

Residents Guide

live a greater life



Greater
Hume
Council

greaterhume.nsw.gov.au

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Telephone Area Code

All telephone numbers in this guide refer to the (02) area code. If calling from outside the state of NSW, the (02) area code should be dialled before the number listed.

Contents

Welcome

Greater Hume 2030 Community Strategic Plan	3
Moving to Greater Hume Council	3
Our Liveable Climate	4
Township Essential Statistics	5
Council Contacts	6
Council Management	6
Council Emergency Contacts	7
Emergency Utility Services	7
Emergency Contacts	7
Emergency Hospital Services	8
Rural Fire Service Control Centre	8
Centrelink	8
Crisis Services	9
Dial Before You Dig	9

Basic Essentials

Animal Services Registration	10
Dog Off Leash Areas in Greater Hume	11

Dog Off Leash Areas, Rules and Guidelines	12
Building/Planning Services	13
Planning, Development and Construction	13
Fact Sheets	13
Exempt Developments	13
Rural Living - Right To Farm Policy	13
What is BASIX Report	14
Engineering	14
Ranger Services	15
Ranger – After Hours Calls	15
Rates and Valuations	16
Rates	16
How Rates Are Calculated	16
Land Valuation	17
Dates for Rates Payments	17
How To Pay Rates	18
Council has a Rates and Hardship Policy	19
Public Health	20
Public Swimming Pools	20
Waste and Recycling Services	21

Contents

Basic Essentials

Collection Days	21
Obtaining New or Extra Bins	21
Community Recycling Centre	27
Mobile Community Recycling Centre	28
Ewaste Recycling	28
Halve Waste	28
Love Food Hate Waste	28
Oil and Bulk Cardboard Paper	29
Hard Waste Collections	29
DrumMUSTER	29
Bush Fire Danger Period and Fire Permits	30
When Is A Total Fire Ban Declared	30
The Bush Fire Danger Period	30
Bush Fire Survival Plan	30
Neighbourhood Safer Places	31
When Are Permits Required	31
What Else Do You Need To Do	33

Applying For A Permit	33
Firewood – Collecting From Road Reserves	33
Roadside Grazing	34
Red Guide Posts	34
Swimming Pools - New Safety Registration Requirements	35
Water Carting	35

Community Living

Accommodation and Independent Living Options	36
Social Support for Older Residents	37
Meals On Wheels	37
Banks	38
Book A Street Stall	38
Early Childhood Health Services	39
Preschools	39
Child care	40
Family Day Care	40
Centre Based Care	40
Playgroups	40

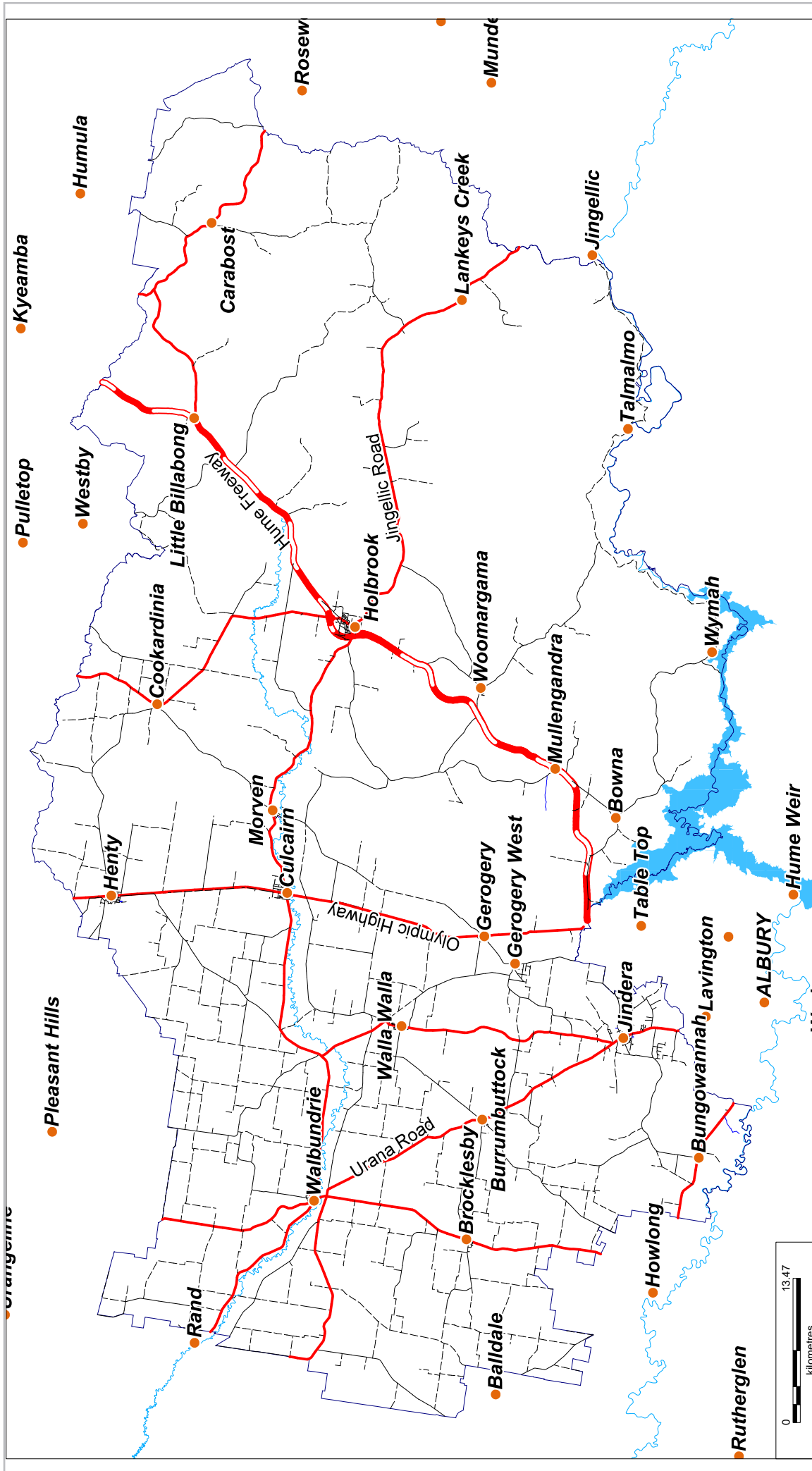
Contents

Counselling/Family Services	41	Your Local Politicians	56
New Access	41	Health/Medical	56
Intereach	41	Medical Clinics	56
Community Transport	42	Hospitals	56
Rural Care Link	42	Internet Public Access	57
Disability services	45	Justice of Peace (JP)	57
Disability Inclusion Plan	45	Legal Services	57
NDIS	46	NSW Trustee and Guardian	57
Ability Links	46	Library Services	58
Mobility Specialist	47	Mobile Library Services	58
Education	48	Places of Worship	59
Out Of School Hours Care	48	State Emergency Service	59
Schooling and Further Education	48	Visitor Information Centre	59
Facilities	50	Volunteering	60
Halls For Hire	50	Youth	61
Meeting/Conference Facilities	51	Skate Parks	61
MyGov	51	Youth Services	62
Government Access Services and Other Services	53		
Centrelink	54		
Enrol To Vote	54		
Human Services Information	55		
Parliamentarians – Know			

Contents

Your Council

Contact Information	63
Council Offices	63
Email Council	64
Writing To Council	64
Organisation By Function	65
Contact Your Local Councillor	67
Wards in Greater Hume Council	68
Council Elections	69
Budgetary/Delivery Plan Process	69
Council Meetings	69
How A Council Works	70
Annual Report	71
When to Apply for Funding in the Budget	71
Customer Action Requests	71
Council Grants	72
Greater Hume Celebrates Australia Day	73
Access To Information Held By Greater Hume Council	73
Access To Council Information Via Website	73



-  National Highway
-  State Road
-  Regional Road
-  Local Road
-  Unsealed

GREATER HUME COUNCIL

Local Government Area



Welcome

The Greater Hume Council Residents Guide is a publication which we believe illustrates just what it is that makes our shire such a great place. The Residents Guide embodies the spirit and vision of Greater Hume 2030 Community Strategic Plan and it reflects the community values that we share: our caring community, our volunteering attitude, a forward thinking outlook, coupled with diverse and exciting opportunities to take part in a range of activities.



Whether you want to know what it is that sets us apart, the 'Basic Essentials' that make living in our shire such a great experience or who to contact in 'Community Living' or 'Your Council', this guide brings it together in a readable, easy to find, format. The guide paints a picture of life in our shire: what we have to offer and the services that enable our communities to operate.

We live in a glorious region and our shire's location, easily accessible to two regional cities and the facilities these have to offer, puts us in an enviable position. This coupled with the facilities, infrastructure and services in our shire, allow us to enjoy a lifestyle which is difficult to match.

On behalf of my fellow councillors and staff, I commend this publication to you and anticipate that it will go a long way to meeting the needs of current and future residents and provide a much used resource for the benefit of us all.

Cr Heather Wilton

Mayor

Greater Hume Council

Greater Hume Council would like to acknowledge the traditional lands of the Wiradjuri people, and we pay our respects to elders both past and present.

Welcome

Community Strategic Plan 2017 - 2030

Our vision for the future

The vision we have for the future of Greater Hume Council is designed to encourage commitment to our future and a sense of common purpose and responsibility. It reflects the kind of community we will be in 2030. This vision will be achieved through the implementation of the strategies based on the four core themes of Live A Greater Life Community Strategic Plan 2017 - 2030.

Those themes are:

- Leadership and Communication
- Healthy Lifestyle
- Growth and Sustainability
- Good Infrastructure and Facilities

These themes are clearly interwoven and impact upon each other. They are the cornerstone for our community's progress and success. Overall, it is the people of our community that makes us unique. It is important our vision contains quality of life, prosperity and connectivity.

Moving to Greater Hume

There are so many reasons for moving to Greater Hume including multiple lifestyle choices, a relaxed safe environment to raise children, stable employment opportunities and affordable housing options.

Our Liveable Climate

Greater Hume Council experiences a Mediterranean climate which means the changes of season are quite vivid. The region has a warm and temperate, four-season climate, with cool to mild winters averaging about 14 degrees celsius and very warm to hot summers averaging about 30 degrees celsius. There is some climatic variation throughout the shire with the rolling plains to the west being hotter and drier, while the easterly section is slightly cooler and usually wetter.

Our Vision for the Future:

Partnering to advance our rural communities

Township Essential Statistics

Culcairn

Oasis of the Riverina

Population 1,121

Average Yearly Rainfall 600 – 800 mm

Henty

Home of the Headlie Taylor Header and Henty Machinery Field Days

Population 1078

Average Yearly Rainfall 600 – 800 mm

Holbrook

The Submarine Town

Population 1,335

Average Yearly Rainfall 800 – 1,000 mm

Jindera

Satellite Town to Albury Wodonga Regional Centre

Population 1,048

Average Yearly Rainfall 600 – 800 mm

Walla Walla

Alive With Opportunities

Population 583

Average Yearly Rainfall 600 – 800 mm

Small village life experiences can be found at Brocklesby, Burrumbuttock, Gerogery, Gerogery West, Morven, Walbundrie and Woomargama.

