programs they offer which cater for children of all ages.

Immunisation

Council provides a free childhood immunisation service. Our experienced nurses are available to discuss your child's immunisation program and give the required vaccines. Immunisation sessions are conducted in Alexandra, Kinglake and Yea. For more information go to www.murrindindi.vic.gov.au/immunisation

Maternal and Child Health Services

Our Maternal and Child Health service is a free and confidential service that provides professional advice on the health and development of your child from birth to 6 years. Information and advice is available on the following:

- women's health issues
- breast feeding
- infant feeding and sleeping
- hearing and vision screening
- childhood illness
- post natal depression
- home safety issues

New Parents Groups are held at Alexandra, Yea and Kinglake Maternal and Child Health Centres.

Services are provided by appointment at the following locations:

Alexandra Maternal and Child Health Centre	Perkins Street Alexandra VIC 3714
Eildon Maternal and Child Health Centre	Community Health Centre High Street Eildon VIC 3713
Flowerdale Maternal and Child Health Centre	Flowerdale Primary School and Early Learning Centre 6525 Yea-Whittlesea Road Flowerdale VIC 3717
Kinglake Maternal and Child Health Centre	Kinglake Ranges Children's Centre 37-69 Extons Road Kinglake VIC 3757
Marysville Maternal and Child Health Centre	Marysville Primary School and Early Learning Centre 15 Falls Road Marysville VIC 3779
Toolangi Maternal and Child Health Centre	Toolangi Castella District Community House 1717 Healesville Kinglake Road Toolangi VIC 3777
Yea Maternal and Child Health Centre	Yea Children's Centre The Semi Circle Yea VIC 3717

For more information and operating hours go to www.murrindindi.vic.gov.au/maternalchildhealth_or call 5772 0333.



Murrindindi Children's Network

Council also runs the Murrindindi Children's Network, which brings together agencies and others who provide care and services for children and families. Like us on Facebook @murrindindichildrensnetwork, where we provide links, tips and other information parents will find helpful. To find out more about the services we provide for children, please visit our website at www.murrindindi.vic.gov.au/childrensnetwork or call us on 5772 0333.

YOUTH SERVICES

Murrindindi Shire Council has a team of youth workers who provide youth services to those aged 12 to 25 who live, work and play in Murrindindi Shire.

Our team provides youth activities including leadership and holiday programs, community events, school events, performing arts projects, resilience and well-being programs.

Council also works closely with, and supports, local community groups, including:

- The Steer Leadership Program a youth-led youth advisory and action group comprising young leaders from the Kinglake Ranges.
- Ellimatta Youth Inc. a primary and early intervention youth organisation which supports youth well-being and provides opportunity for the development of all young people in the Kinglake Ranges.
- FReeZA a group of young people with an interest in music, entertainment and event management, meet to plan and deliver FReeZA events. These young people make up the FReeZA Committee. The Committee members also attend training that is relevant to their areas of interest.

For more information and useful links go to www.murrindindi.vic.gov.au/youth

There is also a number of specialised services available to youth in Murrindindi Shire:

- Nexus Health www.nexusprimaryhealth.org.au
- Family Care www.familycare.net.au
- CRLLEN www.centralrangesllen.org.au
- Berry Street Navigator Program www.berrystreet.org.au/our-work/helping-children-to-learn/navigator-program

We also encourage our young people to access the Youth Services Directory at www.youthservicesdirectory.com.au



LIBRARIES

Our library branches are located in Alexandra, Kinglake and Yea. All of our library branches stock a wide range of books, CDs, DVDs, magazines and reference material available for members to access for free, along with printing and photocopying facilities, WiFi and PCs for public use. You can also access and reserve items from our catalogue, borrow eBooks and magazines online.

We run a great range of programs at each of our branches, including guest speakers and storytime sessions, ably supported by our wonderful 'Friends of the Library' groups, comprised entirely of volunteers (who are always looking for new members!).

We also have a Mobile Library and Customer Service van which travels to eight locations across the Shire, bringing books and more to our smaller communities. And you can now access the full range of Council services on the van too you can do anything from paying Council bills by card (or cash up to \$50) through to enquiring about a planning matter or lodging a customer request.

To find out more go to www.murrindindi.vic.gov.au/libraries or give us a call on 5772 0333. You can also like our Murrindindi Library Service Facebook page @murrindindilibraryservice to stay up to date with the latest news and events.

Alexandra Library	Monday	9am - 1pm and 2pm - 5pm
49 Grant Street	Tuesday	9am - 1pm and 2pm - 6.30pm
Alexandra VIC 3714	Wednesday	9am - 1pm and 2pm - 5pm
	Thursday	9am - 1pm and 2pm - 5pm
	Friday	9am - 1pm and 2pm - 5pm
	Saturday	10am - 12noon
Kinglake Library	Monday	9am - 1pm and 2pm - 6.30pm
19 Whittlesea-Kinglake Road	Tuesday	9am - 1pm and 2pm - 5pm
Kinglake VIC 3763	Wednesday	9am - 1pm and 2pm - 5pm
	Thursday	9am - 1pm and 2pm - 5pm
	Friday	9am - 1pm and 2pm - 5pm
	Saturday	10am – 12noon
Yea Library	Monday	9am - 1pm and 2pm - 5pm
15 The Semi Circle	Tuesday	9am - 1pm and 2pm - 6.30pm
Yea VIC 3717	Wednesday	9am – 1pm and 2pm - 5pm
	Thursday	9am - 1pm and 2pm - 5pm
	Friday	9am - 1pm and 2pm - 5pm
	Saturday	10am – 12noon
Mobile Library & Customer Service	Weekly services	
on the road four days per week.	Buxton & Marysville - Tuesdays	
	Eildon - alternating Wednesdays and Saturdays	
To stay up to date and informed of any last minute		
changes to our schedule or service, like our Facebook	Fortnightly services	
page @murrindindilibraryservice. To download a	Flowerdale, Glenburn, Toolangi	
calendar go to www.murrindindi.vic.gov.au/mobile	and Strath Creek - Thursdays	

Highlands - Wednesdays

GRANTS

Council's Grants and Contributions Program provides the opportunity for local community groups, not-for-profit organisations and businesses to seek funding to support a range of activities and initiatives which contribute to broader community wellbeing, visitation and economic development.

