INFORMATION KIT FOR NEW RESIDENTS
Welcome to West Wimmera Shire - Victoria’s best kept secret

As Mayor of West Wimmera Shire I would like to take this opportunity to welcome you. This shire has a vast array of services, community organisations and sporting facilities for you to use of and participate in.

You are probably already aware of the natural beauty of this area. Our Shire offers many opportunities to appreciate the natural environment and our wonderful Flora and Fauna. All community groups and sporting organisations are very welcoming and encourage new memberships. Through participation in local activities you will soon make settle in and make new friends.

This Information Guide is designed to help you become familiar with the services council has to offer. The welcome kit also contains information to assist you in learning about local businesses and other services across the shire, such as education or medical facilities as well as more specific town and district information.

If you have any questions about council or our services feel free to contact either of our offices or visit our website www.westwimmera.vic.gov.au.

Once again welcome to West Wimmera and I hope enjoy your new home as much as those of us who have the privilege of already living here. Our councillors and staff are always available to assist should you need any help.

With kind regards,

Mayor Annette Jones
Welcome to West Wimmera Shire and congratulations on moving to Victoria’s best kept secret.

West Wimmera Shire Council’s Welcome Kit aims to help you settle into your new home quickly and easily by providing you with a guide to Council Services and how to obtain more information if needed.

West Wimmera residents enjoy a unique lifestyle that includes low-density housing, a range of local events, excellent retail and banking services, outstanding sporting facilities, natural attractions and a community spirit and traditional rural values that makes visiting, living and doing business in the West Wimmera desirable.

• Rural communities and/or country lifestyle options
• Affordable housing
• Access to excellent education facilities
• A wonderful mediterranean climate
• Historic and heritage architecture which preserves the past but looks to the future
• Outstanding sporting and family friendly facilities and activities
• Rural communities providing modern facilities

We offer some of the most envied qualities of rural living in Australia - space, freedom, climate and an opportunity to have the country lifestyle, set up your own small business on site or online, indulge in your favourite hobbies and interests and enjoy the tranquillity of West Wimmera.

Our Shire is approximately 9,116 square kilometres with a population of just under 5000 people. It is centrally located in the South Eastern Australian "food bowl" between Melbourne and Adelaide and stretches along the Victorian and South Australian borders from the Big Desert in the North to Chetwynd in the South.

The main townships are Edenhope and Kaniva with smaller rural areas including Harrow, Goroke, Apsley, Serviceton, Dergholm and Minimay just to name a few. The Shire is large in area however small in population.
<table>
<thead>
<tr>
<th>CONTENTS</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Welcome Kit</td>
<td>1</td>
</tr>
<tr>
<td>Map of West Wimmera Shire</td>
<td>2</td>
</tr>
<tr>
<td>Council Contact Details</td>
<td>3</td>
</tr>
<tr>
<td>Who Do I Speak To?</td>
<td>4</td>
</tr>
<tr>
<td>Snapshot of West Wimmera Shire</td>
<td>8</td>
</tr>
<tr>
<td>How the Council Works</td>
<td>10</td>
</tr>
<tr>
<td>Our Vision, Mission &amp; Values</td>
<td>13</td>
</tr>
<tr>
<td>Access &amp; Disability</td>
<td>14</td>
</tr>
<tr>
<td>After Hours</td>
<td>14</td>
</tr>
<tr>
<td>Aged and Disability Care</td>
<td>14</td>
</tr>
<tr>
<td>Ambulance</td>
<td>14</td>
</tr>
<tr>
<td>Animals</td>
<td>15</td>
</tr>
<tr>
<td>Burning Off</td>
<td>16</td>
</tr>
<tr>
<td>Business</td>
<td>16</td>
</tr>
<tr>
<td>Business Groups and Associations</td>
<td>16</td>
</tr>
<tr>
<td>Child Care</td>
<td>16</td>
</tr>
<tr>
<td>Communication</td>
<td>17</td>
</tr>
<tr>
<td>Churches</td>
<td>17</td>
</tr>
<tr>
<td>Community Directory</td>
<td>18</td>
</tr>
<tr>
<td>Customer Service Requests</td>
<td>18</td>
</tr>
<tr>
<td>Education</td>
<td>18</td>
</tr>
<tr>
<td>Employment</td>
<td>19</td>
</tr>
<tr>
<td>Emergencies</td>
<td>19</td>
</tr>
<tr>
<td>Emergency Management</td>
<td>19</td>
</tr>
<tr>
<td>Environmental Management</td>
<td>20</td>
</tr>
<tr>
<td>Events Calendar</td>
<td>20</td>
</tr>
<tr>
<td>Festivals &amp; Events</td>
<td>21</td>
</tr>
<tr>
<td>Fire</td>
<td>22</td>
</tr>
<tr>
<td>Grants</td>
<td>22</td>
</tr>
<tr>
<td>Health Services</td>
<td>23</td>
</tr>
<tr>
<td>Immunisations</td>
<td>23</td>
</tr>
<tr>
<td>Internet Access</td>
<td>23</td>
</tr>
<tr>
<td>Kindergartens</td>
<td>24</td>
</tr>
<tr>
<td>Libraries</td>
<td>25</td>
</tr>
<tr>
<td>Local Laws</td>
<td>26</td>
</tr>
<tr>
<td>Maps</td>
<td>26</td>
</tr>
<tr>
<td>Maternal &amp; Child Health</td>
<td>26</td>
</tr>
<tr>
<td>Newspapers</td>
<td>27</td>
</tr>
<tr>
<td>Planning &amp; Building</td>
<td>27</td>
</tr>
<tr>
<td>Playgrounds</td>
<td>28</td>
</tr>
<tr>
<td>Playgroups</td>
<td>28</td>
</tr>
<tr>
<td>Police</td>
<td>28</td>
</tr>
<tr>
<td>Public Health</td>
<td>28</td>
</tr>
<tr>
<td>Public Notices</td>
<td>29</td>
</tr>
<tr>
<td>Radio Stations</td>
<td>29</td>
</tr>
<tr>
<td>Rates</td>
<td>30</td>
</tr>
<tr>
<td>Risks &amp; Hazards</td>
<td>31</td>
</tr>
<tr>
<td>Roads &amp; Footpaths</td>
<td>31</td>
</tr>
<tr>
<td>Sports Clubs</td>
<td>32</td>
</tr>
<tr>
<td>Television Stations</td>
<td>32</td>
</tr>
<tr>
<td>Tourism</td>
<td>32</td>
</tr>
<tr>
<td>Transport</td>
<td>33</td>
</tr>
<tr>
<td>Utilities</td>
<td>34</td>
</tr>
<tr>
<td>Aust Post, Phone, Power, Water, Gas</td>
<td>34</td>
</tr>
<tr>
<td>Volunteering</td>
<td>35</td>
</tr>
<tr>
<td>Waste Management</td>
<td>36</td>
</tr>
<tr>
<td>Website</td>
<td>39</td>
</tr>
<tr>
<td>Youth</td>
<td>39</td>
</tr>
</tbody>
</table>

www.westwimmera.vic.gov.au
YOUR WELCOME KIT

The West Wimmera Welcome Kit contains this Information Directory as well as a number of inserts, forms, leaflets, brochures and other information that will assist you to learn more about the area and give you important information on the services available within the Shire.

Your Welcome Kit should include:

- West Wimmera Information Directory (This Booklet)
- West Wimmera Shire Business & Lifestyle Brochure
- West Wimmera Shire Visitor’s Guide
- Dog and Cat Registration Form
- Australia Post change of address form
- Australian Electoral Commission change of address details form
- West Wimmera Shire Council Services Information Brochure
- Shire & Town Map
- Health Services Brochures
- Kindergarten Brochure
- School Brochure

We appreciate your feedback and would love to hear from you if you have any suggestions about improvements to make this Welcome Kit more useful. Please complete the Welcome Kit feedback form and return to West Wimmera Shire or email your comments to: council@westwimmera.vic.gov.au

West Wimmera Shire Council accepts no liability for any loss or damage that you may suffer as a result of your reliance on this information, whether or not there has been any error, omission or negligence on the part of West Wimmera Shire Council.

Production Date – Jan 2015

If you wish to provide any feedback on the information included in this kit please contact West Wimmera Shire Council on (03) 5585 9900.
West Wimmera Shire Council has an office located in each end of the Shire, Edenhope & Kaniva. Outdoor crews (road maintenance, parks and gardens, road patrols) work from three depots in Edenhope, Goroke and Kaniva.

**Edenhope Office**

49 Elizabeth Street  
Edenhope, VIC 3318  
PH: (03) 5585 9900  
Fax: (03) 5585 9950

**Kaniva Office**

25 Baker Street  
Kaniva, VIC 3419  
PH: (03) 5392 7700  
Fax: (03) 5392 7750
WHO DO I SPEAK TO?

WEST WIMMERA SHIRE COUNCIL QUICK CONTACTS

This section will assist you to find the correct person to talk to about West Wimmera Shire Council Services.