Council Contacts

Council's Offices are located at:

- Council Office
40 Balfour Street, Culcairn T: 6036 0100
- Henty Office & Library
32 Sladen Street, Henty T: 6036 0100
- Council Office
39 Young Street, Holbrook T: 6036 0100
- Jindera Community Hub
83 Urana Street, Jindera T: 6036 0100
- Walla Customer Service
74 Commercial Street, Walla Walla T: 6036 0100

You can telephone Council for the cost of a local call
T:1300 653 538

All correspondence to:

General Manager, Greater Hume Council

PO Box 99 Holbrook NSW 2644

E: mail@greaterhume.nsw.gov.au

Council Management



General Manager
Steven Pinnuck



Director Engineering
Greg Blackie



Director Corporate and Community Services
David Smith



Director Environment and Planning
Colin Kane

Council Emergency Contacts

Roads, Storm and Drainage

M: 0419 405 768

Water and Sewerage

M: 0408 691 637

Ranger/Impounding Officer

M: 0427 556 659

Emergency Contacts

Ambulance

T: 000

Police

T: 000

Report All Fires

T: 000

State Emergency Service

T: 132 500

Electricity supply interruptions and Gas supply Interruptions

Essential Energy

T: 132 080

Water supply interruptions

Villages and Culcairn Water Supplies -

Brocklesby, Burrumbuttock, Culcairn, Gerogery, Gerogery West and Jindera.

Greater Hume Council

M: 0408 691 637

Henty, Holbrook, Morven, Walbundrie, Woomargama and Walla Walla.

Riverina Water

T: 6922 0608

Emergency Hospital Services

Albury	T: 6058 4444
Culcairn	T: 6029 8203
Henty	T: 6929 4999
Holbrook	T: 6036 2522
Wagga Wagga	T: 6938 6666
Wodonga	T: 6051 7111

Rural Fire Service Control Centre

Albury/Greater Hume T: 6051 1511 (all hours).

To report a fire ring 000.

Centrelink

Disability and Carers	T: 132 717
Emergency Assistance	T: 132 850
Employment	T: 132 850
Families	T: 136 150
Farmers Assistance	T: 132 316
myGOV	T: 132 307
Older Australians	T: 132 300
SCAMS Help	T: 1800 941 126
Training and Study	T: 132 490

Crisis Services

Albury After Hours Clinic	T: 6021 0188
Alcohol and Drug Info Service	T: 1800 422 599
Domestic Violence National Helpline	T: 1800 737 732
Health Advice Line (24 hours)	T: 1800 022 222
Kids Help Line	T: 1800 551 800
Lifeline	T: 131 114
Mental Health Services	T: 1800 800 944
Mercy Health Service Parents and Babies Support Unit (Albury)	T: 6042 1446
National Security Hotline	T: 1800 123 400
Parent Helpline	T: 1300 130 052
Poisons Information Centre (24 hrs)	T: 131 126
Pregnancy, Birth and Baby Services	T: 1800 882 436
Rape Crisis Centre	T: 1800 424 017
Wagga Wagga GP After Hours Service	T: 6931 0900

Dial Before You Dig

Before you start digging, phone 1100 for information about underground services or visit website dialbeforeyoudig.com.au.



Basic Essentials

Animal Services

Greater Hume Council recognises the importance of pets within the community and encourages residents to be responsible pet owners. Some larger animals such as horses, goats or pigs are usually inappropriate for a residential environment and may be subject to Council policies.

Registration

In accordance with the Companion Animals Act 1998, all puppies, dogs, cats or kittens sold or given away must be microchipped and registered for life. Microchipping is not the same as registration. Pet owners must microchip AND register their pets. This means having your dog or cat microchipped first, then registered with Council. When registering your pet you may need to provide documentation such as microchip details, sterilisation certificate, breeder's card or pension card. For more information visit Council's web site. Contact your local Customer Service Office for more information.

Greater Hume Off Leash Dog Areas

In accordance with the Companion Animals Act 1998 and the Local Government Area Act 1993, Council has a number of dog off leash exercise areas. Each designated site is signposted and is provided with a bag dispenser and waste bin.

Culcairn: On the northern side of Douglas Street (between Macbean Street and Railway Parade).

Henty: Rosler Street between the Henty-Walla Road and the Sweetwater development, on the southern side of the road from the Golf Club fence to within 10 m of the sealed surface of Rosler Street.

Holbrook: On the reserve area west of the Submarine Cafe; between the trees on the southern side of Raymond Street to the drain through the reserve, and from opposite Spring Street to opposite Musgrave Street.

Jindera: On the Jindera Recreation Reserve, Urana Road; between the Urana Road fence and the soccer field, and from the fire station to opposite Molkinten Road.

Walla Walla: At the Sports Ground (excluding the oval) at the eastern end of Des Kennedy Memorial Drive.

Dog Off Leash Areas - Rules and Guidelines

The following rules and guidelines apply to dog off leash areas in Greater Hume Council:

- Dog off leash areas are only available for use during daylight hours
- You must control of your dog at all times
- When dogs are freed in any off leash area, you must prevent your dog from harassing, attacking and chasing other people or animals
- Any attacks may result in a Dangerous Dog Declaration being placed on your dog and you may be liable for any costs or damages
- All faeces must be picked up and placed in the waste bins provided
- Your dog must be wearing a collar with identification tags and have a lifetime registration
- Declared Dangerous Dogs and restricted breeds are prohibited and must NOT be off leash in any off leash area at any time
- Any breach of these requirements could result in infringements being issued to the dog owner and/or the dog being impounded.

Building/Planning Services

Planning, Development and Construction: If you are planning a subdivision, building works (including swimming pools, sheds and home business) or a change of building class (including changes to buildings from office to shop) you are required to submit an application to Council. Further information is available on Council's website.

Fact Sheets

Council has developed a number of fact sheets for general advice in the development process – eg lodging a Development Application involving building works:

- Development Approval Process – Building Works
- Development Approval Process – Non Building Works
- Preparation of Plans
- Septic Tanks/Systems
- Plumbing Application and Permits

Exempt Developments

Council has also developed facts sheets for 'exempt developments' such as air conditioning units, access ramps, awnings/blinds, cubby houses, home based child care, letterboxes, skylights, smoke alarms, hot water systems, poultry houses, pathways and paving, just to name a few. More information can be found on Council's website.

Rural Living – Right To Farm Policy

Greater Hume is predominantly a rural shire and much of its local economy is built on the strength and viability of the many rural and agricultural industries. The policy outlines Council's position on 'right to farm' and landholder's expectations arising from farming operations adjoining rural residential and/or urban expansion. To view the policy go to Council's website.

What is the BASIX report?

BASIX is the acronym for “Building Sustainability Index”. All development applications lodged in NSW for new homes, renovations and additions valued over \$100,000 must contain a BASIX certificate. Applications for installing a pool or spa must also include a BASIX certificate. The BASIX certificate pledges the homeowner to water and energy saving commitments that must be verified by an accredited certifier before an occupation certificate is issued.

Engineering

Engineering Services encompasses the following:

- Construction and maintenance of roads and bridges
- Parks, gardens and reserves management and maintenance
- Water and sewerage services and planning
- Stormwater management
- Public amenities
- Road safety information
- Risk management
- Emergency services management
- Survey and design
- Geographical information systems mapping (GIS)
- Council’s depots, plan and equipment maintenance and management
- Local quarries
- Holbrook Airpark

Ranger Services

Greater Hume Council has a responsibility under the Companion Animals Act 1998 with respect to the control and management of cats, dogs and other animals within the Council and to ensure that the rights of both the owners of the animals and other citizens are maintained. Rangers provide a host of services including, dog/cat registrations, complaints, collect roaming dogs, investigate dog attacks, and assist individuals with general animal management enquiries. Other functions include:

- Stock on roads
- Abandoned vehicles
- Rubbish dumping
- Littering
- Overgrown vegetation condition and rubbish on public and private land
- Onsite sewerage management enquiries

To contact the Ranger during normal office hours

T: 1300 653 538 (local call).

Ranger - After Hours Calls

For out of normal office hours, eg evenings and weekends, rangers only respond to dog attacks or roaming nuisance dogs causing problems in the community (where the dog is still posing a threat and where it has been secured) or stock on roads.

In an emergency the Ranger should be contacted via Police or by directly contacting Council's Ranger M: 0427 556 659.

Rates and Valuations

Council assists local communities to run smoothly and administers various laws and regulations to help maintain and improve services and facilities for the community. These services include community services such as, aged and disability support, youth activities, sporting and recreational services, environmental planning, public health, road maintenance and construction, waste collection, treatment and disposal just to name a few.

The rates you pay enables Greater Hume Council to fund these services. Council is required to determine the combination of rates, charges, fees and pricing policies needed to fund the services it provides to the community. This is called a revenue policy.

How Rates Are Calculated

Council decides annually how it will calculate and distribute rates among categories of rateable properties.

Do you have to pay a domestic waste management service charge if you don't use the service?

Yes. The Local Government Act 1993 requires Council to levy an annual charge for providing domestic waste management services on all residential properties for which the service is available, whether or not it is actually used. It is considered that all property owners should contribute to the current and future provision of waste services.

The image shows a screenshot of a 'Greater Hume Council Instalment Notice' form. At the top left is the council's logo and contact information: PO Box 99, Holbrook, NSW 2644. At the top right is the council's address: 39 Young St, Holbrook NSW 2644, with phone, fax, and email details. The title 'Instalment Notice' is prominently displayed. Below the title is a QR code and a table with three rows: 'Assessment No.', 'Posting Date', and 'Due Date'. A section titled 'Please notify Council of any changes to your mailing address.' is followed by a 'Description & Location of Property' field. A large circular logo with a landscape scene is centered below this. To the right of the logo is a table with three columns: 'Deduct Payment Since', 'Due Date', and 'Total Amount Due'. Below the logo and table is a note about GST and a signature line for Steven Pienuck, General Manager. At the bottom left is a BPay logo and a field for 'Ref:'. At the bottom right is the 'Greater Hume Council - Instalment' section with fields for Name, Assessment Number, Total Amount, Due Date, and Amount Paid (with a dollar sign symbol).

Is there any way of knowing what your rates and charges will be before receiving your rate notice?

Every year, before the final amounts are fixed, Council prepares a draft delivery plan that includes its proposed revenue policy for the following year. This policy must include details of all rates and charges that Council is proposing to levy on ratepayers. The draft delivery plan and proposed budget is placed on exhibition to give members of the public an opportunity to comment. This usually happens in May/June each year. Council must consider any submissions before adopting the plan. This is your opportunity to raise any issues about rates and charges for the following year. Once the rates and charges have been adopted for a particular year, they cannot be changed until the next year.

Land Valuation

In NSW, the Valuer General is the State Government's principal advisor on all land valuation matters. The Valuer General has a statutory responsibility to provide fair and accurate land valuations for rating and taxing purposes, to determine compensation following the compulsory acquisition of land and to provide specialist valuation and property advice to government and the public. The Valuer General values all land on behalf of the State Government and maintains a Register of Land Values containing information in relation to land ownership, location, occupation, value and other information as required by the Valuation of Land Act 1916.

Dates for Rates Payments

Rates may be paid in full early in the financial year, or ratepayers can opt to pay by instalments.

Total Amount Due: 31 August.

Quarterly Instalments Due: 31 August, 30 November, 28 February, 31 May.