There are six streams available - Fee Reductions, Quick Response Grants, Community Grants, Event Support, Business Innovation and Growth, and Governance Skills and Capacity Building Grants.

If you are interested in applying you can find more information, including eligibility criteria on our website at www.murrindindi.vic.gov.au/grants

ROADS & BRIDGES

Council and VicRoads maintain a large network of roads throughout the Shire.

Council maintains approximately 1100km of roads across the Shire. This includes 500km of sealed roads and 600km of unsealed roads. If you would like to report any maintenance issues, you can contact Council. Council's Register of Public Roads lists the roads and footpaths maintained by Council. It also provides response times for repairs and standards to which roads are to be maintained.

Requests for maintenance on roads which are the responsibility of VicRoads should be directed to VicRoads. VicRoads is responsible for maintenance of the following roads and highways:

- Acheron Way •
- Broadford/Flowerdale Road
- Buxton/Marysville Road
- Healesville/Kinglake Road
- Heidelberg/Kinglake Road
- Marysville Road
- Marysville/Woods Point Road

VicRoads can be contacted on 13 11 70 (24 hours, 7 days a week) or via the following website www.vicroads.vic.gov.au/contact-us

Works and vegetation on road reserves

To conduct works within a road reserve such as constructing a vehicle crossing, connecting Authority services or connecting to a Council drain, you must first apply to Council. Planting or removing vegetation on road reserves is also subject to Council approval. Call us on (03) 5772 0333.

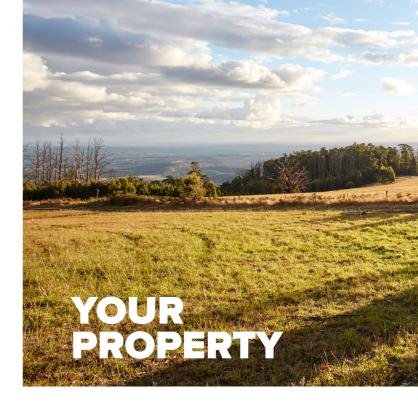
VicRoads Services

Council's Alexandra Office provides a range of VicRoads services to the community. We can help you if you need to organise:

- the supply of vehicle and vessel registration transfer forms
- license renewals for vehicle, boat, security and firearms
- learner permit testing
- replacement of work diaries (previously known as log books)
- collection of surrendered number plates.

For any other VicRoads enquiries please visit www.vicroads.vic.gov.au or phone 13 11 71.

- Taggerty/Thornton Road
- Whittlesea/Kinglake Road
- Whittlesea/Yea Road
- Goulburn Valley Highway
- Maroondah Highway
- Melba Highway



GARBAGE, RECYCLING & WASTE MANAGEMENT

Council provides waste management, resource recovery services and related infrastructure as well as kerbside collection to the community.

To help our community dispose of household and business waste and recyclable materials appropriately, Murrindindi Shire Council operates the following five Resource Recovery Centres and a Landfill facility in Alexandra:

Alexandra	Monday & Friday	10am – 12noon
119 Mt Pleasant Road	Wednesday	1pm – 4pm
Alexandra VIC 3714	Saturday & Sunday	10am – 4pm
Eildon 100 Jerusalem Creek Road Eildon VIC 3713	Tuesday Thursday Saturday Sunday	10am – 1pm 12noon – 3pm 9am – 4pm 10am – 4pm
Kinglake	Wednesday	10am – 4pm
205 Watson's Road	Saturday	9am – 4pm
Kinglake West VIC 3757	Sunday	10am – 4pm
Marysville 2 Sunds Mill Court Marysville VIC 3779	Monday & Friday Wednesday Saturday Sunday	1pm – 3pm 10am – 12noon 9am – 4pm 10am – 4pm
Yea	Tuesday	10am – 4pm
617 Ghin Ghin Road	Saturday	9am – 4pm
Yea VIC 3717	Sunday	9am – 3pm