AGED CARE SERVICES
Heather Couples 5585 9900
Home & Community Care Team Leader

Kaye Robinson
HACC Assessment Officer 5585 9900

ANIMAL CONTROL
Dog & Cat Registration:
West Wimmera Shire Council Offices
Edenhope 5585 9900
Kaniva 5392 7700

Wandering animals and stock on roads:
Adrian Schmidt 5585 9900
Animal Control Officer

BUILDING PERMITS
Wayne Wilkie 5585 9900
Municipal Building Surveyor

Gillian Bradshaw 5585 9900
Planning & Environment Officer

BUSINESS & ECONOMIC DEVELOPMENT
Kellie Jordan 5392 7700
Manager Business & Economic Development

CENTRELINK AGENCY
West Wimmera Shire is a Centrelink Agency
Computer, Fax & Phone Facilities Available
Edenhope 5585 9900
WEST WIMMERA SHIRE COUNCIL QUICK CONTACTS

COMMUNITY SERVICES
Heather Couples 5585 9900
Home & Community Care Team Leader

ENVIRONMENTAL ISSUES
5585 9900
Environmental Health Officer
Environment/Planning
Gillian Bradshaw 5585 9900
Planning & Environment Officer

FESTIVALS/EVENTS
Amanda Munn 5392 7700
Community Support Officer

FIRE PREVENTION
Adrian Schmidt 5585 9900
Assistant Fire Prevention Officer

GRANTS ASSISTANCE
Community & Economic Development Department 5392 7700

GREEN WASTE
Paul Cameron 5585 9900
Technical Officer

HEALTH CONTROLS
5585 9900
Environmental Health Officer

KINDERGARTENS
Catherine Hurley 5392 7700
Early Years Coordinator
WEST WIMMERA SHIRE COUNCIL QUICK CONTACTS

LIBRARIES
Edenhope - 49 Elizabeth Street  5585 9916
Goroke - Main Street  5386 1360
Harrow - Blair Street  5588 1352
Kaniva - 25 Baker Street  5392 2723

LOCAL LAWS
Adrian Schmidt  5585 9900
Local Laws Officer

MATERNAL & CHILD HEALTH
Monica Feder
Edenhope – 49 Elizabeth Street  5585 9917
Tuesday
9:30am – 1pm

Goroke - Main Street  5386 1017
1st, 3rd & 5th Wednesday
1pm – 2:45pm

Harrow - Bush Nursing Centre, Blair Street  5588 1335
1st, 3rd & 5th Wednesday
10am – 12pm

Kaniva - 23 Baker Street  5392 7713
Thursday
9:30am – 1pm

PARKS & GARDENS
Terry Ough  5585 9900
Works Manager

PLANNING PERMITS
Gillian Bradshaw  5585 9900
Planning & Environment Officer

PLAYGROUNDS
Paul Cameron  5585 9900
Technical Officer

POLLUTION, NOISE & LITTER
Environmental Health Officer  5585 9900
WEST WIMMERA SHIRE COUNCIL QUICK CONTACTS

RATES
Lettie Korf 5392 7700

ROADS & FOOTPATHS
Terry Ough 5585 9900
Works Manager

TRANSFER STATIONS
Paul Cameron 5585 9900
Technical Officer

TOURISM
Heidi Gajic 5585 9900
Tourism & Communications Officer

TRAFFIC CONTROLS
Terry Ough 5585 9900
Works Manager

VICROADS AGENCY
Edenhope 5585 9900
Kaniva 5392 7700

YOUTH
Bronwyn Fiscalini
Youth Officer 5392 7700
SNAPSHOT OF WEST WIMMERA SHIRE

West Wimmera Shire, Victoria’s best kept secret of innovation and diversity.

Enjoy living and investing in Victoria’s best-kept secret. The West Wimmera region is renowned for its tranquillity, peacefulness, safety, diversity of land types/use and innovation.

This is an ideal area to invest, work, bring up a family or retire. Within the towns of West Wimmera, Edenhope, Apsley, Harrow, Goroke Kaniva and surrounding districts there are excellent social, sporting and recreational facilities, together with a high level of education, health and shire infrastructure.

Sports and community activities create strong bonds and form the backbones to this vibrant Shire. With activities such as football, netball, tennis, lawn bowls, golf, basketball, fishing, equestrian, shooting (to name a few), as well as the opportunity to join service clubs like Lions or Apex or assist in the running of the local Agricultural Show and other annual events, there is something for everyone.

Noted for its natural attractions and many unique and exciting country events, West Wimmera Shire boasts generous open spaces and low density housing, complemented by significant natural vegetation and a number of wetlands and lakes (depending on rainfall). We offer some of the most envied qualities of rural living in Australia—space, freedom, good climate and diverse opportunities to cater for a myriad of activities, business opportunities and excellent quality of life.

The clean spacious environment, generous open spaces, natural surrounds and clean air are all incentives for new businesses, new residents and visitors to this area. The region is complemented by significant natural vegetation, offering a perfect haven for wildlife, bird-life and native flora. West Wimmera Shire has over 230 bird species recorded within our geographic region, including unique and endangered birds—such as the Red Tailed Black Cockatoo.

Location, Location, Location is the key to successful innovative opportunities and West Wimmera is located midway between Adelaide and Melbourne. The region has excellent transport opportunities for product movement to the regional and metropolitan centres. This is a benefit to both businesses and individuals providing a balanced relaxed lifestyle, no traffic jams, clean healthy living where walking or cycling to work or the supermarket is a reality.
Traditionally, cropping has included wheat, oats and barley, however farmers are now diversifying to other crops—for example canola, chickpeas, triticale and white clover to name a few. Exciting opportunities are emerging for horticultural crops, ie organic vegetables and broad acre vegetable crops for human consumption.

The main industry within the West Wimmera Shire is agri-business (52%). The remaining 48% is made up of trades from - health and community services, retail trade, education, manufacturing, government administration, construction, wholesale trade, accommodation and food handling businesses [cafés or restaurants], transport and storage, mining, communication services, finance and insurance, cultural and recreation services. The majority of the businesses within West Wimmera are small (employing less than 10 staff).

Diversification in the industry has also lead farmers to grow olive trees, potatoes, onions and carrots. Breeding of sheep for wool and meat brings billions of dollars to the Victorian economy. Cattle and sheep feedlot development continues to expand as does stud stock production to cater for specific “niche” markets.

An Industry Survey has been conducted and results show that there are abundant opportunities for prospective businesses and expansionary development of existing businesses within the Shire. The Edenhope and Kaniva Industrial Estates have been established to enable prospective businesses secure sites for further expansion and/or establishment of new business opportunities.
HOW THE COUNCIL WORKS

West Wimmera Shire Council has five councillors representing the entire Shire. The role of the Councillors is to address the needs and aspirations of the residents of West Wimmera.

Your Councillors

West Wimmera Shire Councillors are elected every four years and are appointed as representatives on a number of organizations, committees and government bodies for the benefit of West Wimmera Shire Council, businesses and residents of the shire. Council Meetings are held on the third Thursday of the month except January. Please feel free to contact your councillors anytime.

Mayor Cr. Annette Jones

Lives in Edenhope

Tel: 0429 004 755

Email: AnnetteJones@westwimmera.vic.gov.au

Cr. Ron Hawkins

Lives in Minimay

Tel: 0428 866 265

Email: RonHawkins@westwimmera.vic.gov.au
Cr. Bruce Meyer
Lives in Kaniva
Tel: 0407 312 096
Email: BruceMeyer@westwimmera.vic.gov.au

Cr. Richard Wait
Lives in Edenhope
Tel: 0437 031 739
Email: RichardWait@westwimmera.vic.gov.au