How to Pay Rates

In Person Culcairn, Henty, Holbrook, Jindera and Walla Walla offices by cash, cheque, money order, EFTPOS or credit card (Mastercard or Visa accepted). At any Australia Post Office by cash, cheque or EFTPOS (cheques payable to Greater Hume Council).

By Mail Detach payment slip and mail with payment to: Greater Hume Council, PO Box 99, HOLBROOK NSW 2644

Online Pay online from your credit card and quote your BPAY Reference Number at Council's website, make a payment, Select 'online payment' and follow prompts. Greater Hume Council accepts Visa or MasterCard.

Telephone Pay by phone from your Visa or Mastercard. Call 1300 730 839 and quote your Reference Number. The phone payment line is a 24-hour service. Calls are charged at the cost of a local call (mobiles extra).

BPay You will be required to enter the Biller Code and BPAY Reference Number as detailed on the front of your notice.

Rates Easypay is a direct debit payment system where your rates payments are paid automatically when they are due or are paid in instalments on a regular basis. You can arrange the payments in ways that suit you best. You have the choice of paying weekly, fortnightly, monthly or as they become due.

Once the Easypay plan has been set up, payments are deducted from your bank account when rates are due or on the plan you have chosen. This means that you don't need to worry about making payments on time. To organise an Easypay Plan please contact Council's Revenue team **P** 02 6036 0100.

Interest Penalties

Interest penalties apply if payment is not received by the due date, at the current rate of 7.5% per annum calculated daily.

As a pensioner, are you eligible for a concession/rebate on your rates?

If you hold a Pensioner Concession or a Department of Veterans Affairs Card you may be eligible for a concession on both your rates and water. The Concession is available only on your primary residence and your pension or DVA card must reflect this address. Please note that NSW does not grant concessions on Health Care cards. If you are receiving a rebate on your rates it will automatically carry over onto your water account. To apply, complete a Pension Concession Application and attach a copy of your Centrelink Pension Card. Your application will then be processed by our Finance Team and an amended rates notice will be sent out to you. Pensioner Concession Forms can be picked up from one of Greater Hume's Customer Service Centres.

Council has a Rates and Hardship Policy

Council has a Rates and Hardship Policy to assist ratepayers who are experiencing genuine financial hardship with the payment of their rates and charges. The policy outlines the administrative process to determine hardship applications and ensures that Council meets its legal obligations with respect to hardship applications.

Public Health

Council conducts inspections of food outlets in the shire and progressive inspections of septic tanks (SepticSafe program). For more information contact Council T: 6036 0100

Public Swimming Pools

Council operates five swimming pools in Greater Hume Shire. Pools are located at Culcairn, Henty, Holbrook, Jindera and Walla Walla across the swimming season from November to March. Season tickets are available for families and/or individuals. Pensioner discounts available.

Pool opening hours change for each pool depending on availability of staff and are subject to change. For a timetable of pool opening hours please visit Council's website.

Waste and Recycling Services Waste Collection

Council provides a kerbside collection service to 12 towns and villages within the shire. The service is also available along roads which are the routes of the collection vehicles. The service consists of a weekly collection of garbage and a fortnightly collection of recyclables. The garbage bin has a red lid and the recyclables bin a yellow lid. Both are 240 litres in size.

Collection Days

- Monday – Holbrook west of the Hume Highway and Morven
- Tuesday – Holbrook east of the Hume Highway and Woomargama
- Wednesday – Gerogery, Gerogery West, Walla Walla and Walbundrie
- Thursday – Culcairn, Bungowannah (Alternative Thursdays) Jindera, Burrumbuttock and Brocklesby.
- Friday - Henty

Recyclables collection occurs on the same day of the week as rubbish collection and usually some hours later.

Sulo Bins – Obtaining New or Extra

Residents with a waste collection service:

- 240 litre sulo bins are only available to those with an existing collection service or with the lodgement of a new collection service
- Fees apply for the waste collection service and sulo bins (including new and replacement)
- Contact a Greater Hume Customer Service Centre to obtain a Sulo Bin Purchase Replacement and Waste Service Form and to pay relevant fees

Residents without waste collection services who wish to purchase a sulo bin/bins can do so from most hardware stores.

LANDFILL/WASTE TRANSFER STATION PRICES 2018/2019

DESCRIPTION	Resident	Non Resident
Mobile Garbage Bins (each)	\$6	\$12
Car or Station Wagon (up to 2 Mobile Garbage Bin's)	\$10	\$17
Utilities & Box Trailers (3 plus Mobile Garbage Bin's)	\$15	\$21
Tandem Trailers (Caged box trailers)	\$15 per m ³	\$32 per m ³
Trucks	\$15 per m ³	\$32 per m ³
Commercial Waste	\$20 per m ³	\$32 per m ³
Asbestos (accepted) Culcairn ONLY (Up to 1 tonne)	\$150 per tonne or part there of	
Batteries	NO Charge	
Concrete	\$48 per m ³	
EWASTE - TV's, Computer Monitors, Printers and Peripherals	NO Charge	
EWASTE - Game Consoles and Peripherals	\$4 each	\$5 each
Fill - Clean Fill (not contaminated – Landfills only)	NO Charge	
Fill - Contaminated	\$20 per m ³	
Fridges, Freezers and Air Conditioners (Gassed)	\$25 each	
Fridges, Freezers and Air Conditioners (UnGassed)	NO Charge	
Green Waste	\$7 per m ³	\$17 per m ³
Mattresses, Couches, Lounge Chairs	\$28 each	\$35 each
Oil	NO Charge	
Scrap Metal (not contaminated)	NO Charge	
Tyres - Car or Motorcycle	\$8 each	
Tyres - Light Truck and 4WD	\$10 each	
Tyres - Truck	\$26 each	
Tyres - Super Single & Small Tractor (diameter<1.5m)	\$40 each	
Tyres - Tractor (>1.5m)	\$100 each	
Washing Machines - Plastic	\$10 each	

Waste Facilities Opening Times, Charges & Accepted

Waste Facilities do not open 1 January, Good Friday, 25 April
Council T: 1300 653 538.

Day of Week	Brocklesby	Burrumbuttock	Culcairn
Location	18 Lee Road	218 Burrumbuttock Brocklesby Road	48 Schnaars Road
Tuesday			2pm - 5pm
Wednesday			
Thursday			9am - 12pm
Friday			
Saturday			2pm - 5pm
Sunday	1 st Sunday 10am - 12pm 3 rd Sunday 2pm - 4pm	1 st Sunday 2pm - 4pm 3 rd Sunday 10am - 12pm	2pm - 5pm
The following are accepted without charge where indicated are not accepted.			
Scrap Metal	A	A	A
Clean Fill	A	N/A	A
Green Waste	\$	\$	\$
Car & Truck Batteries	A	A	A
Oil	N/A	A	A
Recyclables (domestic quantities only) 240 litre bins	A	A	A
Cardboard & Paper (3m ³ skip)	N/A	N/A	A
Tyres	N/A	N/A	\$

Council does not accept hazardous wastes, chemical drums(except Asbestos accepted at Culcairn ONLY – special payments apply.

**Waste – Commencing 1 July 2018
and 25 December. All enquiries should be directed to**

Gerogery	Henty	Holbrook	Jindera	Mullengandra
83 Coach Road	2216 Henty Pleasant Hills Road	160 Tip Road	148 Dights Forest Road	953 Bowna Road
		2pm - 5pm		
			2pm - 5pm	
		2pm - 5pm		
		9am - 12pm		9am - 12pm
2 nd & 4 th Sunday 2pm – 5pm	2 nd & 4 th Sunday 2pm – 5pm	2pm - 5pm	2pm - 5pm	1 st & 3 rd Sunday 2pm - 5pm
by A; \$ indicates that charges apply; N/A indicates items				
A	A	A	A	A
A (limited quantities)	A	A	A (limited quantities)	N/A
\$	\$	\$	\$	\$
A	A	A	A	A
A	N/A	A	A	N/A
A	A	A	A	A
A	A	A	A	A
N/A	N/A	\$	\$	N/A

as arranged on DrumMUSTER days) or animal carcasses.
It is illegal to dispose of Noxious Weeds at Council Waste Facilities.

ITEMS OF WASTE

The list below provides details of some wastes and how to

Asbestos

Batteries (Car & Truck)

Cardboard & Paper

Chemical Drums

Computers & TV's (ewaste)

Gas Bottles, Paint Tins, Electronic Waste, Fluoro Globes & Tubes, Car & Household Batteries, Motor Oil, Smoke Detectors

Green Waste

Mobile Phones (ewaste)

Prohibited Substances

Scrap Metal

Tyres

Waste Oil

dispose of them:

Only accepted at Culcairn Landfill.

Accepted FREE for recycling at all waste centres.

Must be uncontaminated. Accepted at Culcairn, Holbrook and Jindera waste facilities (3 cubic metre skips). Also in smaller (domestic) quantities at Burrumbuttock, Gerogery, Henty and Mullengandra transfer stations.

Council runs two (2) Drummuster collections per year (usually May and October) at Burrumbuttock, Culcairn and Henty waste facilities, Holbrook Depot and Walbundrie Showgrounds.

Must be separated from general waste. Council is providing FREE drop off at all our Council facilities to enable the collection and recycling of Computers and TV's.

Accepted FREE at the Community Recycling Centre situated at Culcairn Landfill. Household quantities only.

Must not be contaminated. Green waste consist of prunings, cut up trees and shrubs only. Separate areas are provided at waste centres for green waste disposal.

Must be separated from general waste. Recycling boxes are located in all Council Service Centres (Culcairn, Henty, Holbrook, Jindera and Walla Walla).

Council, at least bi-annually, provides a Household Hazardous Chemical Collection day. Hazardous materials (which cannot be disposed of at landfills and transfer stations) include paints and varnishes, thinners, strippers, acids, arsenic and mercury, pesticides, fungicides and herbicides, out of date medicines to name a few.

Must be separated and deposited on the area set aside at each waste facility. All scrap metal is recycled.

Must be separated from general waste. Tyres are accepted at Culcairn, Holbrook and Jindera waste centres.

Accepted FREE for recycling at Burrumbuttock, Culcairn, Gerogery, Holbrook and Jindera waste centres. Southern Oil contractors also provide a FREE on farm/business collection service contact 0438 661 401.

Community Recycling Station

Location: Culcairn, Greater Hume Office

Residents can now drop off the following household problem waste items for FREE disposal:

- Mobile phones
- Household batteries
- Fluoro light globes
- Smoke detectors

Only household quantities of the above materials will be accepted. Dangerous goods and items other than those listed will not be accepted.

By separating your problem wastes and taking them to your local recycling station, you are helping to improve recycling, reducing waste to landfill and looking after your local environment.

Mobile Community Recycling Pickup Centre

Greater Hume Council's Community Recycling Centre and Mobile Community Recycling Centre offer a free and easy solution for the disposal of household problem waste. The trailer was constructed with funding from the NSW Environmental Trust and the NSW Environmental Protection Authority and aims to reduce illegal dumping and help our community stop stockpiling problem wastes. Designed for the safe collection and transport of problem household wastes such as:

- Household batteries
- Car batteries
- Gas bottles
- Fire extinguishers
- Paint
- Smoke detectors
- Fluorescent globes and tubes
- Motor and other oils

E Waste Recycling

What is E Waste? E-waste is a popular, informal name for electronic products nearing the end of their 'useful life'. Computers, televisions, VCRs, stereos, copiers, and fax machines are common electronic products. Many of these products can be reused, refurbished or recycled. E waste can be recycled at Jindera, Culcairn and Holbrook, however charges apply.

