

# Residents Guide

*live a greater life*



Greater  
Hume  
Council

[greaterhume.nsw.gov.au](http://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.

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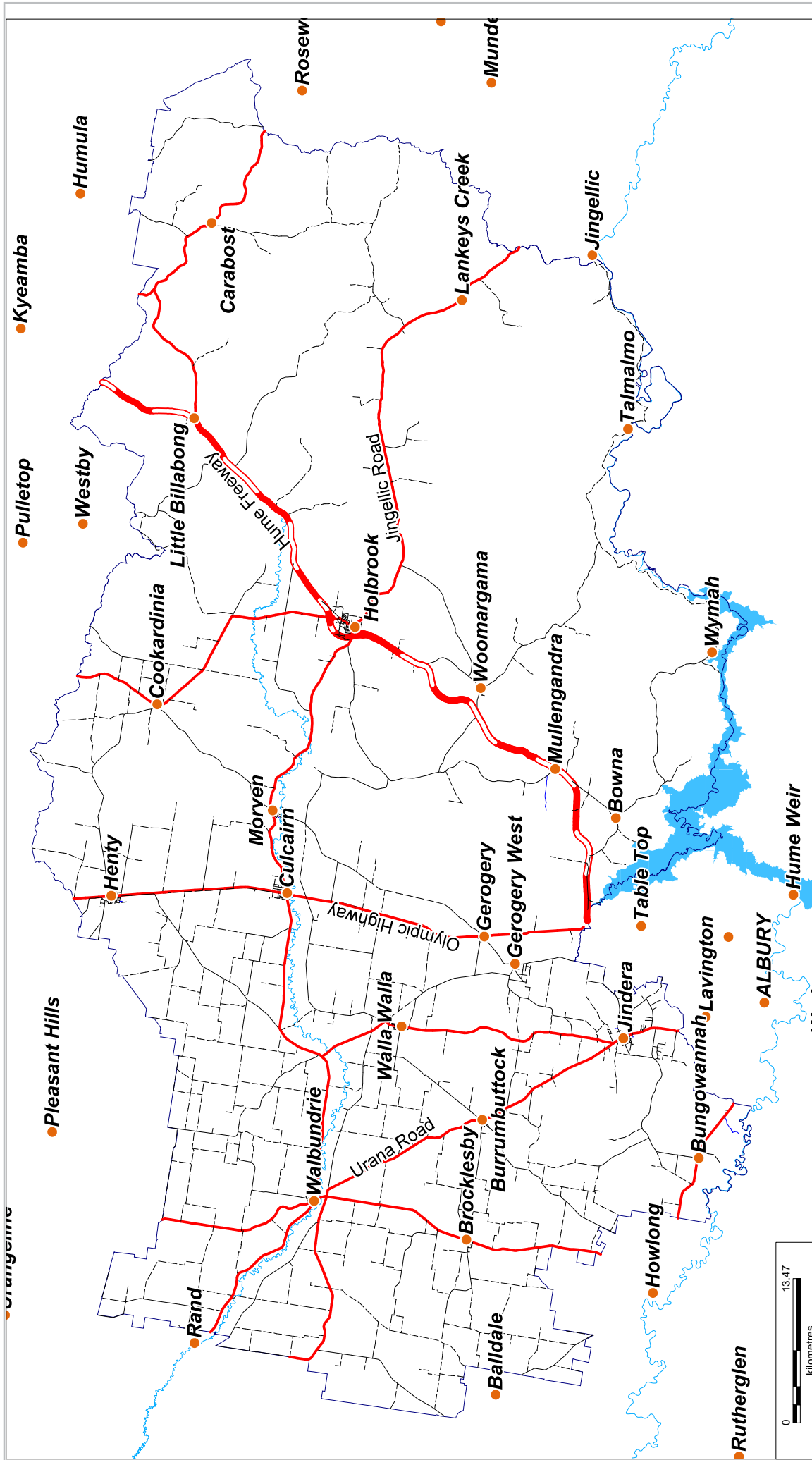
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-  National Highway
-  State Road
-  Regional Road
-  Local Road
-  Unsealed

# GREATER HUME COUNCIL

## Local Government Area





## Welcome to Residents

I take this opportunity to thank existing and welcome new residents who have made Greater Hume their home, and those who may be considering a move to this beautiful area.

The Greater Hume region has just the right blend of country living and access to local facilities, and all the while easy access to two large regional cities. Residents are drawn by the appeal of small town or village life or choose to live in a rural and semi-rural environment.

This comprehensive booklet 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.