MURRINDINDI Shire Map

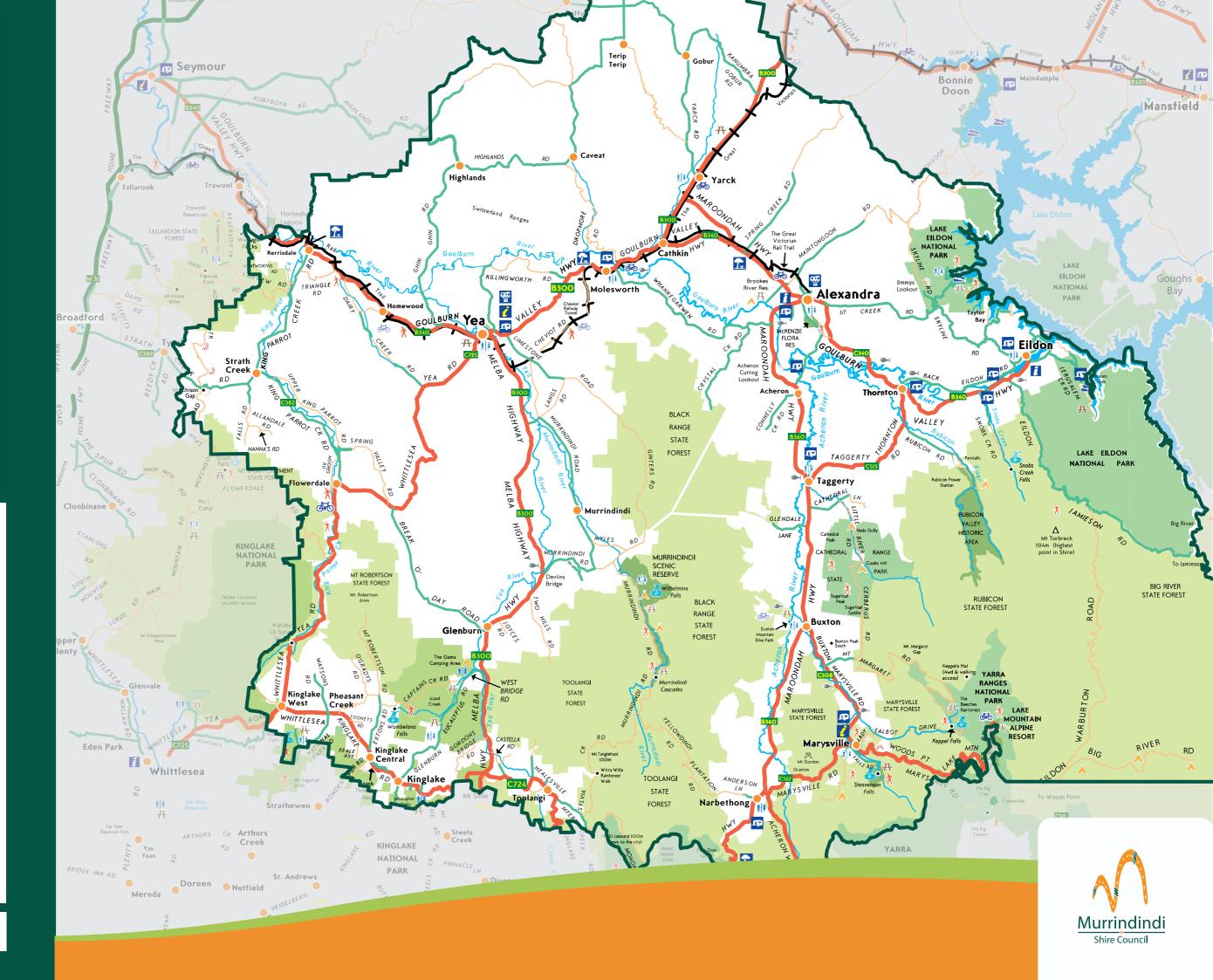
Legend

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Hwy rest areas	2
Caravan park	æ
Dump point	4
Walking Track	Ŕ
Visitor Information	i i
Public toilet	∱ †
Picnic area	Æ
Waterfall	6
Fishing spot	€
Camping	Ă
Lookout	W.E
Boat launching	
Cycling	Ā
Major Rd	
Sealed Rd	
Unsealed Rd	
Rail Trail	+++
National Park	
State Forest	
Other Parks	
Lake or large river	

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At our Resource Recovery Centres (RRC), Council recycles:

- paper
- cardboard
- cans
- tins
- recyclable household plastics numbered 1 to 7
- garden waste
- tyres
- couches
- mattresses
- metals and items substantially comprising of metal, excluding e-waste
- light bulbs including fluorescent tubes
- lead acid batteries and DrumMuster containers

For more information about what can be accepted at the RRC, please go to www.murrindindi.vic.gov.au/wastefacilities

We are also working to minimise waste and encourage reuse and recovery. Our Re-Use Program encourages Shire residents to take, re-purpose and re-use materials from RRCs across the Shire free of charge.

Scrap Shacks

Council has two re-use shops located at the Alexandra Resource Recovery Centre and the Yea Resource Recovery Centre. The re-use shops, known as 'Scrap Shacks' provide a wonderful opportunity for residents to not only find treasures, but also start thinking about using consumables more sustainably. Operating hours for the Scap Schacks are the same as the Resource Recovery Centres.

** Please note as at June 2022, our Scap Schacks are closed due to COVID-19.

E-waste

E-waste is anything with a plug or battery that has reached the end of its useful life - think mobile phones, computers, audio devices, hair dryers, TVs, air-conditioners, refrigerators and other white goods. You can dispose of your e-waste by taking it to our Alexandra, Kinglake or Yea Resource Recovery Centres, or by using one of the other e-waste services listed by Sustainability Victoria. It is free to drop most e-waste items. You can find out more on our website at www.murrindindi.vic.gov.au/e-waste

Kerbside Collection

Households within township areas of the Shire receive a garbage (120 litre bin) and recycling (240 litre bin) collection service. Garbage is collected weekly and recycling waste is collected fortnightly. For households outside of townships, a service may be available if the property is on, or near, a collection route.

To find out when your bins will be collected, if you are eligible to receive a kerbside collection, or how to go about getting a bin please check our website at www.murrindindi.vic.gov.au/kerbsidecollection or call Council on 5772 0333.

Council's website also includes handy information about how you can minimise your footprint on the environment by consciously making decisions about how you dispose of waste, and tips to reduce the quantity of waste you generate.

Please go to www.murrindindi.vic.gov.au/footprint or contact Council for more information.

ANIMALS

Registration

Registering your domestic pets is not only a legal requirement for every cat and dog, it is also important in ensuring they can be easily identified and returned to you if they escape, or are lost or injured.

All dogs and cats being registered for the first time with Murrindindi Shire Council need to be micro-chipped (as do registered dogs and cats that are relocated to Murrindindi Shire from another Shire).