Halve Waste

'Halve Waste - reduce, reuse, recycle' is a public awareness and education campaign developed to engage the whole community in efforts to reduce waste and increase recycling in the greater Albury region. For more information visit the website **halvewaste.com.au**.

Love Food Hate Waste

The 'Love Food Hate Waste' program helps to improve community knowledge and awareness in relation to food waste generated by households and businesses across NSW. Aims of the program include:

- Raising awareness about the 'waste of good food' and the associated economic and environmental costs
- Providing simple, easy and small changes that can be made in the home
- Promoting new habits about food such as menu planning and shopping from a list (buy it), correct portions (cook it) and more effective food storage techniques (save it).

For more information visit the website **lovefoodhatewaste.nsw.gov.au**.

Oil and Bulk Cardboard Paper

Oil can be recycled at Burrumbuttock, Culcairn, Gerogery, Holbrook and Jindera. Bulk oil collection can also be arranged direct from properties. Bulk cardboard and paper recycling services are also available to commercial properties.

Hard Waste Collections

Council does not provide a hard waste collection service. Depending on the items you should contact a scrap metal dealer or a private waste removal service.

drumMUSTER

drumMUSTER is the National program that has been set up for the collection and recycling of cleaned eligible non returnable crop production and on-farm animal health chemical containers and provides chemical users with a defined route to safely dispose of used chemical containers.

drumMUSTER is the single biggest environmental program ever undertaken jointly by farmers/end chemical users, Local Government and the crop production and animal health industries drumMUSTER's belief is that the responsible use of chemicals, and waste management initiatives means a cleaner environment for the community as a whole and adds to Australia's clean and green image.

Annually, Council conducts drumMUSTER collections across the shire to enable chemical container and hazardous material collections. Contact one of Council's Offices for further information T: 6036 0100



Bush Fire Danger Period and Fire Permits

The statutory Bush Fire Danger Period in Greater Hume runs from 1 November to 31 March, however it may vary due to local conditions.

When Is A Total Fire Ban Declared?

For public safety, a Total Fire Ban is declared for days when fires are likely to escape and be difficult to contain. Extreme fire danger is caused by a combination of dry vegetation and hot, dry, windy weather. Total Fire Bans are announced on local radio and television stations or information can be found on the RFS website and social media or your local RFS office, T: 6051 1511.

Bush Fire Survival Plan

Every home should have a Bush Fire Survival Plan encompassing the decision to either “leave early” or to “stay and defend” to ensure that you are prepared and know what to do in the event of a bush fire.

Everyone’s Bush Fire Survival Plan will be different and needs to reflect your individual situation and circumstance. If you are planning to move to a town or rural location in Greater Hume you should prepare a Bush Fire Survival Plan or contact the local RFS office, T: 6051 1511 for a copy.

When Are Permits Required?

A permit may be required 12 months of the year or only during the Bush Fire Danger Period, depending on the type of fire. For more information showing where the Bush Fire Danger Period has been declared and permits to burn are required for that area, go to rfs.nsw.gov.au or contact the local RFS Office T: 6051 1511 for advice.

Additionally, fire permits are not required for fires for the purpose of heating or cooking, provided that:

- The fire is in a permanently constructed fireplace
- At a site surrounded by ground that is cleared of all combustible materials for a distance of at least two metres all around
- The fire is completely extinguished before leaving
- There is an adequate water supply or fire extinguisher

Note: Solid fuel barbecues are not permitted on days of Total Fire Ban.

Neighbourhood Safer Places

Neighbourhood Safer Places (NSP) are places of last resort for people during a bush fire. It can be part of your contingency plan, for a time when your Bush Fire Survival Plan cannot be implemented or has failed. Remember to complete your Bush Fire Survival Plan to ensure that you and your family are prepared and know what to do in the event of a bush fire. If there is a suitable NSP nearby, you should note it in your plan. An NSP is an identified building or space within the community that can provide a higher level of protection from the immediate life threatening effects of a bush fire. NSP's still entail some risk, both in moving to them and while sheltering in them and cannot be considered completely safe. A NSP is a place of last resort in a bush fire emergency.

NSP locations

Bowna Wymah Wymah Recreation Ground Wymah Road, Bowna

Brocklesby Community Hall Howlong Road, Brocklesby

Bungowannah Hall and Tennis Courts Corner Bungowannah and Fergusons Roads, Bungowannah

Burrumbuttock Fire Station 35 Urana Road, Burrumbuttock

Culcairn Culcairn Hall Balfour Street, Culcairn

Gerogery Fire Station Main Street, Gerogery

Henty Bicentennial Park Olympic Highway, Henty

Holbrook Sporting Complex Bowler Street, Holbrook

Jindera Recreation Ground Dight Street, Jindera

Morven Fire Station Brownrigg Street, Morven

Walbundrie Sportsground Billabong Street, Walbundrie

Walla Walla Sportsground William Street, Walla Walla

Woomargama Hall and Tennis Courts Murray Street, Woomargama

For more information regarding NSP visit rfs.nsw.gov.au.



What Else Do You Need To Do?

Before lighting the fire ensure that:

- It can be contained and controlled within the specified area.
- It does not contain toxic materials, such as rubber tyres, plastics, paint, etc.
- It must not cause an air pollution problem by producing excessive amounts of smoke.
- Burning within the villages is at the discretion of Council.

You must also check:

- Whether a No Burn day has been declared
- Whether a Total Fire Ban is in force

The expected weather conditions.

Applying For A Permit

If in doubt about whether you require a fire permit, or to apply for one, contact the Albury/ Greater Hume Fire Control Centre T: 6051 1511.

Firewood Collection Permit

Residents of Greater Hume Council wishing to collect firewood for personal use from roadside verges within Greater Hume are required to obtain a permit. The permit, once issued allows residents to collect fallen timber (felling of trees is not permitted) from selected roadside verges for a period up to 12 Months. The permit can be obtained from your nearest Greater Hume office, following payment of the appropriate administration fee and proof of residency with in Greater Hume.

Roadside Grazing Consent

Residents of Greater Hume Council wishing to graze stock on the roadside adjacent to their property are required to obtain consent from Greater Hume Council in the first instant before applying to Local Land Services, who are the issuing authority for grazing permits. Grazing is not permitted on sections of roads that have been declared high conservation areas. Maps are available to view at all Council offices indicating the areas. To obtain consent visit a Greater Hume office, noting that a Certificate of Currency for Public Liability, to the amount of \$20M and noting on the Certificate, 'Roadside Grazing' and permission from all neighbours (if you are grazing in front of their property) will need to be provided prior to consent being issued.

Red Guide Posts

The former Eastern and Western Riverina Noxious Weeds Advisory Groups teamed up with Lachlan and Macquarie Valley Weeds Advisory Committee (MVWAC), Riverina and Central Western Local Control Authorities (LCAs), Local Land Services (LLS) and Roads and Maritime Services (RMS) to develop a simple system to assist in reducing the spread of priority weeds along roadsides. It involves the installation of red guide posts at the 'start' and 'end' of each weed infestation. The red guide posts identify the site and an extensive awareness campaign will advise that there is to be no works between the posts without the local weed officer's permission. This project was funded through the NSW Weeds Action Program (WAP)

New Innovative project for weeds 2013-2015 and Murray Local Land Services Integrated Pest and Weed Management Projects. Over 2,000 red guide posts

have been distributed to 33 partnering councils across the Riverina and Central Western NSW to be installed next to existing white guide posts.



Swimming Pools - New Safety Registration Requirements

If you own a pool, you now must assess your pool's safety standards and register it with NSW Government. As a swimming pool owner, you are required to register with NSW Government or risk a \$220 penalty. As part of the registration process, you will be required to self-assess your pool against a checklist and state in the register that your swimming pool complies with the applicable standard; to register visit dlg.nsw.gov.au. Council will be inspecting all private pools, promoting water safety and compliance with the Swimming Pools Act. Penalties for not complying have been increased up to \$5,500. For more information contact Council's Planning and Development Department, T: 6036 0100.

Water Carting

Should you require bulk water to your residence or property (eg filling of new swimming pool or for domestic or agricultural use), there are a number of water carting operators across Greater Hume. Water carting contractors in Greater Hume include:

- S and R.Scheetz and Co P/L (Stan and Warren Scheetz)
T: 6029 8396 M: 0428 690 516
- Mark Draper T: 6024 1961 M: 0408 572 236
- Bill Schulz T: 6029 2231 M: 0427 293 229
- Richard Plant T: 6025 5407 M: 0418 353 525
- E.Dunlop (E and D Dunlop PTY LTD)
T: 6059 6740 M: 0432 699 700
- Dale Broadfoot (Broad Strategy PTY LTD) M: 0418 378 548
- Luke Howard (Bluey's Plumbing and diggin P/L
M: 0403 191 781
- David Jackson (V Civil Plant Hire) M: 0416 024 908
- Jindera Bobcat and Machinery
T: 6026 0629 M: 0438 263 133

Community Living

Aged Care

Accommodation and Independent Living Options

- Culcairn Aged Units
Elizabeth Street, CULCAIRN T: 6036 0100
- Culcairn Community Housing
Black and Elizabeth Street, CULCAIRN T: 6036 0100
- Culcairn Kiltearn House Hostel
Edward Street, CULCAIRN T: 6029 9807
- Culcairn Multi Purpose Service
Balfour Street, CULCAIRN T: 6029 8203
- Henty Multi Purpose Service
Keighran Street, HENTY T: 6929 4999
- Henty UPA Myoora Hostel
1 Keighran Street, HENTY T: 6929 3200
- Holbrook UPA Hostel
Bowler Street, HOLBROOK T: 6036 2817
- Holbrook Frampton Court Retirement Units
Frampton Court, HOLBROOK T: 6036 0100
- Holbrook Kala Court Retirements Units
Kala Court, HOLBROOK T: 6036 0100
- Holbrook Harry Jarvis Wing
Holbrook Hospital Bowler Street, HOLBROOK T: 6036 2522
- Jindera Aged Units
Creek Street, JINDERA T: 6036 0100
- Jindera UPA Jindera Hostel
74-78 Creek Street, JINDERA T: 6026 3799

Social Support for Older Residents

- Henty Mens Shed at Sweetwater Drive, Henty T: 6929 3213
- OMNI (Older Men New Ideas) meet 2nd and 4th Wednesday of each month at RS Club Holbrook T: 6036 2151
- Holbrook Meals On Wheels offers social support services for older residents T: 6036 3677
- Holbrook Mens Shed, Wallace Street, Holbrook T: 6036 2691
- Culcairn Mens Shed, Olympic Highway, Culcairn T: 6029 7505

Meals On Wheels

Meals on Wheels is a name familiar to Australians and is at the heart of many communities. It represents helping hands, teamwork and looking out for each other. It is all about people in the community joining forces to help others. Whilst age and disability may reduce some people's capacity to get out and about, Meals on Wheels help make it possible for them to stay in their homes, where most are happiest, and maintain their independence. Delivery of nutritious meals, social interaction and a friendly check of a client's well being by Meals on Wheels volunteers can help people live the lives they choose.