On behalf of my fellow councillors and staff, I commend this publication to you and trust you find it a useful resource.

Live well. Live a greater life.

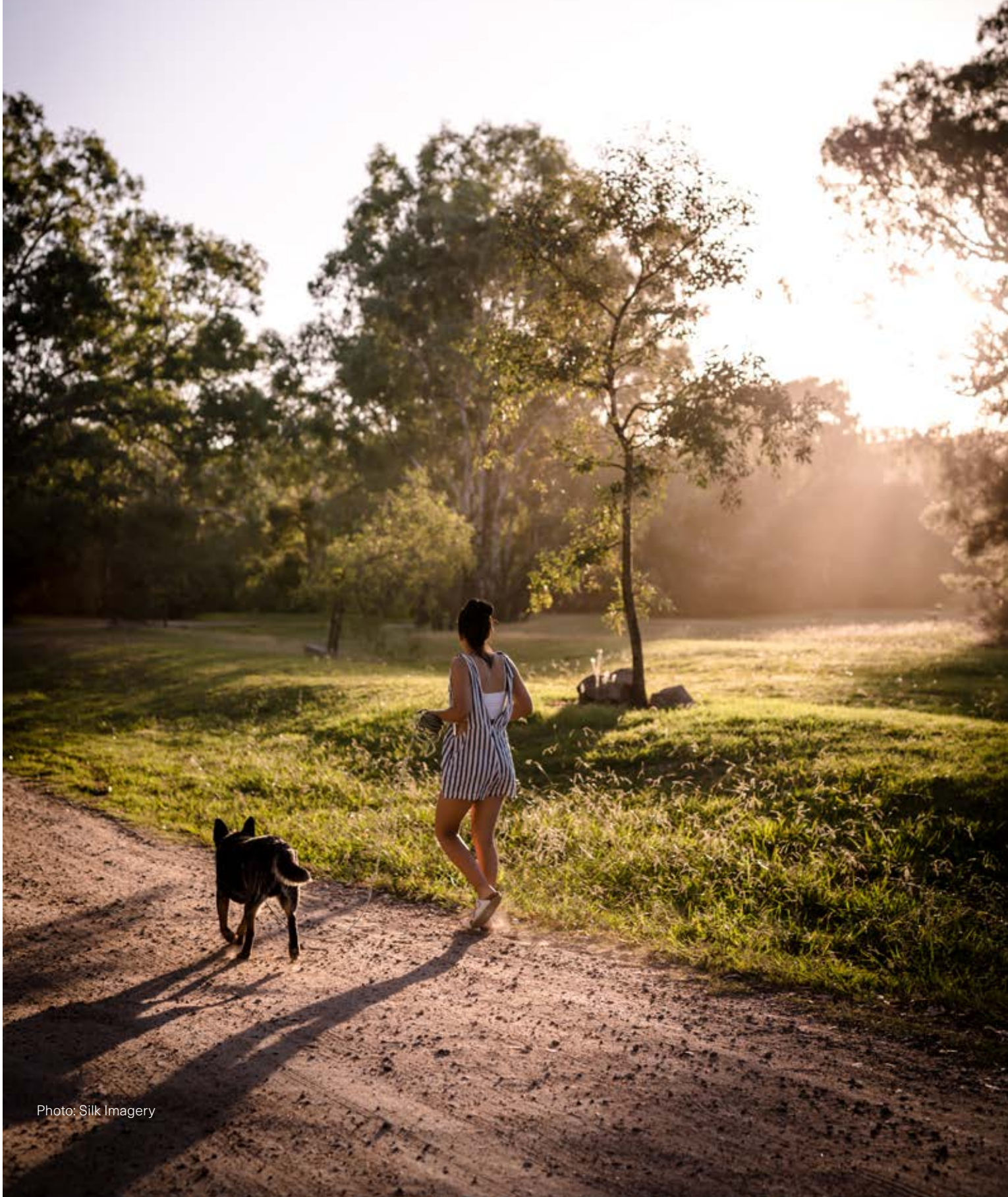
**Cr Tony Quinn**

**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 1,473

Average Yearly Rainfall 600 – 800 mm

### **Henty**

Home of the Headlie Taylor Header and Henty Machinery Field Days

Population 1,273

Average Yearly Rainfall 600 – 800 mm

### **Holbrook**

The Submarine Town

Population 1,715

Average Yearly Rainfall 800 – 1,000 mm

### **Jindera**

Satellite Town to Albury Wodonga Regional Centre

Population 2,222

Average Yearly Rainfall 600 – 800 mm

### **Walla Walla**

Alive With Opportunities

Population 836

Average Yearly Rainfall 600 – 800 mm

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

Source: Population 2016 Census

## Council Contacts

Council's Offices are located at:

- Council Office 40 Balfour Street, Culcairn
- Council Office 39 Young Street, Holbrook
- Jindera Community Hub 83 Urana Street, Jindera
- Walla Customer Service 74 Commercial Street, Walla Walla

You can telephone Council for the cost of a local call T:1300 653 538 or T: 6036 0100

All correspondence to:

General Manager, Greater Hume Council

PO Box 99 Holbrook NSW 2644

E: [mail@greaterhume.nsw.gov.au](mailto:mail@greaterhume.nsw.gov.au)

## Council Management



**General Manager**  
Steven Pinnuck



**Director Corporate  
and Community  
Services**  
David Smith



**Director Engineering**  
Greg Blackie



**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: 13 25 00

## Electricity supply interruptions and Gas supply interruptions

Essential Energy	T: 13 20 80
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## Water supply interruptions

Villages and Culcairn Water Supplies - Brocklesby, Burrumbuttock, Culcairn, Gerogery, Gerogery West and Jindera.

Greater Hume Council	M: 0408 691 637
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Henty, Holbrook, Morven, Walbundrie, Woomargama and Walla Walla.

Riverina Water	T: 6922 0608
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## Emergency Hospital Services

Albury	T: 6058 4444
Culcairn	T: 6044 6100
Henty	T: 6929 4999
Holbrook	T: 6036 2522
Wagga Wagga	T: 5943 1000
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: 13 27 17
Emergency Assistance	T: 13 28 50
Employment	T: 13 28 50
Families	T: 1361 50
Farmers Assistance	T: 13 23 16
myGOV	T: 13 23 07
Older Australians	T: 13 23 00
SCAMS Help	T: 1800 941 126
Training and Study	T: 13 24 90

## Crisis Services

Alcohol and Drug Info Service	T: 1800 422 599
Domestic Violence National Helpline	T: 1800 737 732
Healthdirect Advice Line (24 hours)	T: 1800 022 222
Kids Help Line	T: 1800 551 800
Lifeline	T: 13 11 14
Mental Health Line	T: 1800 011 511
Parents and Babies Service (Albury Wodonga Health)	T: 6051 7174
Parent Helpline	T: 1300 130 052
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
National Security Hotline	T: 1800 123 400
Poisons Information Centre (24 hrs)	T: 13 11 26

## Dial Before You Dig

Before you start digging, phone 1100 for information about underground services or visit the website [1100.com.au](http://1100.com.au)



# Basic Essentials



# Basic Essentials

## Animal Services

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

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 Molhinten 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 area:

- 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.

### 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.

### 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.

### 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. Read the policy on Council's website.

## Engineering

Engineering Services encompasses:

- Construction and maintenance of roads and bridges
- Parks, gardens and reserves management and maintenance
- Water and waste water services and planning
- Stormwater management
- Public amenities
- Road safety information
- Emergency services management
- Survey and design
- Geographical information systems mapping (GIS)
- Council's depots, plant 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 area 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.

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

Greater Hume Council  
 PO Box 99  
 Holbrook  
 NSW 2644

39 Young St Holbrook NSW 2644  
 P 02 6036 0100 or 1300 653 538  
 F 02 6036 2693  
 E mail@greaterhume.nsw.gov.au  
 greaterhume.nsw.gov.au  
 ABN: 44 970 341 154

### Instalment Notice

Notice is hereby given that the next instalment of rates is due and payable as set out below. Failure to pay the amount shown by the due date will result in interest being charged in accordance with the Local Government Act 1993.

Assessment No.
Posting Date
Due Date

Please notify Council of any changes to your mailing address.

Description & Location of Property

Deduct Payment Since	Due Date	Total Amount Due

Simple interest is charged daily on overdue rates at  
 There is no GST payable on this notice.

Steven Pinnuck  
 General Manager

See over for payment options

Biller Code: 545863  
 Ref:

Telephone and Internet Banking - Bpay®  
 Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au  
 BPAY Viewbill - View and pay this bill using internet banking.  
 BPAY View Registration No.:

**Greater Hume Council - Instalment**

Name  
 Assessment Number  
 Total Amount  
 Due Date

Amount Paid \$

## 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 rates and charges for the following year. This document 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 all submissions. So 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.

## 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.

## 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 T: 6036 0100.

## Interest Penalties

Interest penalties apply if payment is not received by the due date.