Cr. Warren Wait
Lives in Edenhope
Tel: 03 5585 1770
Email: WarrenWait@westwimmera.vic.gov.au
<table>
<thead>
<tr>
<th>REGIONAL / STATE BODY</th>
<th>REPRESENTATIVE</th>
<th>ALTERNATE REPRESENTATIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Big Desert National Park Fire Control Committee</td>
<td>Cr. Bruce Meyer</td>
<td>Cr. Richard Wait</td>
</tr>
<tr>
<td>Crabtree Estate</td>
<td>Cr. Warren Wait</td>
<td></td>
</tr>
<tr>
<td>Douglas Mine Environment Review Committee</td>
<td>Cr. Richard Wait</td>
<td>Mayor Cr. Annette Jones</td>
</tr>
<tr>
<td>Grampians Central West Waste &amp; Resource Recovery Group</td>
<td>Mayor Cr. Annette Jones</td>
<td>Cr. Warren Wait</td>
</tr>
<tr>
<td>Harrow RSL Hall Committee</td>
<td>Cr. Richard Wait</td>
<td></td>
</tr>
<tr>
<td>Kaniva Sporting Complex</td>
<td>Cr. Bruce Meyer</td>
<td>GMCCS</td>
</tr>
<tr>
<td>Little Desert National Park Fire Control Committee</td>
<td>Cr. Ron Hawkins</td>
<td>Cr. Warren Wait</td>
</tr>
<tr>
<td>Municipal Association of Victoria (MAV)</td>
<td>Mayor, Cr. Annette Jones</td>
<td>Cr. Ron Hawkins</td>
</tr>
<tr>
<td>Municipal Emergency Management Committee</td>
<td>Cr. Ron Hawkins</td>
<td>Cr. Warren Wait</td>
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<td>Municipal Fire Prevention Committee &amp; CFA Region 17 Committee</td>
<td>Cr. Ron Hawkins</td>
<td>Mayor Cr. Annette Jones</td>
</tr>
<tr>
<td>National Timber Councils Task Force</td>
<td>Cr. Bruce Meyer</td>
<td>Cr. Richard Wait</td>
</tr>
<tr>
<td>North West Municipalities Association</td>
<td>Mayor, Cr. Annette Jones</td>
<td>Cr. Ron Hawkins</td>
</tr>
<tr>
<td>Roadsafe Wimmera</td>
<td>Cr. Richard Wait</td>
<td>Cr. Bruce Meyer</td>
</tr>
<tr>
<td>Rural Councils Victoria</td>
<td>Mayor, Cr. Annette Jones</td>
<td>Cr. Bruce Meyer</td>
</tr>
<tr>
<td>Timber Towns Victoria (TTV)</td>
<td>Cr. Bruce Meyer</td>
<td>Cr. Richard Wait</td>
</tr>
<tr>
<td>West Wimmera Groundwater Management Area Implementation Committee</td>
<td>Cr. Warren Wait</td>
<td>Mayor Cr. Annette Jones</td>
</tr>
<tr>
<td>West Wimmera Landcare Network</td>
<td>Mayor Cr. Annette Jones</td>
<td>Cr. Richard Wait</td>
</tr>
<tr>
<td>West Wimmera Shire Cemeteries Trust</td>
<td>All Councillors</td>
<td>Secretary: GMCCS</td>
</tr>
<tr>
<td>West Wimmera Tourism Advisory Committee</td>
<td>Cr. Richard Wait</td>
<td>TCO</td>
</tr>
<tr>
<td>Western Highway Action Committee</td>
<td>Cr. Ron Hawkins</td>
<td>Cr. Richard Wait</td>
</tr>
<tr>
<td>Wimmera Development Association (WDA)</td>
<td>Cr. Warren Wait</td>
<td>Cr. Ron Hawkins</td>
</tr>
<tr>
<td>Wimmera Mallee Regional Tourism Association</td>
<td>Cr. Richard Wait</td>
<td>Cr. Annette Jones</td>
</tr>
<tr>
<td>Wimmera Mallee Sustainability Alliance</td>
<td>Mayor Cr. Annette Jones</td>
<td>Cr. Warren Wait</td>
</tr>
<tr>
<td>Wimmera Regional Library Corporation</td>
<td>Cr. Bruce Meyer</td>
<td>Mayor Cr. Annette Jones</td>
</tr>
<tr>
<td>Wimmera Regional Sports Assembly</td>
<td>GMCCS</td>
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</tr>
<tr>
<td>Wimmera Regional Transport Group</td>
<td>Cr. Richard Wait</td>
<td>Cr. Ron Hawkins</td>
</tr>
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<td>Wimmera Regional Youth Affairs Committee (RYAN)</td>
<td>Youth Officer</td>
<td></td>
</tr>
</tbody>
</table>

GMIDW = General Manager Infrastructure Development and Works  
GMCCS = General Manager Corporate and Community Services  
CEO = Chief Executive Officer  
TCO = Tourism & Communications Officer
OUR VISION, MISSION & VALUES

Vision
West Wimmera Shire is and will continue to be a great place to live, work, raise a family and retire.

Mission
West Wimmera Shire will continue to work with the community to enhance and develop the Shire to be Victoria’s premier rural community, by providing leadership, advocacy and good governance, developing partnerships with other levels of government that will ensure a sustainable, viable, healthy and safe community.

Values
We will consult and involve our communities in all key issues likely to impact on them;
We will act honestly, ethically and equitably;
We will ensure our activities are transparent and open to scrutiny;
We will have unity of purpose;
We will work as a team to provide innovative and quality outcomes;
We will at all times ensure high levels of Council governance; and
We will work with our staff and assist them in developing the full potential of their capabilities.
ACCESS & DISABILITY

West Wimmera Shire Council is part of a Regional Rural Access Group. This group has an officer who supports Council to deal with access and disability issues, and ensures people with a disability have equal access to Council information and services. The Rural Access Officer works with Council to collaboratively address issues that are a barrier to physical access as well as access to information and services. Rural Access also provides support and information to community groups to increase access and inclusion of people with disabilities in community life. West Wimmera Shire has an Access Plan that specifies how the Council will overcome physical and other barriers to people accessing its buildings, services and information.

If you would like to discuss an access issue in relation to a Council-owned building, or you feel that Council is not addressing other issues, please call the Council office on Edenhope 03 5585 9900 or Kaniva 03 5392 7700.

AFTER HOURS

West Wimmera Shire Council’s website is available 24 hours a day, seven days a week and can be used to obtain general information such as Transfer Station, Library and Maternal & Child Health times as well as important public notices and frequently requested forms. www.westwimmera.vic.gov.au

AGED AND DISABILITY CARE

West Wimmera Shire Council offers aged and disability care services including home care, personal care and home maintenance to elderly residents who qualify. The Council also provides:

- Respite care
- Food services in the form of Meals on Wheels
- Disabled parking permits
- Assessments for the Personal Alert Victoria “Safety Link” program
- Community transport assistance

For more information about the aged and disability services Shire Council offers, please phone Kaye Robinson, Community Services Assessment Officer on 03 5585 9900

AMBULANCE

Please dial 000 in an emergency.

In West Wimmera Shire, ambulance stations are located in Edenhope and Kaniva, and crews from these stations will also respond to emergencies in other localities, depending on where you are calling from. There is no emergency rescue helicopter based in the south-west of Victoria, but one can be called to transport patients in emergency situations. A fixed-wing aircraft is also used to transport patients to city hospitals.
ANIMALS

Pet Registration
If you have a cat or dog and have moved to West Wimmera Shire, you must register it with the Council. Animal registration is a legal requirement and you can be fined for not registering your animal. Pet registration is easy, affordable and it ensures the safe and speedy return of your beloved pet if it ever goes missing and is picked up by the authorities.

Even if your pet never gets lost, your registration fee helps the Council pay for animal control services that benefit the whole community. These services include patrolling public areas and collecting stray and feral animals, operating the pound, investigating and taking action on complaints about nuisance animals, and prosecuting dog attacks and other offences. Registration benefits you, your pet, the community and other animals. Pet registration is affordable and discounts apply to seniors, and to animals that have been sterilised, have undergone obedience training and are kept for breeding among others.

Laws introduced in May 2007 also require your pet to be microchipped if it is being registered for the first time. Please bring your microchipping documents with you when you come to the Council to register your dog or cat.

Dogs
Dog owners have many responsibilities, and there are Council and State Government laws that ensure these responsibilities are met. In West Wimmera, there are laws that ensure dog owners:

- walk their dog on a lead in certain areas;
- pick up after their dog if it defecates in a public area;
- secure their dog so it cannot escape from where it is housed; and,
- have their dog under their control at all times.

There are also strict laws about barking dogs, menacing and dangerous dogs, and dog attacks. Laws also govern what are termed “restricted breeds” – dog breeds that cannot be owned without owners complying with strict rules. The only restricted breed dog currently in Australia is the Pit Bull Terrier, however other restricted breeds include the Dogo Argentino, the Japanese Tosa, the Fila Brasileiro and the American Pit Bull Terrier/Pit Bull Terrier. Fines apply to people who break the laws outlined above, with court appearances and jail time an option for police and local laws officers for the more serious offences such as dog attacks.

Cats
Cat owners also have responsibilities under the law. The main law governing cat ownership concerns keeping your cat confined to your property and not allowing it to wander. You can be fined for allowing your cat to roam. Some municipalities have “cat curfews” that require owners to confine their cats inside at certain times of the day, usually overnight. West Wimmera Shire Council does not have a cat curfew, but encourages all owners to make sure their cat is confined to their property at all times, especially overnight when the animals tend to do their hunting and roaming.

Stock on roads and wandering animals
Stock on roads and wandering animals are very serious issues that West Wimmera Shire Council is extremely vigilant about. Unfortunately, local laws officers spend much of their time removing stock from roads and picking up stray dogs and cats to ensure the safety of the community. Stock and pet owners have legal responsibilities to ensure their animals are not “at large”. To report stock on roads or wandering animals phone Animal Control Officer, Adrian Schmidt on 03 5585 9900.
**BURNING OFF**
West Wimmera Shire Council discourages residents from burning rubbish if there is opportunity for residents to responsibly dispose of the material by other means, such as through the Council’s kerbside waste collection or by taking the waste to a transfer station. Green waste is accepted free of charge at the transfer station.

During the declared fire danger period – generally between November and end April – anyone wanting to light a fire in the open air must first obtain a written permit from Council's Fire Prevention Officer. However, land owners wishing to burn stock piles of material (such as trees or the like) will not receive a permit from Council during this period. The only permits that are issued during the fire danger period are for agricultural reasons – such as stubble crop burning – under stringent permit conditions, and to local CFA brigades to conduct fuel reduction burning of strategic roadside fire breaks in accordance with the Municipal Fire Prevention Plan.