In Greater Hume Meals on Wheels services are available at Culcairn, Henty, Holbrook, Jindera and Walla Walla.

Culcairn Meals On Wheels	T: 6051 7800
Henty Meals On Wheels	T: 6929 3244
Holbrook Meals On Wheels	T: 6036 3677
Jindera Meals On Wheels	T: 6051 7800
Walla Walla Meals On Wheels	T: 6036 3677

Banks

The following is a listing of bank branches in Greater Hume.

Culcairn

- Hume Building Society
- Bank@Post

Henty

- Bendigo Bank
- Bank@Post

Holbrook

- NAB
- Bendigo Bank
- Bank@Post

Jindera

- Hume Bank
- Bank@Post

Walla Walla

- WAW Credit Union
- Bank@Post

Acting on behalf of over 70 financial institutions, Bank@Post (available at your local Post Office) is the largest agency banking network in Australia.

Book a Street Stall

To conduct a street stall fundraiser for your local community group you must book the street stall at your local Council office. Council maintains a register of street stalls and can advise of available dates and locations to conduct stalls.

Early Childhood Health Services

Culcairn

Culcairn Hospital, Balfour Street, CULCAIRN

T: 6029 8917

Henty

Henty Community Health Centre, Ivor Street, HENTY

T: 6929 3734

Holbrook

Holbrook Hospital, Bowler Street, HOLBROOK

T: 6036 2522

Jindera

Jindera Community Health Centre, Creek Street, JINDERA

T: 6026 3394

Preschools

Burrumbuttock Preschool Inc.

T: 6029 3343

E: burrumpreschool@bigpond.com

Culcairn Early Childhood Centre

T: 6029 8654

E: admin@bigpond.com

Henty Early Childhood Assoc.

T: 6929 3472

E: hentypreschool@bigpond.com.au

Holbrook Early Learning Centre*

T: 6036 2344

E: holbrookcc@westnet.com.au

Jindera Preschool

T: 6026 3468

E: jinderapreschool@bigpond.com

*Additionally, Holbrook Early Learning Centre is a long day care service offering preschool programs and out of school hours care. Refer to Child Care section.

Child Care Services

Family Day Care

Greater Hume Children Services offers family day care, out of school hours care, and playgroup sessions for registered families. The service caters for children from six weeks old and offers care and education in a safe, secure and stimulating home environment with very flexible hours. The service is registered and approved. Eligible families can receive subsidies from the Department of Human Services (Centrelink).

For more information:

T: 6026 3877

E: mail@ghchildren.com.au



Greater Hume
Children
Services

ghchildren.com.au

Centre Based Child Care

Greater Hume Children Services also supports the communities of Henty and Walla with centre based child care.

Henty

Monday to Friday care available

7:30am to 5:30pm

Walla Walla

Open Monday, Tuesday, Wednesday 8:30 am to 4.30pm

The centre based child care services in Henty and Walla Walla are registered and approved. Eligible families can receive subsidies from the Department of Human Services (Centrelink).

For more information: T: 6026 3877 E: mail@ghchildren.com.au

Playgroups

Playgroup sessions are held in Greater Hume. For more information contact Greater Hume Children Services.

T: 1800 954 999.

Culcairn Playgroup is held every Wednesday at the Lutheran Church Hall, McBean Street, Culcairn.

M: 0439 330 325.

Counselling/Family Services

NewAccess

NewAccess is a service designed by beyondblue that provides free and confidential support to help you tackle day-to-day pressures. A NewAccess coach, specially trained and experienced, will support you in setting practical goals that help and will get you back on track.

Intereach

The key role of Intereach is the delivery of services across the Riverina Murray to support and develop the well-being of young people, families and communities. Intereach's aim is to support and strengthen communities by providing quality services, establishing networks and building capacity.



Family Links

- To support, strengthen and contribute to the overall wellbeing of children and their families.
- Servicing new parents, young parents, additional needs, rural and remote, indigenous, culturally diverse and general information and support.

Commonwealth Respite and Carelink Centre

- Provides information on services for carers across the Riverina Murray
- Coordinates access to respite services in your local area and work with you to plan approaches to respite and other support needs
- Servicing older Australians, people with disabilities, their families and carers, general practitioners, other service providers.

For more information T: 1800 052 222

Tenant Participation Resource Service

- Provides increased access to information, advice and opportunities to more actively participate in processes related to their housing
- Servicing social housing tenants

For more information on the services Intereach provide

T: 1300 488 266 or E: intereach@intereach.com.au

Rural Care Link

Rural Care Link offers counselling for stress, depression, relationships, trauma, loss and grief, spiritual issues, family, children and adolescents and families affected with a disability. Counselling sessions are held at Jindera Rural Carelink rooms, Jindera Community Hub and on location at Brocklesby, Culcairn, Holbrook, Walla Walla and Wodonga. Fees are on a sliding scale. Medibank Health Fund rebate is available. For more information contact M: 0428 221 854.

Community Transport

What is community transport? Who can access it?

Community transport is a service for people who require transport to recreation and shopping areas, access to medical and social services and social contact. Community transport services are available for people who are experiencing transport disadvantage:

- People who are financially disadvantaged, isolated or have a mobility impairment
- People who are having difficulty with activities of daily living and their carers
- People with disabilities and their carers

Department of Veterans Affairs card holders are eligible users.

See following page for further information.

Locality	Service	Days	Vehicle	Eligibility	Referral/Contact	Fees
Greater Hume Council area	Door to door service	Mon – Fri	Car	<ul style="list-style-type: none"> • People under 65yrs • People with disability & carers • People who are transport disadvantaged • Department of Veterans Affairs card holders • People over 65 yrs who have difficulty with activities of daily living and their carer 	Kalianna My Aged Care for assessment and referral for referral to Kalianna	Subject to location Advise on booking
Henty to Albury	Service pickup from 7.30am return from 2.15pm	Mon - Thurs	Bus	<ul style="list-style-type: none"> • People under 65yrs. • People with disability & carers • People who are transport disadvantaged • Department of Veterans Affairs card holders • People over 65yrs who have difficulty with activities of daily living and their Carers 	Service pickup from 7.30am return from 2.15pm My Aged Care for assessment and referral for referral to Kalianna	Subject to location Advise on booking
Holbrook/ Culcairn to Albury	Service pickup from 8.30am return from 2.30pm	1 st Thurs/ mth	Bus	<ul style="list-style-type: none"> • People under 65yrs People with disability & carers • People who are transport disadvantaged • Department of Veterans Affairs card holders 	Kalianna	Subject to location Advise on booking

				<ul style="list-style-type: none"> People over 65yrs who have difficulty with activities of daily living and their carers 	My Aged Care for assessment and referral for referral to Kalianna	
Henty	Door to door service	Mon - Fri	Car	<ul style="list-style-type: none"> For people receiving/ attending Social Support programs People over 65 yrs who have difficulty with activities of daily living and their carers 	My Aged Care For assessment and referral to UPA T) 6929 3244	<5 kms \$10 5 -25 km \$15 >25 kms \$30 > 3 hours + \$20/hr
Holbrook Culcairn Walla Walla to Albury or Wagga	Door to door service	Mon - Fri	Car	<ul style="list-style-type: none"> For people receiving/ attending Social Support programs People over 65 yrs who have difficulty with activities of daily living and their Carers 	My Aged Care For assessment and referral to Holbrook Meals on Wheels T: 6036 3677	Albury/ Wagga \$35.00 Local (Holbrook, Walla, Culcairn) \$5.00 Between GHC towns \$10-15
Greater Hume Council	Door to door	Mon-Fri	Car	<ul style="list-style-type: none"> Day oncology (cancer) treatments 	The Border Cancer Hospital Social Worker T: (02) 6064 1400	Advise on booking

Contacts: My Aged Care www.myagedcare.gov.au T: 1800 200 422
 Kalianna T: 6041 2299 48hrs notice required

Disability Services

Greater Hume Disability Inclusion Action Plan

Greater Hume Council is committed to disability inclusion and access to build a strong and equitable community. Greater Hume Council supports the fundamental right of people with disability to choose how they live their lives, to access opportunities and enjoy the benefits of living and working in our society as all residents do. This belief underpins disability inclusion planning in the NSW Local Government sector and the objective to ensure that local services, facilities and programs provided by councils are inclusive. As part of this Greater Hume Council has developed a Disability Inclusion Action Plan (DIAP). Extensive engagement with people with a disability, their carers, family and friends as well as Council staff has been undertaken to inform this important plan. Actions from the plan will directly inform Council's Community Strategic Plan ensuring accountability and reporting of the measures that will flow to the Delivery and Operational plans.

Disability Inclusion and Access Reference Groups

Between January and March 2018, locality based Disability Inclusion and Access Reference Groups were established in Jindera, Holbrook, Culcairn and Henty to ensure Greater Hume Council is aware of the issues which affect people with disabilities and their carers living in the Shire. The Reference Groups also provide advice on ways in which Council can be a more inclusive community for people with disabilities. Members of the Reference Groups will draw on their own experience and their broader engagement with people with disability, as well as their carers and service providers, to provide that advice to Council. Download a copy of Greater Hume's Disability Inclusion Plan from our website or pick up a copy from one of our Customer Service Centre's. For more information on the Disability Inclusion and Access Plan and reference groups contact Greater Hume Council on T: 6036 0100

NDIS

The National Disability Insurance Agency (NDIA) is an independent statutory agency. Our role is to implement the National Disability Insurance Scheme (NDIS), which will support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers. The NDIS will mean peace of mind for every Australian - for anyone who has, or might acquire, a disability. Our priority is to ensure people with disability continue to get the support they need. The changes that are required to existing disability support systems are significant. Arrangements are being made to ensure the scheme can be introduced gradually, ensuring a smooth transition for people with disability and support providers.

For more information on the NDIS go to **ndis.gov.au** or contact the local NDIS office at Albury(myGov Office), 430 Wilson Street, Albury NSW 2640 Open 8.30am - 4.30pm Monday - Friday
T: 13 23 07.

What is Ability Links NSW?

Ability Links NSW is a way of connecting people with disability, their families and carers in the community. Linkers work closely with people with disability, their families and carers to support them to fulfil their goals, hopes and dreams. Providers are the organisations that offer services to people with disability and the community. Linkers work for these Providers.

There are a range of Providers around the state, you can use the following website to help you find a Provider or Linker in your area **abilitylinksnsw.org.au**.

How much does it cost?

Nothing. Ability Links is a free program.

Who can use Ability Links?

Ability Links NSW is for:

- People with disability aged 7 to 64 years
- Carers and families of people with disability

Individual, clubs, groups and businesses can also access Ability Links NSW for information and support on inclusion of people with disability. There is no formal assessment process or referral that you need to meet in order to use Ability Links NSW.

Mobility Specialist

When most people think of us, they think of Guide Dogs. But a Guide Dog is just one of the ways in which we support people who are blind or vision impaired. At Guide Dogs NSW/ACT we provide assistance to anyone with vision loss, no matter what your age or level of vision. You certainly don't have to be totally blind, or want a Guide Dog to receive our free services. While training Guide Dogs is an important part of our work, Guide Dogs NSW/ACT also provides a variety of supports to people who are blind or vision impaired that increase independence, minimise the impact of vision loss and build confidence for further education, employment and social participation.