## 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 any Council office.

You can access the form at [greaterhume.nsw.gov.au/Living-in-Greater-Hume/Rates](http://greaterhume.nsw.gov.au/Living-in-Greater-Hume/Rates)

## 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.

## Waste Facilities Opening Times, Charges & Accepted Waste – commencing 1 July 2021

**Waste Facilities do not open 1 January, Good Friday, 25 April and 25 December. All enquiries should be directed to Council T: 1300 653 538.**

Day of Week	Brocklesby	Burrumbuttock	Culcairn	Gerogery	Henty	Holbrook	Jindera	Mullengandra
Location of Facility	18 Lee Road	218 Burrumbuttock Brocklesby Road	48 Schnaars Road	83 Coach Road	2216 Henty Pleasant Hills Road	160 Tip Road	148 Dights Forest Road	953 Bowna Road
Tuesday		2pm - 5pm				2pm - 5pm		
Wednesday							2pm - 5pm	
Thursday		9am - 12pm				2pm - 5pm		
Friday								
Saturday		2pm - 5pm				9am - 12pm	9am - 12pm	
Sunday	1 <sup>st</sup> Sunday 10am - 12pm 3 <sup>rd</sup> Sunday 2pm - 4pm	1 <sup>st</sup> Sunday 2pm - 4pm 3 <sup>rd</sup> Sunday 10am - 12pm	2pm - 5pm	2 <sup>nd</sup> & 4 <sup>th</sup> Sunday 2pm - 5pm	2 <sup>nd</sup> & 4 <sup>th</sup> Sunday 2pm - 5pm	2pm - 5pm	2pm - 5pm	1 <sup>st</sup> & 3 <sup>rd</sup> Sunday 2pm - 5pm
<b>The following are accepted without charge where indicated by A; \$ indicates that charges apply; N/A indicates items are not accepted.</b>								
Scrap Metal	A	A	A	A	A	A	A	A
Clean Fill	A	N/A	A	A (limited quantities)	A	A	A (limited quantities)	N/A
Green Waste	\$	\$	\$	\$	\$	\$	\$	\$
Car and Truck Batteries	A	A	A	A	A	A	A	A
Oil	N/A	A	A	A	N/A	A	A	N/A
Recyclables (domestic quantities only) 240 litre bins	A	A	A	A	A	A	A	A
Cardboard & Paper (3m <sup>3</sup> skip)	N/A	N/A	A	A	A	A	A	A
Tyres	N/A	N/A	\$	N/A	N/A	\$	\$	N/A

Council does not accept hazardous wastes, chemical drums (except as arranged on DrumMUSTER days) or animal carcasses. Asbestos accepted at Culcairn ONLY – special payments apply. **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 dispose of them:

<b>Asbestos</b>	Only accepted at Culcairn Landfill.
<b>Batteries (Car &amp; Truck)</b>	Accepted FREE for recycling at all waste centres.
<b>Cardboard &amp; Paper</b>	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.
<b>Chemical Drums</b>	Council runs two (2) Drummuster collections per year (usually May and October) at Burrumbuttock, Culcairn and Henty waste facilities, Holbrook Depot and Walbundrie Showgrounds.
<b>Computers &amp; TV's (ewaste)</b>	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.
<b>Gas Bottles, Paint Tins, Electronic Waste, Fluoro Globes &amp; Tubes, Car &amp; Household Batteries, Motor Oils, Smoke Detectors</b>	Accepted FREE at ALL Landfills and Transfer Stations Household quantities only.
<b>Green Waste</b>	Must not be contaminated. Green waste consist of prunings, cut up trees and shrubs <u>only</u> . Separate areas are provided at waste centres for green waste disposal.
<b>Mobile Phones (ewaste)</b>	Must be separated from general waste. Recycling boxes are located in all Council Service Centres (Culcairn, Henty, Holbrook, Jindera and Walla Walla).
<b>Prohibited Substances</b>	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.
<b>Scrap Metal</b>	<u>Must</u> be separated and deposited on the area set aside at each waste facility. All scrap metal is recycled.
<b>Tyres</b>	<u>Must</u> be separated from general waste. Tyres are accepted at Culcairn, Holbrook and Jindera waste centres.
<b>Waste Oil</b>	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.