All cats and dogs in the Shire must wear their Council-issued identification tag at all times so you can be contacted and your pet returned to you in the event they are found outside your property.

Registration renewals are due in April each year.

Residents have a wide range of responsibilities in managing their animals. For more information, including how to register your pets, go to www.murrindindi.vic.gov.au/animals or contact us on 5772 0333.

Pet Exchange Register

You can now find out where your next pet comes from thanks to the Victorian Government's online database, the 'Pet Exchange Register'. If you plan to advertise, sell or give away a dog or cat, you need to be enrolled on the Register. If you are thinking about getting a new pet, please check the Register first to ensure your new pet comes from a valid seller or home. For more information go to www.murrindindi.vic.gov.au/petregister

Wandering Pets and Livestock

Stock on roads is a hazard and can cause car accidents. To ensure the safety of our communities and visitors, our Community Safety officers impound any animals, including livestock, found wandering in the Shire.

Landowners with livestock are responsible for providing adequate fencing to secure their property. Large fines can be imposed if animals are not properly secured.

- rehousing.
- Trespassing livestock will be sold at market after being impounded and unclaimed for 7 days.

Dogs which are not confined to their properties can maim and kill livestock. These incidents are both deeply upsetting and very costly for stock owners. Dogs must be confined to their own properties at all times. Failure to do this can result in large fines.

If you have lost or found an animal or have encountered wandering stock, please contact Council's Community Safety officers immediately on 5772 0333.

For information on responsible animal management on farms you can go to agriculture.vic.gov.au/agriculture/animal-health-and-welfare

Saleyards and Livestock

For information on obtaining permits to enable stock to graze on road reserves or information about the Yea Saleyards and cattle sale dates for this year, go to the Council website www.murrindindi.vic.gov.au/saleyards, or contact Council on 5772 0333.

If not claimed within 8 days, dogs, cats and other small animals will be sent to Animal Aid in Coldstream for

If found abandoned, stock will be kept for 14 days, before being sold at market if an owner cannot be located.

Snakes and Wildlife

Living in rural areas has many advantages, but also brings us into more direct contact with wildlife. Please take care on our roads, particularly at night and around dusk and dawn when animals are out and about.

If you need help with snakes or other wildlife please contact the Department of Environment, Land, Water & Planning on 136 186, or visit www.wildlife.vic.gov.au

Help for injured animals or other situations involving wildlife is available from the following organisations: Wildlife Victoria - 1300 094 535 Help for Wildlife - 0477 555 611

Wasps, Bees and Locusts

Information on what to do regarding European wasps, bees, locusts and fruit fly can be found on Council's website www.murrindindi.vic.gov.au or by calling us on 5772 0333.

BUILDING, PLANNING & DEVELOPMENT

Council provides a range of support services and information about planning and development, building and construction. Whether you're looking for information on building works and permits, fencing or dwelling and property information, our team can help.

We encourage you to contact our Planning Unit and talk to a Planning Officer before you buy land or start making any plans to build or develop land. Our experienced staff can help you work through your planning and building questions.

While you are welcome to drop in to our Alexandra Office to talk to a planner or building specialist, we encourage you to phone ahead and book an appointment to avoid disappointment. We can also arrange appointments at our Kinglake and Yea offices with advance notice. Please contact Council on 5772 0333 or get in touch by sending an email to customer@murrindindi.vic.gov.au

There is also information which can help on our website at www.murrindindi.vic.gov.au/planningandbuilding

ECONOMIC & BUSINESS DEVELOPMENT

One of the strengths of our Shire is the variety of its businesses and industry sectors. The majority of the Shire's land is classified as agricultural. The local agricultural industry includes the expanding horticulture and aquaculture sectors, as well as native and plantation forestry and fishing. High quality berries and stone fruit are grown and packaged locally as a result of easy access to markets, high quality soil, clean water supply and the perfect climate. 80% of Australia's farmed trout is grown and prepared for market in Murrindindi Shire.

Other key economic drivers are tourism, construction specialists and manufacturing, with world-leading technology being applied to the rapidly-growing houseboat manufacturing sector based at Lake Eildon. We also have a well-established education, health and community services sectors.

Council is committed to helping build prosperous and sustainable communities. The growth and success of local businesses are crucial to the Shire's future. We want to help local businesses achieve their full potential.

Murrindindi Shire is an optimal investment location, with close proximity to key markets, easy access to major transport routes and affordably-priced and available industrial and commercial land.

Our Development Services Team provides current and future investors in the Shire with support in getting started or growing their investment. See below for more information, or get in contact with the Team on 5772 0333.

- www.murrindindiinvestment.vic.gov.au
- www.murrindindi.vic.gov.au/yourbusiness

ENVIRONMENTAL MANAGEMENT

Residents and visitors to our Shire love our beautiful environment.

We recognise the importance of maintaining our pristine surrounds and we also know that a sustainable future depends on understanding how we can reduce our human impacts and help our environment become more resilient to change. To this end, Council is working together with agencies and service providers to support and deliver good environmental results for our Shire.

Council has useful information about sustainability, native plants and animals, management of our roadside and reserves, vegetation, revegetation and weed control. You can find this information at www.murrindindi.vic.gov.au/environment

RATES

All property owners must pay rates so that Council has income to pay for services, maintenance and capital works. It enables us to provide you with services such as libraries, recreational facilities, community buildings, waste services and road maintenance.

Rate Notices are sent out in August every year. You can choose to pay your rates in full as long as you pay them by 15 February every year. You can also pay them by four separate instalments, due on 30 September, 30 November, 28 February (29 February in a leap year) and 31 May. Payment can be made online, via direct debit or at any one of our offices.

If you are having difficulty paying your rates, please contact Council's Rates Unit as soon as possible to discuss your options.