**BUSINESS**
West Wimmera Shire Council has a Community & Economic Development Unit that can provide advice and assistance in the areas of tourism, economic development, business development and grants acquisition. There are a number of methods this unit can assist you and your business and/or community organisations through workshops, referrals to business/community development information from state and federal level, one-on-one discussions and educational materials, assistance with applications for various grants and Regional Business Awards. West Wimmera Shire also co-ordinates the web-based business directory. You can list your business free of charge in the web based directory by filling in the form enclosed in this kit or completing the form online form at www.westwimmera.vic.gov.au.

For more information about the business services West Wimmera Shire Council offers, visit www.westwimmera.vic.gov.au, or speak to our Manager of Business & Economic Development, Kellie Jordan by phoning 03 5392 7700.

**BUSINESS GROUPS AND ASSOCIATIONS**
There are several business groups, tourism associations and progress associations in towns across the shire. To find your nearest one, search our website community directory www.westwimmera.vic.gov.au or phone the Council office in Edenhope on 03 5585 9900 or Kaniva on 03 5392 7700.

**CHILD CARE**
Wimmera Uniting Care is responsible for the running of child care in the West Wimmera Shire. There are facilities in Edenhope and Kaniva. For bookings phone the centre direct.

**Edenhope In-venue care**
Langford St Edenhope
Contact Wimmera Uniting Care on 5362 4000

**Kaniva Child Care Centre**
Baker Street, Kaniva
Phone – 03 5392 2671
COMMUNICATION

West Wimmera Shire Council uses a range of methods to communicate with its residents and ratepayers, such as notices and media releases published in the local newspapers, community newspapers and on our website including The West Wimmera Wire a quarterly newsletter distributed via letterbox drop throughout the shire and is available on the website at www.westwimmera.vic.gov.au/west-wimmera-wire. The West Wimmera Wire is produced quarterly with issues in March, June, September and December.

For more information on our communication methods phone the Tourism & Communications Officer, Heidi Gajic on 03 5585 9900.

CHURCHES

Many religious denominations are represented with churches throughout West Wimmera Shire.

Apsley
Anglican Church
Catholic Church
Uniting Church
Wallace Street, Apsley
Splatt Street, Apsley

Dergholm
Presbyterian

Eden hope
St Malachy’s Catholic Church
Anglican Church
Lutheran Church
Church of Christ
Uniting Church
Elizabeth Street, Edenhope
Elizabeth Street, Edenhope
Elizabeth Street, Edenhope
Senior Citizens, Langford Street, Edenhope
David Street, Edenhope

Goroke
Anglican Church
Lutheran Church
Uniting Church
Church Street, Goroke
Church Street, Goroke
Cnr Station & Church Streets, Goroke

Harrow
St Michael’s Catholic Church
St Paul’s Anglican Church
Uniting Church
Blair Street, Harrow
Blair Street, Harrow
Blair Street, Harrow

Kaniva
St Augustine’s Anglican Church
St Michael’s Catholic Church
Presbyterian Church
Salvation Army
Shared Ministry of Uniting & Church of Christ
Commercial Street, Kaniva
Roache Street, Kaniva
Dungey Street, Kaniva
Progress Street, Kaniva
Commercial Street, Kaniva

Serviceton
Shared Ministry of Uniting & Church of Christ

For service dates and times refer to the local newspapers, community newsletters or community websites.
COMMUNITY DIRECTORY

West Wimmera Shire Council co-ordinates a directory that lists the shire’s community groups and associations. This directory is web-based and the Council does not print a hard copy, however if you do not have access to the internet you can obtain information from the directory by contacting the Customer Service Staff in Edenhope on 03 5585 9900 or Kaniva on 03 5392 7700 or visiting the office.

It is free of charge to list your organisation in the directory, which lists groups, clubs and organisations that are community-based. Some of the groups you will find in the community directory include service clubs such as Apex and Lions, sports clubs, environmental groups, government departments, education services and schools, and community facilities.

The Council relies on the community to help keep the directory up-to-date, so if your group is listed and details have changed, please let us know by calling the shire office in Edenhope on 03 5585 9900 or Kaniva on 03 5392 7700 or online at www.westwimmera.vic.gov.au.

CUSTOMER SERVICE REQUESTS

If you see something that needs to be fixed, maintained or attended to by Council staff, the best way to bring it to our attention is to lodge a “customer service request”. Customer Service requests can be lodged over the phone or in person at our offices in Edenhope on 03 5585 9900 and Kaniva on 03 5392 7700.

EDUCATION

West Wimmera Shire has three kindergartens which are operated by the Council, one state primary school, one private primary school, and three primary/secondary schools.

<table>
<thead>
<tr>
<th>Kindergartens</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edenhope Kindergarten</td>
<td>03 5585 1571</td>
<td><a href="mailto:edenhope.cc@kindergarten.vic.gov.au">edenhope.cc@kindergarten.vic.gov.au</a></td>
</tr>
<tr>
<td>Goroke Kindergarten</td>
<td>03 5386 1113</td>
<td><a href="mailto:goroke.kin@kindergarten.vic.gov.au">goroke.kin@kindergarten.vic.gov.au</a></td>
</tr>
<tr>
<td>Kaniva Kindergarten</td>
<td>03 5392 2671</td>
<td><a href="mailto:kaniva.cc@kindergarten.vic.gov.au">kaniva.cc@kindergarten.vic.gov.au</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Schools</th>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apsley Primary</td>
<td>03 5586 1231</td>
<td><a href="http://www.edenhope.vic.edu.au">www.edenhope.vic.edu.au</a></td>
</tr>
<tr>
<td>Edenhope P-12 College</td>
<td>03 5585 1277</td>
<td><a href="http://www.edenhope.vic.edu.au">www.edenhope.vic.edu.au</a></td>
</tr>
<tr>
<td>Goroke P-12 College</td>
<td>03 5386 1024</td>
<td><a href="http://www.gorokep12.vic.gov.au">www.gorokep12.vic.gov.au</a></td>
</tr>
<tr>
<td>Kaniva P-12 College</td>
<td>03 5392 2494</td>
<td><a href="http://www.kanivacollege.vic.gov.au">www.kanivacollege.vic.gov.au</a></td>
</tr>
<tr>
<td>St Malachy’s School</td>
<td>03 5585 1396</td>
<td><a href="http://www.smedenhope.catholic.edu.au">www.smedenhope.catholic.edu.au</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Community Education</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kaniva Neighbourhood House</td>
<td>03 5392 2866</td>
</tr>
</tbody>
</table>
EMPLOYMENT

West Wimmera Shire Council offers employment opportunities, and the best way to find out about these is to keep an eye out for advertisements in local newspapers and regularly check our website www.westwimmera.vic.gov.au.

EMERGENCIES

Dial 000 in an emergency.

West Wimmera Shire Council officers can respond to emergencies in the service areas in which council covers, such as local laws and road issues. The Council also offers a limited after-hours emergency service. Please use the following phone numbers in emergencies only:

**General** – 03 5585 9900 and follow the prompts

**Animal Control Issues (stock on roads, dangerous dogs)** – 0417 628 874

**Home and personal care** – 0428 327 771

**Other emergency numbers**
- Police, ambulance and fire 000
- Kids Help Line 008 073 008
- Lifeline 131 114
- State Emergency Service 132 500

EMERGENCY MANAGEMENT

West Wimmera Shire Council has an emergency management plan that identifies potential risks from disasters, and also outlines measures that Council takes to reduce and/or deal with any of the emergencies that arise. Emergencies can take many forms, including natural disasters such as fire or flood, traffic incidents and boating mishaps. West Wimmera Shire Council also has a Municipal Emergency Response Officer (MERO) who co-ordinates the Council’s response to any emergency situation.

For more information about West Wimmera Shire Council’s emergency management, phone the MERO on 03 5585 9900 or online at www.westwimmera.vic.gov.au.
ENVIRONMENTAL MANAGEMENT

West Wimmera Shire Council has a strong commitment to the environment and sustainability, and has commenced working on an Environmental Sustainability Strategy that aims to reduce the organisation’s impact on the environment, and to educate the community about how it can make a difference.

The Council is part of the Cities for Climate Protection program, under which it will aim to reach and complete all five CCP Milestones. Reaching Milestone 5 means that Council has reduced its corporate greenhouse gas emissions by more than 5%, or around 133 tonnes of CO2 emissions per year verified by ICLEI (the International Council for Local Environmental Initiatives).

West Wimmera Shire Council has also committed to joining the CCP Plus Program for ongoing greenhouse gas emission reduction actions within Council operations, and to help support projects developed in the wider shire community. It is also heavily involved in roadside vegetation conservation and biodiversity management.

To find out more about the Council’s environmental work, visit www.westwimmera.vic.gov.au. This site includes links to external websites relating to the environment. The Council has a Planning and Environment Officer, Gillian Bradshaw, who can be contacted on 03 5585 9900.