Our services include:

- Training people to use canes, canines and electronic aids to improve their mobility and thus their independence and quality of life
- Training companion dogs for children and adults who are disabled or disadvantaged owing to age, isolation or ill health
- Advocating on behalf of the people we assist to make the community an easier place in which to live and work

For more information contact: Zoë Gephart

Orientation and Mobility Specialist Guide Dogs NSW/ACT

Shop 3, 549 Kiewa Street, Albury NSW 2640.

T: 6041 5201

W: guidedogs.com.au

Education

Out of School Hours Care

Before and after school care is available through:

Greater Hume Children Services For more information

T: 1800 954 999

Holbrook Early Learning Centre For more information

T: 6036 2344

Schooling and Further Education

There are many opportunities for families living in Greater Hume with a choice of high quality primary, secondary and private schools available to suit the needs of families.

Primary Public Schools

- Brocklesby Public School
T: 6029 4272 E: brocklesby-p.school@det.nsw.edu.au
- Burrumbuttock Public School
T: 6029 3253 E: burrumbutt-p.school@det.nsw.edu.au
- Culcairn Public School
T: 6029 8385 E: culcairn-p.school@det.nsw.edu.au
- Gerogery Public School
T: 6026 0514 E: gerogery-p.school@det.nsw.edu.au
- Henty Public School
T: 6929 3184 E: henty-p.school@det.nsw.edu.au
- Holbrook Public School
T: 6036 2021 E: holbrook-p.school@det.nsw.edu.au
- Jindera Public School
T: 6026 3280 E: jindera-p.school@det.nsw.edu.au
- Walbundrie Public School
T: 6029 9004 E: walbundrie-p.school@det.nsw.edu.au
- Walla Walla Public School
T: 6029 2253 E: wallawalla-p.school@det.nsw.edu.au

Primary Private Schools

- Saint Mary Mackillop College - Jindera (Kinder to Year 12)
T: 6045 9422 E: office@smmc.nsw.edu.au
- St. Joseph's Primary School - Culcairn
T: 6029 8577 E: sjc-info@ww.catholic.edu.au
- St. John's Primary School - Jindera
T: 6026 3220 E: admin@stjis.nsw.edu.au
- St. Patrick's Primary School - Holbrook
T: 6036 2288 E: sph-info@ww.catholic.edu.au
- St. Paul's Lutheran Primary School - Henty
T: 6929 3323 E: stpaulshenty@bigpond.com

Secondary Public Schools

- Billabong High School
T: 6029 8377 E: billabong-h.school@det.nsw.edu.au

Secondary Private Schools

- Saint Mary Mackillop College - Jindera
T: 6045 9422 E: office@smmc.nsw.edu.au
- St. Paul's College - Walla Walla
T: 6029 2200 E: office@stpaulscollege.nsw.edu.au

Further Education

- TAFE NSW Riverina Institute - Albury Campus
T: 1300 823 374 tafensw.edu.au
- TAFE NSW Riverina Institute - Wagga Wagga Campus
T: 1300 823 374 tafensw.edu.au
- Wodonga TAFE T: 1300 698 233 wodongatafe.edu.au
- Charles Sturt University - Albury - Wodonga
T: 6051 9000 csu.edu.au
- Charles Sturt University - Wagga Wagga
T: 6933 2000 csu.edu.au
- La Trobe University - Albury/Wodonga Campus
T: 6024 9700 latrobe.edu.au/aw

Facilities

Halls For Hire

There are many community halls located across Greater Hume. Next time you are planning an event or family function consider hiring a hall near you.

- Bowna Mullengandra Public Hall
Jim Hayes M: 0402 384 148
- Brocklesby Public Hall
Jim Everitt T: 6029 4266
- Burrumbuttock Hall
Marion Vile T: 6026 5258
- Carabost Hall
Elisabeth Wilkinson T: 6948 6161
- Cookardinia Hall
Kim Hulme T: 6029 3591
- Culcairn Memorial Hall
Greater Hume Council T: 6036 0100
- Gerogery Hall
Greater Hume Council T: 6036 0100
- Henty Hall
Alison Scott T: 6929 3250
- Holbrook Shire Hall
Greater Hume Council T: 6036 0100
- Jindera School of Arts
Lee Howard T: 6026 3338
- Lankeys Creek Hall
Anna Reeves T: 6036 8103
- Little Billabong Hall
Joy Wearn T: 6036 7233
- Walbundrie Hall
Doreen Wright T: 6029 9045
- Walla Walla Community Hall
Helen Krause T: 6029 2073

Meeting/Conference Facilities

Council operates fully airconditioned modern meeting/conference facilities at the Holbrook Library Complex Building (Library Court) and Jindera Community Hub (83 Urana Street).

Large and small meetings catered for (up to 100 people). Full conference facilities including wireless internet access, data projector, screens and gourmet catering(Holbrook only).

For more information regarding hire of the facilities contact
Holbrook Library

T: 6036 3262 E: holbrookctc@greaterhume.nsw.gov.au

Jindera Community Hub

T: 6036 0100 E: mail@greaterhume.nsw.gov.au

myGov

myGov is a secure way to access government services online with one login and one password.

One username and password for government services

You can link these government services to your myGov account:

- Medicare
- Australian Taxation Office
- Centrelink
- Australian JobSearch
- My Health Record
- My Aged Care
- Child Support
- Department of Veterans' Affairs
- National Disability Insurance Scheme

One Inbox for your important notices

myGov Inbox will keep your letters, statements and messages safe, secure and in the one place. You can get notices from:

- Medicare
- Australian Taxation Office
- Centrelink
- Child Support
- Department of Veterans' Affairs
- National Disability Insurance Scheme

One place to update your details with government departments

You can update your address and contact details in your myGov account and your changes will also be made with your linked member services. Member services that participate in Update Your Details are:

- Medicare
- Australian Taxation Office
- Centrelink
- Australian JobSearch

ABN and myGov

If you have an ABN, you can connect it to your myGov account. Contact myGov to obtain a login, either:

to to website **mygov.au**

T: 13 23 07

A: 430 Wilson Street, ALBURY 2640

Monday to Friday 8.30 - 4.30pm

Government Access Services and Other Services

Government Access Services are available at Greater Hume's Culcairn Office and Library Complex, Holbrook

- Department of Fair Trading – applications and information
- Seniors Card applications
- National Parks – passes
- Births, Deaths and Marriages – applications
- NSW Maritime – boat and PWC licences, vessel registration renewals
- State Debt Recovery Office – payments
- Department of Industry and Investment – Fisheries Division – fishing licences
- Housing NSW – Public housing general enquiries and applications
- RTA – Driver knowledge and hazard perception tests; driver qualification tests for cars, motorbikes and trucks

Also at the Culcairn Office only

- Disability Advocacy and Information Services – available for appointments once a month
- Albury (No Interest Loan Scheme) - available for appointments when requested
- Hume Riverina Community Legal Service – available for appointments when requested
- RTA – every fortnight for licensing and registration renewals and driving tests
- Purchase Trainlink rail tickets

At Henty Council Office and Library only

- RTA Drivers Licence Road tests (once a month)
- RTC internet access (free to library members)
- Photocopying/faxing and laminating services
- Screen/data projector hire

Centrelink

Centrelink agencies are located at Council's offices in Culcairn and Holbrook. Services available include:

- Use of the telephone to ring prospective employers, speak to Centrelink or use the self service options
- Have your proof of identity documents copied
- Use of the fax or copier
- Use of the computer for Centrelink information and other purposes, resume writing and searching for a job
- Pick up and lodge Centrelink forms
- Respond to general questions on payments and services
- Show you a quick and easy way to do your business with Centrelink through self service
- Help you complete forms and other paper work
- Arrange referrals to specialist Centrelink services

Enrol To Vote

Voting in Australia is compulsory for everyone who is over the age of eighteen. So, in the months before you turn eighteen, it is a good idea to start thinking about enrolling to vote.

The Australian Electoral Commission only needs to register you on one form in order for you to be eligible to vote in local, state and federal elections.

For more information and to enrol go to

aec.gov.au/Enrolling_to_vote.

If you are already on the electoral roll but you change your name or address please contact the Electoral Commission to update your address details or visit **elections.nsw.gov.au**.

Human Services Information

The Australian Government Department of Human Services (DHS) provides easy, high quality services to people at different stages of their lives through the Centrelink, Child Support, Medicare, CRS Australia and Australian Hearing programs. The Department is responsible for the development of service delivery policy and provides access to social, health and other payments and services. Our priorities are, "to support individuals, families and communities to achieve greater self-sufficiency; through the delivery of policy advice and high quality accessible social, health and child support services and other payments; and support providers and businesses through convenient and efficient service delivery." Contacting Department of Human Services The numbers listed below will put customers in contact with an Australian Government Department of Human Services Call Centre. Calls to '13' numbers can be made anywhere in Australia for the cost of a local call. Calls to a FreeCALL number are free from a landline. Calls from mobile phones are charged at mobile phone rates. Use these numbers for enquiries about DHS services and payments: Centrelink: (Mon to Fri 8 am to 5 pm).

- Self Service Line: 13 6240
- Employment Services: 13 2850
- Retirement Services: 13 2300
- Disability, Sickness and Carers: 13 2717
- Youth and Student Services: 13 24 90
- ABSTUDY: 1800 132 317
- Financial Information Service National Seminar Booking Hotline: 13 63 57
- Medicare: 13 20 11 (24 Hours, 7 days a week)
- Child Support: 13 1272 (Mon to Fri: 8 am to 4.45pm)
- Australian Hearing: 1300 412 512 (Mon to Fri: 8.30am to 5pm)
hearing.com.au

A complete description of services visit humanservices.gov.au.

Internet Public Access

Is available at Culcairn, Henty and Holbrook Public Libraries, Jindera Community Hub and Internet Cafe at Submarine Cafe, Albury Street, Holbrook.

Legal

Justice Of The Peace (JP)

If you are seeking the services of a JP in your area please access www.jp.lawlink.nsw.gov.au. On the website you are able to conduct a search for JP's for a specific postcode. The site will provide you with a list of names and contact telephone numbers. As JP's are usually volunteers they may not be available at short notice or at all times of the day. When seeking the services of a JP, please telephone in advance to make an appointment. It is best to telephone during weekday business hours. If urgent contact on a weekend is necessary, please limit your call to a reasonable time of the day.



Legal Services (Community Legal Services)

Hume Riverina Community Legal Service provides free legal advice on a range of issues. These include family law, family violence, separation and divorce, youth law, motor vehicle accidents, credit and debt issues, discrimination, consumer complaints, traffic offences, fines, seniors' issues and other everyday legal problems. To book an appointment T: 1800 918 377.

NSW Trustee and Guardian

The Trustee and Guardian Wagga Wagga branch visits Albury on the third Wednesday of each month to provide services to local communities. If you need to make or update your Will, Power of Attorney or Enduring Guardian T: 6932 7800 to make an appointment. For more information on services tag.nsw.gov.au

Library Services

Greater Hume Council provides library facilities at Culcairn, Henty and Holbrook, while smaller towns and villages are provided with mobile library services (see below). Services include: fiction and non fiction books, talking books, big range of large print books, magazines, newspapers, DVDs, disabled access, photocopying and fax facilities. Free internet access to library members.