If you are a concession card holder, you can contact us to determine whether you are entitled to a rebate on your Council rates.

There is further information about rates and property valuations on our website at www.murrindindi.vic.gov.au/rates

UPPER GOULBURN LANDCARE NETWORK (UGLN)

The UGLN has been operating for over ten years in Murrindindi Shire and now has 17 groups located across the Shire. UGLN has a strong and positive relationship with Council, landholders, community organisations, schools and government agencies. While helping to educate its members about the environment, UGLN also has a strong social angle and is a great way to meet people if you have recently moved to the Shire.

UGLN is located at Shop 5/10 High Street, Yea Victoria 3717. For further information about which UGLN group operates in your area, please contact UGLN at uglandcare@ugln.net or on 5797 4405.

You can also access more information at these two websites:

- www.landcarevic.org.au
- www.ugln.net

TREES

Council manages trees in urban areas and parks in the Shire. If you need to report a fallen tree, or have concerns about the safety of a tree, please contact Council on 5772 0333.

Native vegetation is protected under State legislation and cannot be felled unless there is an exemption in place. Please call Council to check.



FIRE RESTRICTIONS & BURNING OFF

Fire restrictions apply across Murrindindi Shire on a seasonal basis and are designed to keep our communities safe. For current information, please go to Council's website at <u>www.murrindindi.vic.gov.au</u> or call 5772 0333.

For information about the summer Fire Danger Period, visit the CFA website at www.cfa.vic.gov.au/warnings-restrictions/north-central-fire-district/

BUSHFIRES & OTHER EMERGENCIES

It is important to be aware that Murrindindi Shire is considered to be at high bushfire risk.

Murrindindi Shire is the North Central Fire District. You can find out what the predicted fire weather will be like over the next four days, including the predicted Fire Danger Rating on the CFA website at www.cfa.vic.gov.au/warnings-restrictions/north-central-fire-district/

It is extremely difficult for fire agencies to stop any fire that starts when the Fire Danger Rating is Severe, Extreme or Code Red. In these conditions, fires can get out of control very quickly.

You cannot rely on fire services turning up to your house or work to alert or protect you. So you need to carefully plan what you and your family will do in case of a fire on a Severe, Extreme or Code Red day.

There are five easy steps to prepare your household for bushfire

- 1. Know your risk: <u>www.cfa.vic.gov.au/plan-prepare/am-I-at-risk/</u>
- 2. Everyone who lives in Murrindindi Shire should have a Bushfire Plan. Create your own Bushfire Plan using the CFA's advice: www.cfa.vic.gov.au/plan-prepare/your-bushfire-plan/
- 3. Create your own Fire Ready Kit: www.cfa.vic.gov.au/plan-prepare/fire-ready-kit/
- 4. Have a backup plan: <u>www.cfa.vic.gov.au/plan-prepare/back-up-plans/</u>
- 5. Plan for your pets: <u>www.cfa.vic.gov.au/plan-prepare/pets-and-bushfires/</u>

You can stay informed by downloading and monitoring the VicEmergency website and app at www.emergency.vic.gov.au

You can also listen to approved radio stations. In Murrindindi Shire, these are UGFM and any ABC radio station (refer to the back page for frequencies). No other radio stations are approved broadcasters in Murrindindi Shire.

You should also know where your local 'Neighbourhood Safer Places - Place of Last Resort' are located. These are places you can go that offer limited fire protection in the case your own fire plan fails. You should go to these places only if all other options have failed. You should be aware that there are no services at these locations and your safety is not guaranteed. They are normally open spaces where you can be subjected to heat, smoke, ember attack and radiant heat from fire. A list of Places of Last Resort is available at Council's website at www.murrindindi.vic.gov.au/saferplaces

Council's fire prevention activities are developed in consultation with CFA and DELWP. For more information visit www.murrindindi.vic.gov.au/bushfire

During the highest level of Fire Danger Rating – "Code Red" - Council limits its services and operating hours. You can find out about the changes via Council's website at www.murrindindi.vic.gov.au/codered

For further information, contact Council's Municipal Fire Prevention Officer or Emergency Management Coordinator on 5772 0333.

EMERGENCY RELIEF & RECOVERY

Council is responsible for the coordination of relief and recovery services during and after an emergency.

During a large-scale emergency, Council will coordinate access to relief services such as food, water, shelter, clothing and sleeping arrangements at a designated Emergency Relief Centre if required. The location of these relief centres will be advertised widely during an emergency.

After an emergency and depending on community need, Council will open a Recovery Centre that can help get affected members of the community back on their feet. Services available at a Recovery Centre range from access to Centrelink and Department of Health and Human Services through to access to emergency grants and providers of short to medium term accommodation.

Further information on relief and recovery is available on Council's website at www.murrindindi.vic.gov.au/emergencymanagement

Emergency Contacts

Please see the back page for emergency contact details.

EMERGENCY AID

Council does not provide emergency assistance for our residents, but emergency relief services are available through the Salvation Army (<u>www.salvationarmy.org.au</u>)

These can be accessed through the following services locally:

- Yea Community House 5797 3070
- Alexandra District Health 5772 0900





ARTS

Murrindindi Shire has a diverse range of photography, arts and crafts, cultural, music and literary groups open to all levels of skills, knowledge and capability.

Our libraries, a number of Community Houses and service clubs also support the arts (such as the annual Rotary Arts Show held in Yea).

You can check the Community Directory on our website to find out what's available near you or contact Council on 5772 0333.

COMMUNITY DIRECTORY

The Community Directory provides both new and long-term residents with an opportunity to find community and sporting groups in their own areas.