EVENTS CALENDAR

West Wimmera Shire Council has a comprehensive web-based events calendar that carries many community and large-scale events that are held in the shire. It is free to list your event in the calendar (conditions apply) and you can do this by submitting the details on our website – www.westwimmera.vic.gov.au alternatively you can contact the Council office in Edenhope on 03 5585 9900, Kaniva on 03 5392 7700 or email at council@westwimmera.vic.gov.au.
FESTIVALS & EVENTS

West Wimmera Shire Council offers a grant on an annual basis towards Festival and Events. For more information about the WWSC Festival and Event Grants please phone the Amanda Munn, Community Support Officer on 03 5392 7700 or by email at volunteersupport@westwimmera.vic.gov.au

If it’s a great day out you’re interested in, West Wimmera Shire is the place to be. There is an amazing array of events held in West Wimmera Shire every year:

January
- Tussock Jumpers B&S Ball Harrow
February
- Henley on Lake Wallace – 2nd Saturday
- Kaniva Car and Bike Show – 2nd Saturday
- Lake Charlegrark Country Music Marathon – 3rd weekend
March
- JH Greenhill Edenhope Cup – Labour Day Weekend
- National Billy Kart Championship Harrow – Labour Day Weekend
- Johnny Mullagh Shield Cricket Match Harrow – Labour Day Weekend
- Quick Shear Competition Harrow – Labour Day Weekend
April
- Kaniva Easter Thursday Traders Street Sale
- Classic Scramble MotorX Harrow
June
- Apsley Racing Cup
October
- Goroke A&P Society Show
- Kaniva A&P Society Show
November
- Kaniva Rotary Auction
- Kaniva Windmill Stitches Show – Biennial
- Edenhope P&A Society Show
December
- Christmas events in many communities

Local Markets are held in Apsley, and the Harrow Sound & Light Show, a “Unique Dinner Theatre Experience” runs from October to April each year.

For more information about events check the events calendar on our website for this year’s events dates www.westwimmera.vic.gov.au.

Event Sponsorship

West Wimmera Shire Council sponsors many of the events and festivals that are held in the shire. For more information about obtaining support from the Council for a festival or event, please phone our Business and Economic Development Manager, Kellie Jordan on 03 5392 7700.

Events Calendar

For more information, see “Events calendar” or visit www.westwimmera.vic.gov.au.
FIRE

Phone 000 in an emergency.

Like many areas of Victoria that are affected by long-standing drought conditions, West Wimmera is prone to outbreaks of bushfire. The Council has a Fire Prevention Officer who, in conjunction with the CFA, is responsible for community fire education and awareness, and also for ensuring land owners comply with regulations that require them to keep their blocks neat and tidy and free from flammable materials such as piles of flammable material or long, dry grass.

Every year around October, Council’s municipal fire prevention officer inspects township allotments and property and from these inspections “compliance notices” are issued to land owners who are asked to slash long grass, remove piles of flammable material and ensure their property is free from fire hazards. For more information about fire prevention, call the Council’s Assistant Municipal Fire Prevention Officer, Adrian Schmidt on 03 5585 9900.

Detailed information about fire prevention is available on the CFA website at www.cfa.vic.gov.au.

GRANTS

If you are a member of a community group that needs to source funding for a particular project, West Wimmera Shire Council’s Community & Economic Development Unit may be able to help. We can assist community organisations/clubs to source possible grant applications through local, state and federal government agencies as well as private sector funding opportunities. For further information please contact our Business and Economic Development Manager, Kellie Jordan on 03 5392 7700.

West Wimmera Shire Council runs the Community Strengthening Grants program twice a year. The Community Strengthening Grants program is designed to promote and increase participation of local residents in community initiatives, to build and strengthen local networks and partnerships and to support community leadership, learning and skill development. Council will provide financial assistance to community groups and organisations to support the provision of programs, activities and services which respond to identified community needs, contribute to the building of a stronger community, develop innovative approaches and local social issues and are in accordance with Council’s strategic objectives.

For further information contact Heidi Gajic, Tourism & Communications Officer on 03 5585 9900 or visit www.westwimmera.vic.gov.au.
HEALTH SERVICES

Doctors/GPs, Hospitals, Dental Services, Other Health Services

<table>
<thead>
<tr>
<th>Dental</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Michael Hall's Kaniva Denture Clinic</td>
<td>03 5392 2845</td>
<td></td>
</tr>
<tr>
<td>Tim Hallovan</td>
<td>03 5585 9800</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Doctors/GPs</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Edenhope Hospital Medical Clinic</td>
<td>03 5585 9888</td>
<td><a href="mailto:medicalclinic@edmh.org.au">medicalclinic@edmh.org.au</a></td>
</tr>
<tr>
<td>Edenhope Medical Services</td>
<td>03 5585 1400</td>
<td></td>
</tr>
<tr>
<td>Tristar Medical Group – Kaniva</td>
<td>03 5392 2240</td>
<td><a href="mailto:kanivareception@tristarmedicalgroup.com.au">kanivareception@tristarmedicalgroup.com.au</a></td>
</tr>
<tr>
<td>Goroke Community Health Centre West Wimmera Health Service</td>
<td>03 5363 2200</td>
<td><a href="http://www.wwhs.net.au/our_facilities/goroke">www.wwhs.net.au/our_facilities/goroke</a></td>
</tr>
<tr>
<td>Harrow Bush Nursing Centre</td>
<td>03 5588 2000</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hospitals</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Edenhope Memorial Hospital</td>
<td>03 5585 9800</td>
<td><a href="http://www.edmh.org.au">www.edmh.org.au</a></td>
</tr>
<tr>
<td>Kaniva Hospital</td>
<td>03 5392 7000</td>
<td><a href="http://www.wwhs.net.au/our_facilities/kaniva">www.wwhs.net.au/our_facilities/kaniva</a></td>
</tr>
<tr>
<td>West Wimmera Health Service</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Medical Services</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Kaniva Natural Medicine Clinic</td>
<td>03 5392 2898</td>
<td></td>
</tr>
<tr>
<td>The Lakes Hostel Edenhope Hospital</td>
<td>03 5585 9847</td>
<td></td>
</tr>
</tbody>
</table>

IMMUNISATIONS

The Maternal and Child Health Nurse can provide immunisations to infants at no cost in accordance with the State Government’s immunisation schedule.

For service hours & locations refer to Maternal and Child Health or contact Monica Feder on 0428 595 725.

INTERNET ACCESS

Most larger towns in West Wimmera Shire have access to broadband internet services, and you can connect to dial-up services in most areas of the shire. Local ISPs can be found in the phone book.

You can also find public internet access points; where you can use computers and the internet, at Bennett’s Bakery in Edenhope and the Kaniva Information Centre Windmill Café in Kaniva. West Wimmera Shire libraries in Edenhope, Kaniva, Goroke and Harrow also offer internet access.
KINDERGARTENS

West Wimmera Shire Council is the cluster manager for the three kindergartens within our Shire, Edenhope, Kaniva and Goroke. Current annual fees vary depending on the type of service you use. Health Care Card holders will receive a subsidy in accordance with guidelines.

<table>
<thead>
<tr>
<th>Kindergarten</th>
<th>Address</th>
<th>Group</th>
<th>Days of Operation</th>
<th>Session Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goroke</td>
<td>Compston Street</td>
<td>3 yr old</td>
<td>Monday &amp; Wednesday</td>
<td>8.45am – 11.45am</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4 year old</td>
<td>Monday &amp; Wednesday</td>
<td>8.30am - 4.00pm</td>
</tr>
<tr>
<td>Edenhope</td>
<td>Langford Street</td>
<td>3 year old</td>
<td>Tuesday &amp; Thursday</td>
<td>8.45am – 11.45am</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4 year old</td>
<td>Wednesday &amp; Friday</td>
<td>8.30am – 4.00pm</td>
</tr>
<tr>
<td>Kaniva</td>
<td>Baker Street</td>
<td>3 year old</td>
<td>Monday &amp; Wednesday</td>
<td>8.45am – 11.45am</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4 year old</td>
<td>Tuesday &amp; Thursday</td>
<td>8.30am – 4.00pm</td>
</tr>
</tbody>
</table>

The programs at each Kindergarten in West Wimmera Shire is developed according to the interests of the children attending, and includes activities that will enhance your child’s social, physical, language, intellectual, creative and emotional development.

For further information about West Wimmera Shire Kindergartens contact the Shire Office on 03 5585 9900 Edenhope or 03 5392 7700 Kaniva or the Kindergarten direct.

Edenhope Kindergarten Ph: 03 5585 1571
Goroke Kindergarten Ph: 03 5386 1113
Kaniva Kindergarten Ph: 03 5392 2671
LIBRARIES

There are four libraries in West Wimmera Shire – Edenhope, Goroke, Harrow and Kaniva – which are run by the Wimmera Regional Library Corporation (WRLC). Library opening hours are detailed below, but you can find more information and many resources, including book renewal and catalogues, at the WRLC website www.wrlc.org.au.