Culcairn - 40 Balfour Street, Culcairn

Monday to Friday 8.30am to 5pm

Saturday 10.00am to 12.30pm

Henty - 32 Sladen Street, Henty

Monday Closed

Tuesday to Friday 11am to 1pm, 2pm to 5.30pm

Saturday 10.00am to 12.30pm

Holbrook - Library Court, Holbrook

Monday Closed

Tuesday to Friday 11am to 1pm, 2pm to 5.30pm

Saturday 9.30am to 12.30pm

For more information regarding library rules and borrowing conditions greaterhume.nsw.gov.au or contact a Greater Hume Library T: 6036 0100

Library membership is free and open to all residents of Greater Hume.

Mobile Library Services

Mobile library services are currently available to Brocklesby, Burrumbuttock, Gerogery, Jindera, Mullengandra, Walbundrie, Walla Walla and Woomargama.

For more information regarding dates and times contact Riverina Regional Library. T: 6926 9771 or visit rri.nsw.gov.au.

Places of Worship

For a comprehensive listing of places of worship across Greater Hume visit Council's Community Directory located on our website.

State Emergency Service

The SES is made up of a wide diversity of people who regularly commit their time and energy, volunteering to assist their communities in times of flood, storms and other emergencies. The organisation provides ongoing training to update skills and conducts regular practice sessions. The friendships forged through fellow volunteers makes this training commitment easy. Greater Hume Council has two SES units, based at Culcairn and Holbrook. Residents interested in joining the SES in Greater Hume Council please contact the SES Unit Controller
T: 6058 5300 or visit ses.nsw.gov.au.

Visitor Information Centre

Greater Hume Visitor Information Centre is located in the Submarine Precinct at Holbrook. Residents are invited to contact our Accredited Visitor Information Centre at Holbrook or visit one of our Visitor Information Points to access visitor information such as our visitor's guide, town and region maps, day and half day tours of the region, information and brochures on attractions, towns and events. Visitor Information Points are located at Burrumbuttock General Store, Burrumbuttock; Red Cross Craft Shop, Culcairn; Dales Highway Store and Doodle Cooma Craft Shop, Henty; Gerogery Supply Store, Gerogery; Woolpack Inn Museum, Holbrook; Jindera Pioneer Museum, Jindera; Walla Store, Walla Walla, Walbundrie Co-op; Walbundrie and Woomargama Post Office, Woomargama. Contact our Accredited Visitor Information Centre at: 15 Wallace Street, Holbrook
T: 6036 2422 E: tourism@greaterhume.nsw.gov.au
W: visitgreaterhume.com.au

Volunteering

Volunteering has a meaningful and positive impact on your local community. Studies report that engaging in regular volunteer work increases life expectancy because social interaction improves 'quality of life'.

Volunteering offers many other benefits as well, including:

- Opportunity to learn or develop new skills
- Be part of your local community - What better way is there to connect with your community and give a little back than volunteering
- Increase motivation and sense of achievement
- Boost your career options- If you are thinking of a career change then volunteering is a perfect way to explore new fields
- Create new interests and hobbies - Volunteering can give that escape to everyday routine and create a balance in our lives. Finding new interests and hobbies through volunteering can be fun, relaxing and energizing.
- Meeting a diverse range of people - Volunteering also offers an incredible networking opportunity and both the recipients of your volunteer efforts and your co-workers can be a rich source of inspiration and an excellent way to develop your interpersonal skills.

Send a message to your employer, teachers, friends and family - People pay attention to your life outside the environment in which they have direct contact with you. Volunteering reflects and supports a complete picture of you, and gives real examples of your commitment, dedication and interests. Show people what you are passionate about and maybe you will inspire them too!

Do you wish to volunteer?

Greater Hume Council connects prospective volunteers and organisations that operate across a variety of different areas. Council values the significant contribution made by community members who volunteer their time to support these diverse services. Volunteers significantly enhance the quality of life, community spirit and leisure time opportunities in the region and volunteering promotes enduring social, cultural, environmental and economic value to the community.

The volunteering opportunities within Greater Hume are varied including:

Aged and Disability

Children's Services

Community Development

Health and Wellbeing

History and Heritage

Sport and Recreation

Tourism, Events and Visitor Services

For more information on volunteering or seeking volunteers contact Greater Hume Council

T: 6036 0186 or E: kwise@greaterhume.nsw.gov.au

Youth

Skate Parks

Skate parks are located in:

- Wallace Street, Holbrook
- Memorial Park Keighley Street, Henty
- Dight Street, Jindera (within the sportsground)

New skate parks are planned for Culcairn, Jindera and Walla Walla.

Youth Services

Library and Youth Development Team Leader, Susan Kane, provides youth services to Greater Hume and Lockhart Councils working effectively with young people to enhance their health and wellbeing, and provide them with opportunities to contribute to the community. Initiatives include:

- Youth activities during school holiday periods
- Annual Youth Forum
- Motivational media program for schools
- Works with schools to coordinate programs on driver safety and Responsible Serving of Alcohol training for students
- Youth week activities
- Youth Advisory Committee
- Cultural programs and activities
- Homework club at Henty, Holbrook and Culcairn Libraries.

For more information please contact:

Susan Kane, Council's Library and Youth Development Team Leader

T: 6036 0100

E: skane@greaterhume.nsw.gov.au

Your Council

Contact Council Offices

Council Office

Corporate Services, General Manager, Customer Service Office

39 Young Street, Holbrook NSW 2640 T: 6036 0100

Council Office

Engineering, Environment and Planning, Customer Service Office, Library

40 Balfour Street, Culcairn NSW 2660 T: 6036 0100

Jindera Community Hub

Customer Service Office, Greater Hume Children Services, 83 Urana Road, Jindera NSW 2642 T: 6036 0100

Walla Walla Customer Service

Customer Service Office

74 Commercial Street, Walla Walla NSW 2659

T: 6029 2392

Henty Office & Library

Customer Service Office, Library

32 Sladen Street, Henty NSW 2658 T: 6036 0100

Email Council

You can email Council at: mail@greaterhume.nsw.gov.au

Writing to Council

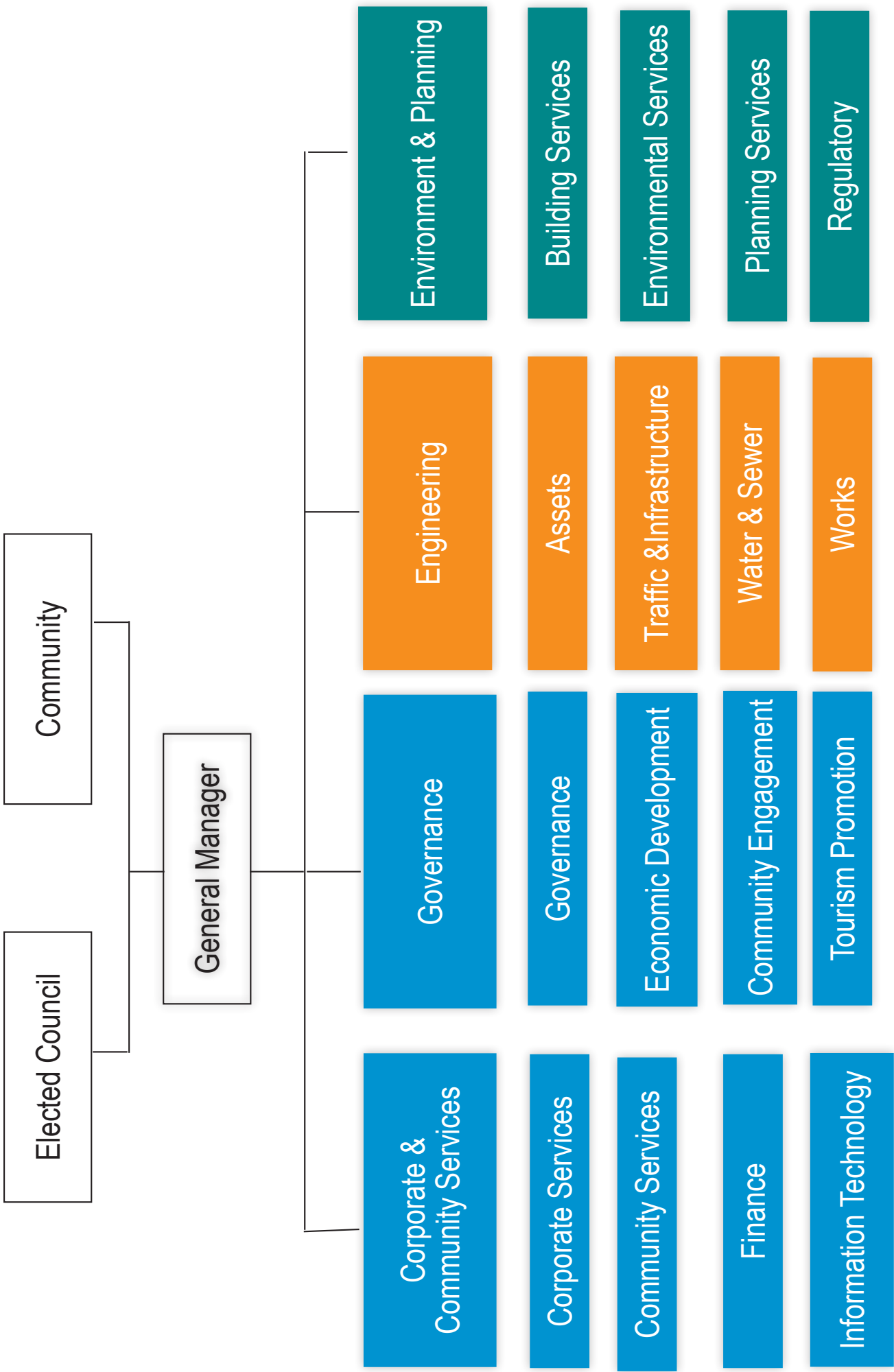
Address all correspondence to:

General Manager

PO Box 99, HOLBROOK NSW 2644

Organisational Structure of Greater Hume Council

See following page



Aged Care Services
Community Grants
Community Programs
Financial Reporting
Human Resource Mgt
Information Technology
Leases
Libraries
Section 355 Committees
Records Management
Rural Transaction
Centres

Greater Hume Children
Services

Youth Services

Risk Management

Agendas & Minutes
Community Strategic
Plan
Delegations Register
Economic Development
Internal Audit
Legislative Compliance
Media Releases
Media Liaison
Policy Development
REROC
RAMROC
Strategic Planning
WHS/RISK