If you are looking to join a sport or recreation club, a cultural, historical or gardening group, or your are looking for a charity or volunteer organisation, this is where you can find a group close to you.

Our Customer Service team at Council can often help or refer you to the right group if you can't find what you are looking for online. And if you want to start up a group of your own, don't forget to register it on our Community Directory for free.

You can find the Community Directory on our website at <u>www.murrindindi.vic.gov.au/communitydirectory</u>



EVENTS, MARKETS & FESTIVALS

Our residents and visitors to our Shire enjoy a wide and varied array of events and festivals.

Whether you love your local produce and craft markets, or prefer art shows, agricultural shows, food and wine tasting, music, car or truck shows or local picnic races, you can find them all on our Calendar of Events at www.murrindindi.vic.gov.au/events

Council Offices and Visitor Information Centres across the Shire stock event brochures and provide great advice on local events and also offer information on our local and regional attractions. Contact details for Council Offices and Visitor Information Centres are provided in this kit.

You can also stay up to date on what is happening by 'Liking' Council's Facebook page or signing up for our weekly 'What's On Murrindindi' e-newsletter.

EDUCATION

Kindergartens and pre-schools

Alexandra & District Kindergarten 15 Bayley Street Alexandra VIC 3714	ļ
Eildon Kindergarten 10 Eighth Street Eildon VIC 3713	ļ
Flowerdale Kindergarten 3377 Whittlesea-Yea Road Flowerdale VIC 3717	ļ
Kinglake Ranges Children's Centre 37 Extons Road Kinglake Central VIC 3757	ļ
Marysville Pre School Centre 15 Falls Road Marysville VIC 3779	ļ
Yea and District Children's Centre 23 The Semi Circle Yea Vic 3717	Ĭ

www.alexandrakindergarten.com.au Phone 5772 1387

kindergarten@eildonps.vic.edu.au Phone 5774 2041

kindergarten@flowerdaleps.vic.edu.au Phone 5780 2816

kinglakerangescc@gmail.com Phone 5786 1352

marysville.kin@kindergarten.vic.gov.au Phone 5963 3330

www.yeadcc.com.au Phone 5797 2730



Primary Schools

Alexandra and surrounds:	
Alexandra Primary School	www.alexandraprimaryschool.com
15 Webster Street Alexandra VIC 3714	Phone 5772 1006
Alexandru Vic 3/14	
St Mary's Primary School	www.smalexandra.catholic.edu.au Phone 5772 1500
10 Myrtle Street Alexandra VIC 3714	Phone 5772 1500
Eildon and surrounds:	
Eildon Primary School 45 High Street	www.eildonps.vic.edu.au Phone 5774 2074
Eildon VIC 3713	
Kinglake Ranges and surrounds:	
Flowerdale Primary School	www.flowerdaleps.vic.edu.au
3379 Whittlesea-Yea Road	Phone 5780 1264
Flowerdale VIC 3717	
Kinglake Primary School	www.kinglakeps.vic.edu.au
20 McMahons Road	Phone 5786 1284
Kinglake VIC 3763	
Kinglake West Primary School	www.kinglakewestps.vic.edu.au
1045 Whittlesea-Kinglake Road	Phone 5786 5262
Kinglake West VIC 3757	

Middle Kinglake Primary School RSD1 Extons Road Kinglake VIC 3763

Toolangi Primary School 1756 Healesville-Kinglake Road Toolangi VIC 3777

www.mkps.vic.edu.au Phone 5786 1295

www.toolangips.vic.edu.au Phone 5962 9255

Marysville Triangle:	
Buxton Primary School	<u>₩</u> P
2208 Maroondah Highway Buxton VIC 3711	
Marysville Primary School	<u>№</u> P
15 Falls Road	Ľ
Marysville VIC 3779	
Yea and surrounds:	
Sacred Heart School Yea	w
5 The Parade	P
Yea VIC 3717	
Yea Primary School	<u>h</u> P
23 Station Street	P
Yea VIC 3717	

High Schools and Secondary Colleges

Alexandra Secondary College	w
86A Downey Street	P
Alexandra VIC 3714	
Yea High School	w
67 Racecourse Road	P
Yea VIC 3717	
	86A Downey Street Alexandra VIC 3714 Yea High School 67 Racecourse Road

Adult Education and Community Neighbourhood houses

Alexandra Community Hub 38A Downey Street Alexandra VIC 3714	⊻ F
Flowerdale Community House 36-42 Silver Creek Road Flowerdale VIC 3717	<u>f</u> F
Kinglake Ranges Neighbourhood House 6 McMahons Road Kinglake VIC 3763	⊻ F
Toolangi Castella District Community House 1715 Healesville – Kinglake Road Toolangi VIC 3777	⊻ F
Yea Community House 15 The Semi Circle Yea VIC 3717	⊻ F

Outdoor Education

There are a number of outdoor education providers in Murrindindi Shire. These facilities primarily service the education and corporate sectors.

www.buxtonps.vic.edu.au Phone 5774 7341

www.marysville.vic.edu.au Phone 5963 3256

www.shyea.catholic.edu.au/web/index.php Phone 5797 2723

http://yeaps.vic.edu.au/ Phone 5797 2724

www.asc.vic.edu.au/contact.html Phone 5770 2000

www.yeahs.vic.edu.au/ Phone 5797 2207

www.alexhub.com.au Phone 5772 1238

fchcoordinator@fchadmin.com.au Phone 5780 2664

www.kinglakeranges.com.au Phone 5786 1301

www.toolangi.net Phone 5962 9060

www.yeahouse.org.au Phone 5797 3070



FACILITIES FOR HIRE

The Shire has a great range of facilities available for hire, including our town halls.

These facilities play host to a variety of functions – from weddings, awards nights and gala dinners to sporting events, art and craft exhibitions, theatre groups and even regular musical group practice sessions.