Edenhope Library
Shire Offices, 49 Elizabeth St, Edenhope 3318
Phone: 03 5585 9916
Email: edenhope.library@wrlc.org.au
Opening Times:
Tuesday 10.30 am – 1.30 pm
Wednesday 10.30 am - 12.30 pm & 2.00 pm - 5.00 pm
Friday 10.30 am - 12.30 pm & 2.00 pm - 5.00 pm
Saturday 10.00 am - 12.00 noon

Goroke Library
Main St, Goroke 3412
Phone: 03 5386 1360
Email: goroklib@bigpond.com
Opening Times:
Thursday 1.30 pm - 4.30 pm

Harrow Library
Public Hall, Blair St, Harrow 3317
Phone: 03 5588 1352
Email: harrow.library@bigpond.com
Opening Times:
Friday 2.00 pm – 5.00 pm

Kaniva Library
25 Baker St, Kaniva 3419
Phone: 03 5392 2723
Email: kaniva.library@wrlc.org.au
Opening Times:
Tuesday 3.30 pm - 5.30 pm
Thursday 10.30 am - 1.00 pm
Friday 3.30 pm - 5.30 pm
Saturday 10.00 am - 12.00 noon
LOCAL LAWS
West Wimmera Shire Council has what are termed “local laws” that govern certain aspects of life in the shire. These laws cover a wide range of topics including parking, littering, riding bikes on footpaths, pet ownership, itinerant trading, grazing stock on roadsides, the droving of livestock, alcohol consumption in public places (see “Alcohol”) and placing tables and chairs on footpaths outside cafes, among many others.

The Council employs a Ranger to patrol the municipality to ensure that “local laws relating to animal control” are upheld in the community. If you would like more information about local laws, please phone 03 5585 9900 on any issue relating to local laws.

MAPS
A full map of the West Wimmera Shire, as well as a township map (loose leaf inserts), are included in this kit. Copies available at the shire offices in Edenhope and Goroke, from the Visitor Information Centres in Edenhope, Harrow and Kaniva or can be downloaded from www.westwimmera.vic.gov.au

MATERNAL & CHILD HEALTH
West Wimmera Shire Council’s maternal and child health services promote child health and maternal well-being through a centre-based and home visiting program. The Council operates four centres located in Edenhope, Goroke, Harrow and Kaniva (contact details below). You can find session times for these centres on our website at www.westwimmera.vic.gov.au/maternal-child-health or by contacting the Maternal & Child Health Nurse, contacting Monica Feder on 0428 595 725.

Our fully qualified maternal and child health nurses offer services including:
- Immunisations
- Child health and development checks
- Parental advice and guidance
- Breastfeeding advice
- Home visits
- And much more

The Maternal and Child Health Line is available 24 hours a day, seven days a week on 13 22 29.

Maternal & Child Health Centre Times

<table>
<thead>
<tr>
<th>Centre</th>
<th>Day</th>
<th>Hours</th>
<th>Address</th>
<th>Phone No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edenhope</td>
<td>Tuesday</td>
<td>Open Session 9:30 – 1pm Afternoon Home Visits &amp; Appointments</td>
<td>40 Elizabeth Street, Edenhope 2218</td>
<td>03 5585 9917</td>
</tr>
<tr>
<td>Goroke</td>
<td>Wednesday 1st, 3rd &amp; 5th</td>
<td>Open Session 1pm-2:45pm</td>
<td>Main Street, Goroke 3412</td>
<td>03 5586 1017</td>
</tr>
<tr>
<td>Harrow</td>
<td>Wednesday 1st, 3rd &amp; 5th</td>
<td>Open Session 10am-12pm</td>
<td>Bush Nursing Centre Blair Street, Harrow 3317</td>
<td>03 5588 2000</td>
</tr>
<tr>
<td>Kaniva</td>
<td>Thursday</td>
<td>Open Session 9:30 – 1pm Afternoon Home Visits &amp; Appointments</td>
<td>25 Baker Street, Kaniva 3419</td>
<td>03 5392 7713</td>
</tr>
</tbody>
</table>
NEWSPAPERS

There are several newspapers and community newsletters that are distributed within West Wimmera Shire, as listed below. West Wimmera Shire Council advertises in all local newspapers, publishing community information such as public notices, planning notices, positions vacant and upcoming events. For more information about the listed newspapers, check the West Wimmera Business Directory and contact them direct.

<table>
<thead>
<tr>
<th>Paper</th>
<th>Frequency</th>
<th>Area Covered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harrow Happenings</td>
<td>Monthly</td>
<td>Harrow &amp; District</td>
</tr>
<tr>
<td>Servi Snippets</td>
<td>Monthly (except Jan)</td>
<td>Serviceton &amp; District</td>
</tr>
<tr>
<td>West Wimmera Advocate</td>
<td>Weekly</td>
<td>Edenhope, Apsley, Goroke &amp; Districts</td>
</tr>
<tr>
<td>Kaniva Times</td>
<td>Weekly</td>
<td>Kaniva &amp; District</td>
</tr>
<tr>
<td>Goroke Free Press</td>
<td>Weekly</td>
<td>Goroke &amp; District</td>
</tr>
</tbody>
</table>

PLANNING & BUILDING

Always check before you build!

If you are planning to build something on your property, a phone call to Council’s planning unit is the best way to start. By phoning us first, you will know exactly what you need to do to meet regulations and ensure you have all the relevant building, planning and septic tank permits before starting work. A phone call will avoid problems in the future if you build and then find out you were not allowed to under legislation.

The West Wimmera Shire Council provides planning, building and septic tank services and can advise you on the permits you will need before you start building. Almost all building works will need a building permit, and planning permits are also needed for many works depending on how your property is zoned and the particulars of your proposal. Septic tank permits are required for domestic development (new or alterations) in un-sewered areas.

Examples of the projects that need a permit include:

- Alterations to an existing house
- Alterations to an existing building
- Re-cladding of a building
- Sheds and garages
- Some farm sheds
- New houses
- Pergolas and decking attached to a building
- Swimming pools
- Some fences
- Internal alterations

Please note – this list is not exhaustive so please speak to Council officers before you start building.

West Wimmera Shire Council’s Building and Planning Unit can be contacted on 03 5585 9900 or you can drop in to our Edenhope office to speak to an officer in person. You can also obtain more information on our website at www.westwimmera.vic.gov.au.

Planning permit application checklists, which help guide you through the application process, are available on the Building & Planning page of the website or from the West Wimmera Shire Council offices.
**PLAYGROUNDS**

West Wimmera Shire Council is responsible for some playgrounds around the shire. The Council is obliged under law to ensure these playgrounds meet Australian standards and are free from hazards. If you have a concern about a Council-managed playground, please phone the Shire office in Edenhope on 03 5585 9900 or Kaniva on 03 5392 7700 or send us an email at council@westwimmera.vic.gov.au.

**PLAYGROUPS**

Playgroups are for babies, toddlers, preschoolers and their parents or carers. They are low cost, run by the families attending and meet locally, every week for around two hours. There are several established playgroups in West Wimmera Shire including Edenhope, Goroke and Kaniva. To find out when your nearest playgroup meets, visit our on-line community directory [www.westwimmera.vic.gov.au](http://www.westwimmera.vic.gov.au).

**POLICE**

Phone 000 in an emergency.

Police stations in the shire are situated in Apsley, Edenhope, Goroke, Harrow and Kaniva.

- **Apsley**
  - Splatt Street
  - Ph: 5586 1210

- **Edenhope**
  - 5 Orme Street
  - Ph: 5585 1003

- **Goroke**
  - Main Street
  - Ph: 5386 1004

- **Kaniva**
  - 81 Commercial Street
  - Ph: 5392 2244

**PUBLIC HEALTH**

West Wimmera Shire Council’s Environmental Health Unit provides a variety of public health services including wastewater management, emergency management and the enforcement of state laws such as those governing food premises.

The Environmental Health Unit also deals with:

- Head lice
- Food safety
- Business premises registrations
- Septic tanks

The Environmental Health Unit is the first contact for nuisance, food and environmental complaints and can be contacted by phoning the Environmental Health Officer on 03 5585 9900. Information is also available at [www.westwimmera.vic.gov.au](http://www.westwimmera.vic.gov.au).
PUBLIC NOTICES
West Wimmera Shire Council places “public notice” advertisements in local newspapers almost every week. Public notices contain important information the Council needs to tell the community including calls for submissions, upcoming meetings and planning permit application notices. In many cases public notices contain information that the Council must advertise to comply with its statutory requirements.

West Wimmera Shire Council publishes public notices in local newspapers including The Kaniva Times, West Wimmera Advocate and the Wimmera Mail Times. All public notices are also placed on our website at www.westwimmera.vic.gov.au.

RADIO STATIONS
There are several radio stations that broadcast across West Wimmera Shire although reception depends on your location, quality of your radio and transmission conditions.