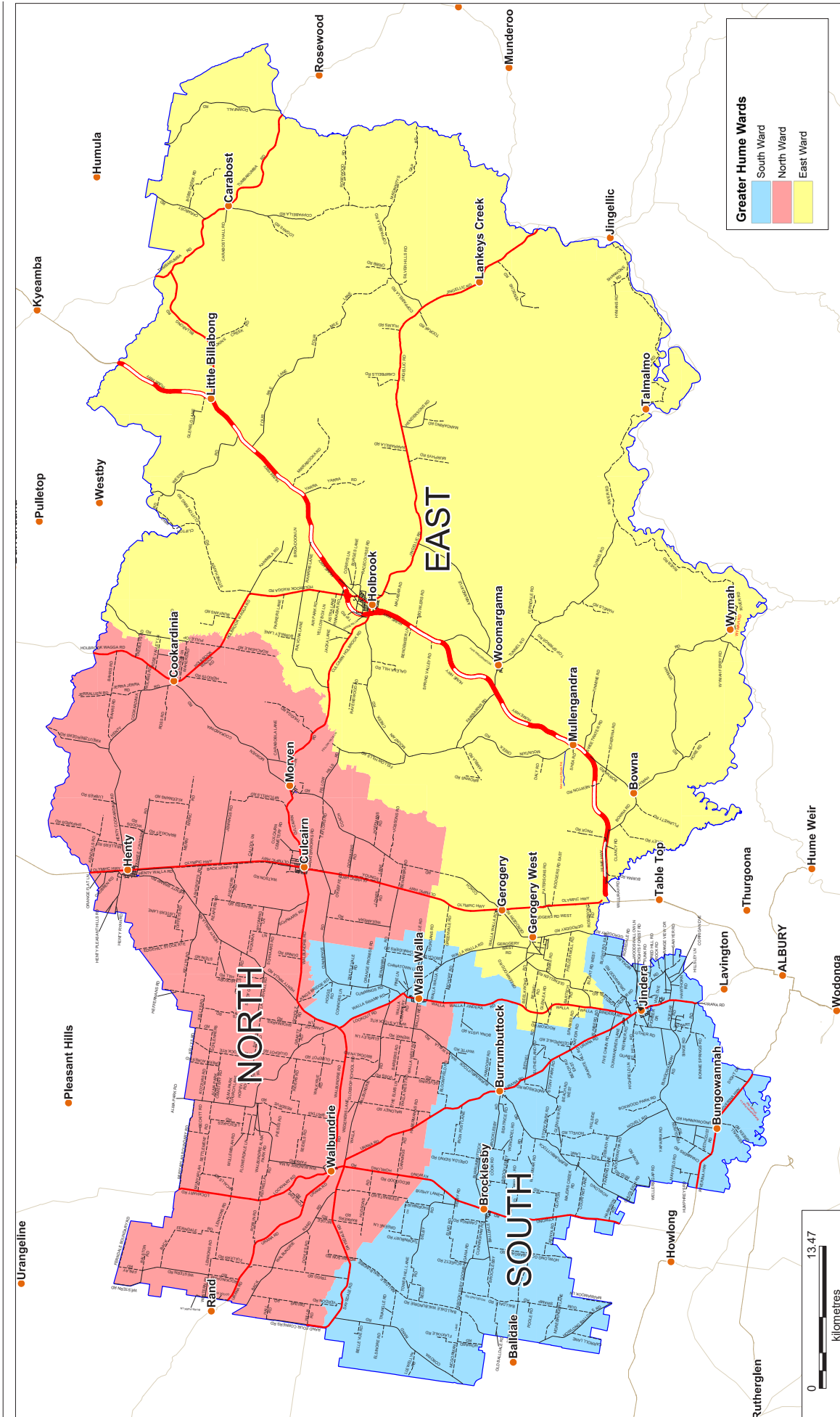
Asset Management
Bridges
Data Collection
Contracts
Development Conditions
Depots & Workshops
Effluent Reuse
Emergency Management
Floodplain Management
Footpaths, Kerb Channel
GIS Mapping
WHS
Parks & Reserves
Plant & Fleet
Management
Quarries & Pits
Road Maintenance
Road Safety
Sewerage
Stormwater Drainage
Streetlighting
Survey & Design
Traffic Management
Water Supply

Amusement Devices
Approvals
Article Impounding
Building Inspections
Caravan Pakrs
Companion Animals
Construction Certificates
Development Control
Environmental Health
Food Safety
Heritage Matters
Local Environmental Plan
Municipal Buildings
Maintenance
Noxious Weeds
Nuisance Complaints
Plumbing & Drainage
Inspections
Pollution Matters
Public Entertainment
Approvals
Public Cemeteries
Public Health
Strategic Planning
Straying Stock
Subdivisions
Swimming Pools
Waste Management

Contact Your Local Councillor

Name	Address	Phone	Ward
Cr Heather Wilton MAYOR	PO Box 240 HOLBROOK NSW 2644	6036 2610 (Home) 0400 989 238	East
Cr Doug Meyer OAM DEPUTY MAYOR	PO Box 79 HENTY NSW 2658	0429 690 999	North
Cr Denise Osborne	135 Jindera Street JINDERA NSW 2642	6026 3381 (Home) 0411 282 320	South
Cr Matt Hicks	142 Adams Street PO Box 560 JINDERA NSW 2642	0419 602 780	South
Cr Jenny O'Neill	Bungowannah Road JINDERA NSW 2642	6026 3417 (Home) 0438 263 417	South
Cr Lea Parker	60 Bendemeer Lane HOLBROOK NSW 2644	0427 362 723	East
Cr Terry Weston	"Pilrig" 2420 Holbrook Road CULCAIRN NSW 2660	0407 933 127	North
Cr Annette Schilg	1098 Walla- Walbundrie Road WALBUNDRIE NSW 2642	0429 906 401	North
Cr Tony Quinn	21 Thomas Street GEROGERY WEST NSW 2642	0429 674 933	East

Wards in Greater Hume Council



GREATER HUME COUNCIL
Local Government Area



Council Elections

Council elections are held on the second Saturday in September every four years. A by-election was held in November 2018 resulting in Councillor Lea Parker elected as an East Ward councillor for the remainder of the term.

Next local government elections will be held in September 2020. Elections are conducted by the NSW Electoral Commission.

Council Meetings

Greater Hume Council meets monthly usually on the third Wednesday of the month. The schedule of meetings, together with agenda documents and minutes are available for viewing on Council's website.

Budgetary/Delivery Plan Process

Annually Greater Hume Council undergoes rigorous planning for the following year's delivery plan; identifying actions for the next 1 to 4 year horizon and setting the budgetary income and expenditure to meet its plans. This process aligns with council's long term strategic plan *Greater Hume 2030*. In addition, Council receives a quarterly report on the delivery of its planned strategies to ensure that its actions align with its strategic planning objectives and budgetary/financial commitments.

How A Council Works

Roles and Responsibilities - Mayor, Councillors and General Manager.

The Local Government Act 1993 sets out the distinct roles of the council and the general manager. In a nutshell, council sets policy and the general manager implements it and manages and directs the council staff. The role of the mayor is:

- To exercise in cases of necessity, the policy-making functions of the governing body of the council between meetings of the council
- To exercise such other functions of the council as the council determines
- To preside at meetings of the council
- To carry out the civic and ceremonial functions of the mayoral office

The role of a councillor, as a member of the governing body of the council, is:

- To direct and control the affairs of the council
- To participate in the optimum allocation of the council's resources for the benefit of the area
- To play a key role in the creation and review of the council's policies and objectives and criteria relating to the exercise of the council's regulatory functions
- To review the performance of the council and its delivery of services, and the management plans and revenue policies
- Review the performance of the general manager on an annual basis

The role of the councillor, as an elected person, is:

- To represent the interests of the residents and ratepayers
- To provide leadership and guidance to the community
- To facilitate communication between the community and the council

Annual Report

Each year in November, Council prepares an annual report that summarises its achievements for the proceeding financial year. The current annual report is available for viewing on Council's website.

When To Apply For Funding In The Budget

If you wish to apply for funding in the budget, the ideal time to make application to Council is prior to February each calendar year, as the detailed planning process occurs between February to April, prior to the public exhibition of the draft delivery plan and budget which occurs during May and June. Residents and/or ratepayers can apply at other times of the year, but Council may hold the matter over until the delivery plan budgetary review.

Lodge a Customer Action Request

Residents and ratepayers are encouraged to report matters that require Council's attention by using the Contact Us tab on the website greaterhume.nsw.gov.au.

The **Lodge A Customer Request** has been designed for you to request, comment, suggest or advise a problem. Please provide as much information as you can to assist us.

For requests requiring IMMEDIATE/URGENT action eg dangerous dog, dog attack, tree across road, etc, phone 02 6036 0100 to report the problem.

Council Grants

Greater Hume Community Development Grants, provides up to funding to \$40,000 per year. The aim of these grants is to support, assist and encourage community groups to develop and implement:

- Innovative programs to help build and maintain social cohesion, build local capacity and lead toward social sustainability
- Community and Council partnerships
- Enhance, develop or construct community facilities
- Sport and recreation projects and activities
- Arts and cultural projects and activities
- Projects that will improve the viability and sustainability of the economy
- Projects that will improve the amenity and quality of physical infrastructure

The Greater Hume Community Development Funding Program opens in August every year and eligible organisations can apply for up to \$4,000 in funding.

Applications are available via Council's website, or contact the Manager of Community Services T:6036 0100.

Applicants are encouraged to contact Council to discuss their application prior to completion and submission.

Greater Hume Celebrates Australia Day

On 26 January each year Greater Hume Council celebrates Australia Day in a different town or village in the shire. All residents of the shire are invited to attend and to celebrate this important day in Australia's history. Citizen, Young Citizen, Community Event, and Sports Awards are announced each year at the Greater Hume Official Australia Day ceremony.

Access to Council Information via Website

Residents are encouraged to regularly review Council's website **greaterhume.nsw.gov.au**.

The following list is provided as an example of the types of information available on Council's website:

- Events 'What's On' calendar
- Have Your Say
- Lodge a Customer Action Request
- Agendas and minutes of Council meetings
- Policy documents
- Employment opportunities
- Development and Planning information
- Road closures
- Council's biannual newsletter
- Council's News
- Landfill opening times
- Water restrictions

Access to Information held by Greater Hume Council

The Government Information (Public Access) Act 2009 (NSW), (GIPA Act), establishes a comprehensive system for public access to government information.

The GIPA Act encourages the routine and proactive release of government information, including information held by providers of goods and services contracted by government agencies.

In summary, there are a number of ways in which Council information will be available.

Mandatory Release

Council must publish certain information on its website, free of charge. This public information includes:

- Council policies
- Information about the Greater Hume Council
- Information about Development Applications (DAs)
- Plans and strategies
- Agendas and Minutes of Council Meetings (excluding confidential items as prescribed under Section 10A of the Local Government Act 1993)

If the information is not available on Council's website, you may inspect a copy of the information at Councils' offices during normal business hours free of charge. If you wish to obtain a hard or electronic copy of the information, charges may apply.

Proactive Release

Under the GIPA Act we proactively release information with a commitment to providing as much information as possible, for free or at the lowest possible cost. It is also our intent to make information easily accessible to the public.

Informal Request

Other information held by Council is authorised to be released in response to an informal request, subject to any reasonable conditions that Council may wish to impose. This may include information not currently available on Council's website, a request for an individual's own personal information or property related enquiries..

You can download an Informal application request or email Council at mail@greaterhume.nsw.gov.au.

Obtaining property owner information

We only release property owner details if they are a business or corporation. In compliance with privacy laws, we do not release individual ownership details. You can apply for individual property ownership information from NSW Land Registry Services.

Formal Request

Council can release information in response to a formal application. You can download a formal application form.

In some limited circumstances, people seeking access to government information will need to submit a formal request. This should occur if one or more of the following apply to the information requested:

- It is of a sensitive nature that requires careful consideration in terms of overriding public interest for and against disclosure
- It contains personal (of another person) or confidential information where consultation with other

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