For more information about our facilities and how you can find the right place and book it for your next event, please visit <u>www.murrindindi.vic.gov.au/facilitiesforhire</u> or contact Council on 5772 0333.

HEATWAVE INFORMATION

More people die every year from heatwaves than from bushfires. For information on how to deal with heatwaves, particularly for seniors and those who are most vulnerable, visit <u>www.murrindindi.vic.gov.au/heatwaves</u>

MEDICAL FACILITIES

Murrindindi Shire has a range of medical facilities available to our residents and visitors ranging from local doctors and medical centres to hospitals. For any medical emergency, please call 000.

Alexandra District Health	www.adh.org.au
12 Cooper Street	Phone 5772 0900
Alexandra VIC 3714	Fax 5772 1904
Alexandra Medical Centre 54 Downey Street Alexandra VIC 3714	Phone 5772 1444
Alexandra Family Medical Centre	www.alexandramedical.com.au
114 Grant Street	Phone 5724 3104
Alexandra VIC 3714	Fax 5724 3105
Marysville Medical Clinic 31 Falls Road Marysville VIC 3779	Phone 5963 3637 Fax 5963 4055
Nexus Primary Health - Kinglake Ranges Health Centre	www.nexusprimaryhealth.org.au (online appointments)
19 Whittlesea-Kinglake Road	Phone 1300 773 352
Kinglake VIC 3763	Fax 5734 8419
Yea and District Memorial Hospital	www.yeahospital.org.au
45 Station Street	Phone 5736 0400
Yea VIC 3717	Fax 5797 2391
Yea Community Health The Grace Bennetts Centre 45 Station Street Yea VIC 3717	Phone 5736 0410 Fax 5797 2391
Yea Medical Centre 20 Miller Street Yea VIC 3717	Phone 5736 0444 Fax 5797 2904

PUBLIC TRANSPORT & ACCESSIBILITY

Information about public transport from Alexandra to Marysville and Eildon, and to Melbourne can be found on our website.

Council has buses available for hire by community groups or individuals with a disability.

Council also partners with Community Accessability Inc. to deliver a community transport program called 'Moving Murrindindi'. The program connects volunteer drivers and vehicles with members of the community who need transport to get to medical or therapeutic appointments and major transport hubs.

For more information go to www.murrindindi.vic.gov.au/transport or call Council on 5772 0333.

VISITOR INFORMATION CENTRES (VIC)

Visitor Information Centres are a great source of information about events, attractions, activities, accommodation, cafes, restaurants and ways to access the various natural amenities in our Shire. They are located at:

	_
Alexandra Rotary Park 36 Grant Street Alexandra VIC 3714	⊆ ⊻ F
Eildon Cnr Utah Place South & Main Street Eildon VIC 3713	€ ⊻ F
Marysville 11 Murchison Street Marysville VIC 3779	i ⊻ F
Yea Y Water Discovery Centre 2 Hood Street Yea VIC 3717	<u>i</u> l ⊻ F

VOLUNTEERING

Murrindindi Shire has one of the highest rates of volunteering in Victoria. We celebrate and encourage our volunteers who contribute time, effort and care to making the Shire an even better place to live.

There are many volunteering opportunities available for all ages and to match many different skills and interests. Volunteers help us (and many other organisations) to deliver a range of services across the Shire, including:

- Libraries
- School crossings
- Community groups, events and festivals
- Landcare
- Facility (halls and reserves) management

Murrindindi Shire has an online volunteer register available to our residents at <u>www.volunteermurrindindi.com.au</u> 'Volunteer Murrindindi' is a volunteer-matching website and is a one-stop portal for volunteering in the Shire. You can use it to find volunteering opportunities or to post an advertisement for volunteer vacancies if you are involved with a community group or organisation in the Shire.

alexvic@virtual.net.au www.alexandratourism.com Phone 5772 1100

<u>eildoninfo@bigpond.net.au</u> <u>www.lakeeildon.com</u> Phone 5774 2909

info@marysvilletourism.com www.marysvilletourism.com Phone 5963 4567

info@ywatercentre.com.au www.ywatercentre.com.au Phone 5797 2474



SPORT & RECREATION

Our communities enjoy a broad range of sport and recreational activities. Some of the more popular activities can be found below:

Cycling/Walking Paths

The Shire has many wonderful roads, tracks and trails to ride or walk on. These range from easy, or more challenging, mountain bike paths and bushwalks to quiet country trails.

A long and picturesque section of the Great Victorian Rail Trail, which runs from Tallarook to Alexandra and Mansfield, passes through Murrindindi Shire and includes the historic Cheviot Tunnel.

Whether you want to enjoy a short gentle ride with the family, or take on a longer, more challenging trip, information and maps can be found at our Visitor Information Centres and in the latest brochure which you can find in our Offices or online at www.murrindindi.vic.gov.au/parksandtrails and www.greatvictorianrailtrail.com.au

Gyms and Leisure Centres

Our Shire has a number of sport and leisure facilities available for residents. More information about these centres can be found on our Community Directory at www.murrindindi.vic.gov.au/communitydirectory, or by contacting Council on 5772 0333.

Parks and playgrounds

The Shire has more than 50 parks suitable for a variety of ages and purposes. Whether you're keen to launch from a park to a walking track, find play equipment for young children, or simply want to enjoy a picnic, our range of parks will meet your needs.

For more information about their locations and facilities available, go to www.murrindindi.vic.gov.au/parksandtrails or contact Council on 5772 0333.