<table>
<thead>
<tr>
<th>Station</th>
<th>Genre</th>
<th>Frequency</th>
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</thead>
<tbody>
<tr>
<td>Radio National</td>
<td>Current affairs, news, world issues</td>
<td>95.7 FM</td>
</tr>
<tr>
<td>ABC Southwest</td>
<td>Talkback, news, sport &amp; current affairs</td>
<td>94.1 FM</td>
</tr>
<tr>
<td>ABC News Radio</td>
<td>News, parliament</td>
<td>89.3 FM</td>
</tr>
<tr>
<td>ABC Classic FM</td>
<td>Classical Music</td>
<td>93.3 FM</td>
</tr>
<tr>
<td>Triple J</td>
<td>New Music</td>
<td>94.9 FM</td>
</tr>
<tr>
<td>MIXX FM</td>
<td>Commercial</td>
<td>94.5 FM</td>
</tr>
<tr>
<td>Star FM</td>
<td>Commercial</td>
<td>96.1 FM</td>
</tr>
<tr>
<td>3WV – ABC Local</td>
<td>Talkback, news, sport &amp; current affairs</td>
<td>594 AM</td>
</tr>
<tr>
<td>3WM</td>
<td>Music, talk &amp; commercial</td>
<td>1089 AM</td>
</tr>
</tbody>
</table>
RATES

THE VALUATION PROCESS
The requirements of municipal valuation are governed by law – the Valuation of Land Act 1960. This was amended in 1998 to introduce two yearly (biennial) valuations from the 2000 general valuation onwards. Valuer-General Victoria introduced standard property data requirements for councils, under an initiative known as Valuation Best Practice.

From 2000, under Valuation Best Practice, your municipality has conducted general valuations at two yearly intervals.

Property values are assessed by a general valuation of the municipality. A general valuation – the process of assessing the value of all properties on the same date – is conducted by qualified valuers on a regular basis for councils throughout Victoria.

WHAT IS A VALUATION
A valuation is an assessment of the market value of a property at a specific date in accordance with relevant legislation and legal precedent.

WHY VALUATIONS ARE IMPORTANT
All properties in your municipality – and across Victoria – now are valued at a common date.

A general valuation establishes the value of a property relative to all other properties i.e. its market relativity – not just between residential properties but also between residential, commercial and industrial properties etc.

This relativity determines how rates cost is shared - properties with higher market value are charged higher rates than properties of lesser value. (This is an important fact to remember- relativity, not necessarily a change in property value, determines whether a property’s rates charges will change following a general valuation.)

RATES
Council receives funds from numerous sources – including ratepayers – to ensure it can provide the services the community needs and expects. Without raising money from rates, the Council would have difficulty funding its operations as this makes up one third of total revenue. However, the Council does receive funding from a number of other sources, including fees and charges and government grants. Council strives to relieve pressure on ratepayers by ensuring it receives as much grant funding as possible each year.

Rates Notices usually go out late August early September each year and Council offers two payment options. Ratepayers can elect to pay by four equal instalments by the end of September, November, February & May or in full by the 15th February each year.
**RATES INSTALMENTS**
The installments options provide for four equal payments spread over the financial year.

To be eligible for installment payments you must make your first payment by the first instalment due date stated on the rate notice.

To avoid interest charges, rates must be paid by the due dates on the rate notice.

If you have any questions please phone Council’s rates staff on 03 5392 7700. You can also view more information about rates and valuations on our website at www.westwimmera.vic.gov.au/rate-collections.

**INTEREST ON RATES**
Late rate payments and unpaid rates attract an interest charge. Interest on full payment is calculated from the date Council declares the rate, usually early in the rating year. Interest on an instalment is calculated over several months.

**RISKS & HAZARDS**
West Wimmera Shire Council has a Customer Request System which records and actions hazards to Council-owned facilities and assets thus ensuring the risk to anyone’s health or safety is rectified.

If you see a hazard that you think might cause problems, please phone the Shire on 03 5585 9900 Edenhope or 03 5392 7700 Kaniva.

- Broken or cracked footpaths with raised pavement
- Tree branches hanging or fallen on roads
- Signs that are faded or damaged and need replacing
- Damaged or broken playground equipment
- Damage to a Council-owned building or structure
- Damage to roads and associated infrastructure

**ROADS & FOOTPATHS**
West Wimmera Shire has more than 2200km of roads running through and around our Shire and therefore has an extensive works program each year to maintain and repair them. Over 1400km of these roads are unsealed and approximately 800km are sealed, stretching across 9000sq km of total area. West Wimmera Shire employs over 40 outdoor workers to maintain and construct roads, footpaths, town maintenance kerbs and Channels. The Council also is a contractor for VicRoads looking after Arterial roads that fall within the Shire. Regular inspections are done on all categories of roads and footpaths as to their hierarchy, but do rely on input from the community for improvements to provide a safe network. The Council places high priority on road maintenance and allocates millions of dollars each year solely to the roads budget.

If you have noticed an issue with a local road, please call the Shire Offices in Edenhope on 03 5585 9900 or Kaniva on 03 5392 7700 to submit an online customer service request at www.westwimmera.vic.gov.au.
**SPORTS CLUBS**

There are many different sporting and recreation clubs in West Wimmera Shire, from football, netball and cricket to bowls and tennis. The best way to find your nearest club is to check our online community directory at [www.westwimmera.vic.gov.au/community-directory](http://www.westwimmera.vic.gov.au/community-directory) or contact the Council offices Edenhope 03 5585 9900 or Kaniva 03 5392 7700 for more information.

**TELEVISION STATIONS**

West Wimmera Shire receives all the five major television stations (or their regional subsidiaries).

- ABC1
- ABC2
- ABC3
- ABC News
- Prime7 Ballarat (regional subsidiary of channel 7)
- Channel 7TWO Ballarat
- Channel 7mate Ballarat
- WIN Western Vic (regional subsidiary of channel 9)
- GO! Western Vic
- Gem Western Vic
- One HD Ballarat
- Southern Cross Ten Ballarat
- Eleven
- SBSOne
- SBSTwo
- Seven Mt Gambier*
- WIN Mt Gambier*
- Ten Mt Gambier*

* (reception of SA channels is dependent on location, antenna quality & weather condition)

**TOURISM**

*Loose-leaf insert – West Wimmera Shire Official Visitor Guide*

**Desert to Wetland Country—Explore the Opportunities**

Experience deserts alive with wild flowers, wetlands abundant with wildlife and expansive grain fields under vast skies. Feast your eyes on Grass Trees, numerous species of native birds (enough bird species to rival Kakadu), orchids, and other flora and fauna. Cultural tourism abounds, be it antiques and collectibles, rural pastoral and agricultural shows or sporting history. Visit Historical and Quirky museums such as the Johnny Mullagh Cricket Centre, Kaniva Footwear Collection, Harrow’s Brown’s House of Memories & Transport Museum & Historic Roads Board Museum. Feeling a bit hungry and thirsty? Check out the West Wimmera Food and Coffee Trail and try some of the locally grown produce and excellent coffee.

For further information please contact:

Kaniva Visitor Information Centre/ Windmill Café | 03 5392 2893
Edenhope Visitor Information | 03 5585 1509
Harrow Visitor Information Centre/Harrow Discovery Centre | 03 5588 1387
TRANSPORT

Air
Edenhope has an airstrip contact West Wimmera Shire on 03 5585 1011. Flights to Adelaide and Melbourne can be caught from Hamilton or Mt Gambier Airports.

Buses
Wimmera Roadways of Naracoorte operate the Naracoorte to Horsham passenger parcel service, which services Apsley, Edenhope, Goroke and Gymbowen Monday to Friday which connects to V/Line and other passenger services. Timetable available from Public Transport Victoria at http://ptv.vic.gov.au.

The V/Line Bus Service provides transport between Adelaide & Melbourne. There is only one stop within West Wimmera Shire at Kaniva but this serviced can be accessed in Horsham as well, via connecting bus service provided by Wimmera Roadways. Buses can also be caught at Bordertown and Naracoorte, this connects with the bus from Mt Gambier which provides more travel options.

Train
There are stations at Bordertown and Nhill for travel to either Melbourne or Adelaide. The express train to Melbourne can be taken from Ararat Station. You can find out train times and ticket costs by phoning 136 196 or by visiting www.vline.com.au.

Community Transport

Kaniva Community Taxi Service
The Taxi runs Monday and Thursday hours are generally 9.00pm to 4.00pm but it is flexible. Bookings are to be made the day before and tokens can be purchased from the Kaniva Shire Office for $3.00. For bookings phone the Kaniva Office Ph 03 5392 7700

Edenhope Community Car
The Edenhope Community Car is available to the Senior Citizens of Edenhope. This community service is available Monday afternoon and Friday morning & afternoon (excluding public holidays) to transport people to appointments, meet up with friends, do their shopping or any other purpose within the township. Bookings need to be made at least a day in advance by contacting the Edenhope Office on 03 5585 9900.

Volunteer Transport Program
Kaniva Volunteer Taxi Service is available to the Senior Citizens of Kaniva. This community service is available Monday's and Thursday's (excluding public holidays) to transport people to appointments, meet up with friends, do their shopping or any other purpose within the township. Bookings need to be made at least a day in advance.

Tokens are $3.00 which entitles the customer to one return trip. Tokens must be purchased from the Shire by contacting the Kaniva Office on 03 5392 7700.
UTILITIES

AUST POST, PHONE, POWER, WATER, GAS

Australia Post
Outlets are located in Apsley, Edenhope, Harrow, Goroke, Kaniva, Minimay and Serviceton.