Skate Parks

Skateboarding, BMX and Scooting facilities can be found at these locations:

- Alexandra Skate Park corner Maroondah Highway and Bayley Street
- Marysville Skate Park beside Gallopoli Park Oval
- Yea Skate Park located at Yea Railway Reserve 16 Station Street
- Kinglake Skate Park located at Bollygum Park 40 Whittlesea Road
- Flowerdale Skate Park located at the Community Hall 3380 Whittlesea Yea Road

Sporting Clubs

Murrindindi Shire hosts a range of sporting clubs. These include football, soccer, tennis, cricket, bowls, netball, basketball, swimming and Little Athletics. There is also table tennis, dancing, shooting, golf and horse riding available. For more information on these and other clubs, please check our Community Directory for details.

Swimming Pools

We have four open-air public seasonal swimming pools in the Shire. These hubs are for people of all ages and abilities to exercise and socialise. Swimming classes are also available. Our pools are open during the warmer months and close for the winter period.

Our swimming pools are located as follows:

Alexandra Opposite 10 Perkins Street Alexandra VIC 3714
Eildon 39 High Street Eildon VIC 3713
Marysville 13 Falls Road Marysville VIC 3779
Yea 101 High Street Yea VIC 3717

For information about swimming programs, opening hours, admission prices and season tickets, go to www.murrindindi.vic.gov.au/swimmingpools or call 5772 0333.

To get current information about opening hours, and ensure you are kept informed of unexpected closures and extended hours, please follow Council's Facebook page.



EMERGENCY/OUT OF HOURS NUMBERS

For emergencies requiring assistance from police, ambulance or fire brigades, please call 000.

SES - Flood/Storm Emergency - 132 500

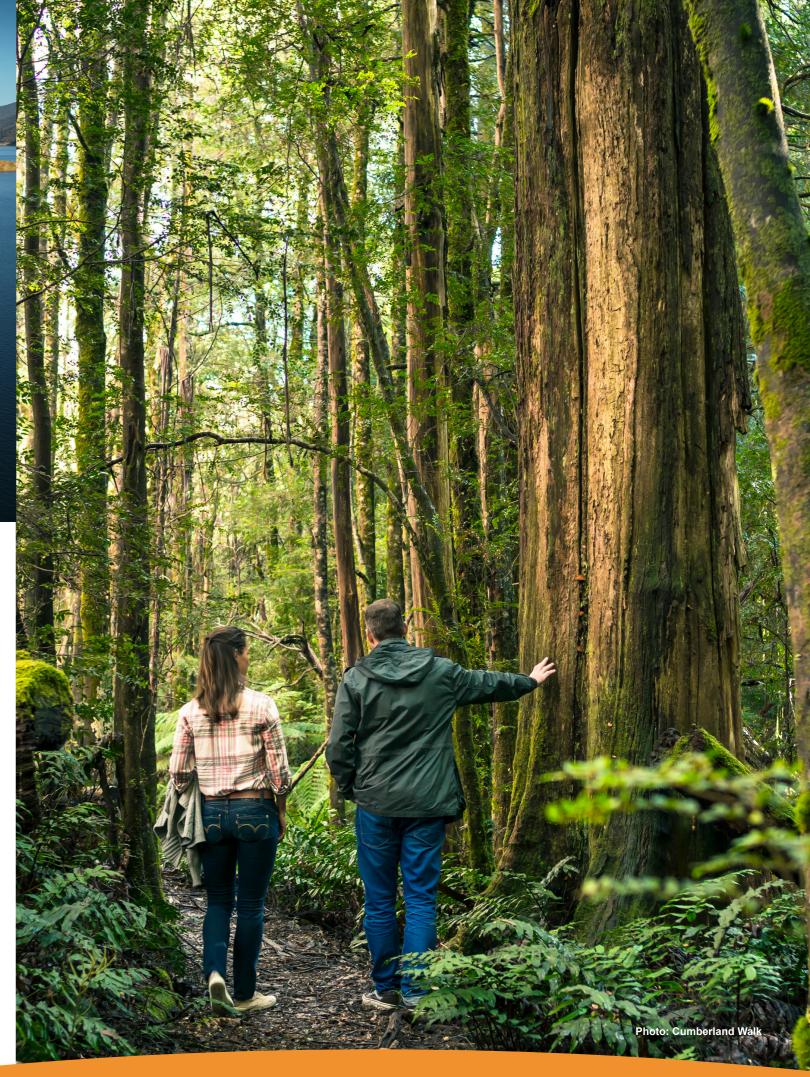
Radio Emergency Information:

ABC (AM) (FM)	Victoria - 774 Australia - 621 Goulburn Valley - 97.7
	Alexandra - 102.9
UGFM (FM)	Alexandra/Lake Eildon - 106.9 Flowerdale - 98.9
	Highlands/Yea - 88.9
	Kinglake - 94.5 Marysville/Lake Mountain - 98.5

To report stock on roads or dog attacks, or to report dangerous situations, such as trees blocking roads, please call 5772 0333.

To seek help for injured animals or other situations involving wildlife, please call Wildlife Victoria - 1300 094 535 or Help for Wildlife - 0477 555 611.

If your house is affected by an emergency and you need access to services, food, shelter, clothing or other emergency assistance, please call Council's Municipal Recovery Manager on 0437 725 512.





VISIT US

Alexandra: 49 Grant Street Yea: 15 The Semi Circle Kinglake: 19 Whittlesea-Kinglake Road Mobile Library and Customer Service: visit our website for locations and times

CONTACT US

<u>customer@murrindindi.vic.gov.au</u> <u>www.murrindindi.vic.gov.au</u> 5772 0333

MAIL US

Murrindindi Shire Council PO Box 138 Alexandra VIC 3714



@murrindindishirecouncil @discoverdindi @murrindindilibraryservice @murrindindichildrensnetwork @murrindindiyouth