Gas
Natural gas is unavailable in West Wimmera Shire but household gas bottles are available check the phonebook or the West Wimmera Business Directory (included in this pack) and on the website at www.westwimmera.vic.gov.au/doing-business.

Phone
Telstra
Residential enquiries – 132 200
Business enquiries – 132 000
Website – www.telstra.com

Power
Due to deregulation of the electricity industry, there are many electricity retailers who supply to West Wimmera Shire. To make an informed choice, visit the website of the Essential Services Commissioner at www.esc.vic.gov.au. Retailers and their contacts can be found on this website.

Water
GWM Water based in Horsham, is a government-owned water business responsible for managing urban and rural supply systems in the Grampians, Wimmera and Mallee regions of Western Victoria.

General enquiries including billing
1300 659 961

Service difficulties and faults
1800 188 586 (24 hours)
Volunteering is a very special way in which you can make a difference and give back to the community.

West Wimmera Shire Council utilises volunteers for its Meals on Wheels and Transport services. You can volunteer for these services by phoning Amanda Munn, Volunteer Support Officer on 03 5392 7700. There are many other organisations and groups in West Wimmera Shire who utilise volunteers.

WASTE MANAGEMENT

West Wimmera Shire Council promotes waste minimisation and encourages residents to:
• Reduce consumption – buy recycled products.
• Re-use goods – hand on items you no longer need.
• Recycle – place newspapers, plastics, and rinsed jars and bottles in your recycling bin

Kerbside household garbage and recycling service

The West Wimmera Shire has weekly recycling and rubbish collection programs in the townships of Edenhope, Harrow, Apsley, Goroke, Kaniva, Serviceton, Miram and Rural areas on direct route to these towns. This weekly service has substantially reduced material going into our landfill.
• Household garbage bin (small 120 L bin green) collected weekly
• Recycling bins collected fortnightly
For further information on collection days contact the shire offices in Edenhope on 03 5585 9900 or Kaniva on 03 5392 7700 or online at www.westwimmera.vic.gov.au.

Tips and transfer stations

Council also runs tips and waste transfer stations, where you can deposit waste and recyclables at various locations around the shire. Fees are charged for different types and quantities of waste. If you are not serviced by a kerbside service you will need to take your waste to one of these facilities or arrange for a private waste disposal service to your property. You can find out more about waste management in West Wimmera Shire by visiting www.westwimmera.vic.gov.au or by phoning Council on 03 5585 9900.

Some of the most frequently asked questions about waste are answered below.

What day do I put my rubbish bin out?

Kaniva, Lilimur, Serviceton, Miram and Apsley – Wednesdays
• Place bins out on Tuesday night as collection can occur any time between 5am and 9pm.

Edenhope, Harrow, Douglas and Goroke – Thursdays
• Place bins out on Wednesday night as collection can occur any time between 5am and 9pm.

When is my recycling bin collected?

The recycling kerbside collections occur on a fortnightly basis.

Apsley, Kaniva, Lilimur, Serviceton and Miram – Wednesdays
• Place bins out on Tuesday night as collection can occur any time between 5am and 9pm.

Edenhope, Harrow and Goroke – Thursdays
• Place bins out on Wednesday night as collection can occur any time between 5am and 9pm.

Where can I purchase a bin?

If you are serviced by kerbside collections, you should have two bins when you move in, one wheelie bin for household garbage and a bin for recycling. If any of these bins are missing or you are moving into a newly built house and need new bins, please contact West Wimmera Shire Council in Edenhope on 03 5585 9900 or Kaniva on 03 5392 7700 or visit www.westwimmera.vic.gov.au.
Where is the nearest tip?
West Wimmera Shire Council employs “waste minimisation” principles and as a result, has replaced its landfill or “tip” sites with transfer stations – facilities that can take a range of waste including recyclables, metals, waste oil and household garbage. This policy is in line with state government legislation. Transfer stations are located:

<table>
<thead>
<tr>
<th>Location</th>
<th>Road</th>
<th>Days</th>
<th>Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apsley</td>
<td>Apsley Tip Road</td>
<td>Tuesday</td>
<td>12:00noon - 2:00pm</td>
</tr>
<tr>
<td></td>
<td>off Apsley Langkoop Rd</td>
<td>Saturday</td>
<td>9:00am - 11:00am</td>
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<tr>
<td></td>
<td></td>
<td>Sunday</td>
<td>10:00am - 12:00noon</td>
</tr>
<tr>
<td>Chetwynd</td>
<td>Chetwynd Tip Road</td>
<td>Tuesday</td>
<td>2:00pm - 4:00pm</td>
</tr>
<tr>
<td></td>
<td>off Chetwynd Cemetery Rd</td>
<td>Sunday*</td>
<td>12:00noon - 2:00pm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>* 1st &amp; 3rd of the month</td>
<td></td>
</tr>
<tr>
<td>Dergholm</td>
<td>Quinn Road</td>
<td>Tuesday</td>
<td>10:00am - 12:00noon</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sunday**</td>
<td>2:00pm - 4:00pm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>** 2nd &amp; 4th of the month</td>
<td></td>
</tr>
<tr>
<td>Edenhope</td>
<td>Moss Street</td>
<td>Monday</td>
<td>3:00pm - 5:00pm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Wednesday</td>
<td>9:00am - 11:00am</td>
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<tr>
<td></td>
<td></td>
<td>Friday</td>
<td>3:00pm - 5:00pm</td>
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<td>Saturday</td>
<td>9:00am - 11:00am</td>
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<tr>
<td></td>
<td></td>
<td>Sunday</td>
<td>2:00pm - 5:00pm</td>
</tr>
<tr>
<td>Goroke</td>
<td>Kiely Street</td>
<td>Tuesday</td>
<td>1:00pm - 5:00pm</td>
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<tr>
<td></td>
<td></td>
<td>Sunday</td>
<td>1:00pm - 5:00pm</td>
</tr>
<tr>
<td>Harrow</td>
<td>Harrow Tip Road</td>
<td>Wednesday</td>
<td>1:00pm - 5:00pm</td>
</tr>
<tr>
<td></td>
<td>off Nhill Harrow Road</td>
<td>Sunday</td>
<td>3:00pm - 5:00pm</td>
</tr>
<tr>
<td>Kaniva</td>
<td>South Lilimur Road</td>
<td>Monday</td>
<td>3:00pm - 5:00pm</td>
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<tr>
<td></td>
<td></td>
<td>Wednesday</td>
<td>9:00am - 11:00am</td>
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<td>Saturday</td>
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<tr>
<td></td>
<td></td>
<td>Sunday</td>
<td>2:00pm - 5:00pm</td>
</tr>
</tbody>
</table>
What can I put in the recycling bin?

YES
• Glass bottles and jars.
• Aluminium and steel cans, and foil trays.
• Newspapers and magazines.
• Cardboard boxes – please flatten.
• Plastic milk, juice, soft drink and detergent bottles with codes 1 through to 7 – please rinse and remove caps.
• Cardboard milk and juice containers.

NO
• Plastic bags and wrap.
• Cooking oil, chemicals and liquids.
• Waxed cardboard.
• Green or food waste
• Household garbage.
• Nappies.
• Broken crockery.
• Wire and rope.
• Computer parts.
• Batteries
• Car parts.
• Clothing and shoes,
• Paper with food scraps.

What can I do with green waste?
Green waste can be taken to any transfer station free of charge.

What else can I recycle?
The West Wimmera Shire participates in the DrumMuster program and will accept chemical drums. Please contact the shire office for times as this is a seasonal program.
The West Wimmera Shire has oil recycling stations at Kaniva, Goroke and Edenhope.
WEBSITE

If you have internet access, West Wimmera Shire encourages you to visit its corporate website www.westwimmera.vic.gov.au. The website contains a lot of very useful information that might save you a phone call or a visit to one of our offices. It also gives you the chance to find out more about the Council and the services it offers at your own leisure.

Each main unit of Council operations has a page on the website, and many contain the information you need to use our services, make an application, or simply find out more about what the Council can offer you. The website also carries frequently requested forms that you can download instead of having to come into the office or having the form posted to you.

Other features include:

• Events calendar
• Community and business directories
• Council meeting agendas and minutes
• Planning and building information, including application checklists
• Images of West Wimmera Shire
• Links to other websites

Any queries with regard to the website contact Heidi Gajic, Tourism & Communications Officer on 03 5585 9900.

YOUTH

West Wimmera Shire Council is committed to the young people of the shire, the targeted youth being aged in the 12-18 age group. There are FReeZa Committees based in the three major communities of Edenhope, Goroke and Kaniva, made up of young people from across the shire who meet regularly to discuss issues facing their peers and develop ideas to address them, as well as organise and run projects and events, provide a youth perspective on issues facing the wider community. West Wimmera Shire Council also partners with the FReeZa program, which provides funds and practical support to hold youth events and live music.

To find out more about youth services www.westwimmera.vic.gov.au or contact Youth Officer Bronwyn Fiscalini on 03 5585 9900.
DISCLAIMER: This directory and its contents are offered in good faith. Reasonable efforts have been made to ensure the accuracy of the information and West Wimmera Shire Council does not accept responsibility for any errors or omissions in the details listed.