## Landfill / Waste Transfer Station Prices 2021/2022

DESCRIPTION	Resident Fee (inc GST)	Non Resident Fee (inc GST)
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 <sup>3</sup>	\$21 per m <sup>3</sup>
Trucks	\$15 per m <sup>3</sup>	\$32 per m <sup>3</sup>
Commercial Waste	\$30 per m <sup>3</sup>	\$42 per m <sup>3</sup>
Asbestos (accepted) Culcairn ONLY (Up to 1 tonne)	\$150 per tonne or part there of	
Batteries	NO Charge	
Concrete	\$48 per m <sup>3</sup>	
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 <sup>3</sup>	
Fridges, Freezers and Air Conditioners (Gassed or Ungassed)	\$25 each	
Washing Machines (Plastic) (All metal machines are FREE)	\$10 each	
Green Waste	\$7 per m <sup>3</sup>	\$17 per m <sup>3</sup>
Mattresses - King or Queen Mattress	\$28 each	\$35 each
Mattresses - King or Queen Mattress & Base	\$33 each	\$40 each
Mattresses - Single Mattress	\$20 each	\$25 each
Mattresses - Single Mattress & Base	\$28 each	\$30 each
Lounges - 3 Seater Lounge	\$28 each	\$35 each
Lounges - 2 Seater Lounge	\$26 each	\$32 each
Lounges - Single Lounge Chair	\$10 each	\$18 each
Motor Oil	NO Charge	
Scrap Metal (not contaminated)	NO Charge	
Tyres - (Culcairn, Holbrook and Jindera Landfills ONLY) Car or Motorcycle	\$8 each	
Tyres - (Culcairn, Holbrook and Jindera Landfills ONLY) Light Truck and 4WD	\$10 each	
Tyres - (Culcairn, Holbrook and Jindera Landfills ONLY) Truck	\$26 each	
Tyres - (Culcairn, Holbrook and Jindera Landfills ONLY) Super Single & Small Tractor (diameter<1.5m)	\$40 each	
Tyres - (Culcairn, Holbrook and Jindera Landfills ONLY) Tractor (>1.5m)	\$100 each	

### COVER YOUR LOAD

Residents are reminded to cover your load on the way to the landfill transfer station. This ensures all your rubbish gets to the waste centre and may prevent you from receiving a fine.

### ILLEGAL DUMPING

Illegal dumping of rubbish in Greater Hume can be a problem from time to time. Council relies on residents to help identify where rubbish has been dumped. Illegal dumping is an offence and offenders will be prosecuted.

## 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

Only household quantities 20kg or 20L for free, other amounts incur a charge.

Businesses are not eligible for free drop off at Community Recycling Centres.



## 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](http://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](http://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.

Council conducts drumMUSTER collections to enable chemical container and hazardous material collections.

Burrumbuttock Transfer Station, Culcairn Waste Depot Henty Transfer Station, Holbrook Waste Depot	Bookings are essential. Contact Greater Hume Council T: 02 6036 0100
Walla Walla – collection point is the old Walla Walla garbage tip site	Bookings are essential. Contact John Seidel M: 0429 039 322





## 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.

### 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

**Jingellic** Jingellic Oval, River Road, Jingellic

**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 [rfs.nsw.gov.au](https://rfs.nsw.gov.au).

## 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](http://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.

## 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

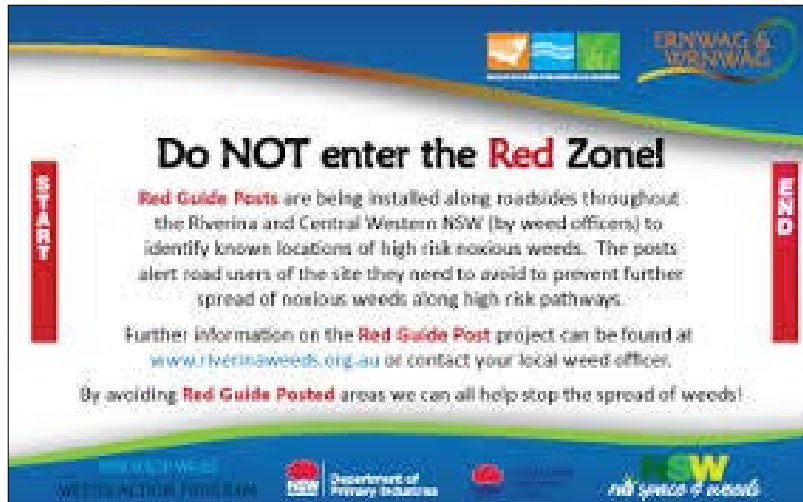
Residents wishing to collect firewood for personal use from roadside verges within Greater Hume Council area are required to obtain a permit. The permit, once issued, allows residents to collect fallen timber (felling of trees is not permitted) from selected roadside verges for a period up to 12 months.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

## Roadside Grazing Consent

Residents wishing to graze stock on the roadside adjacent to their property are required to obtain consent from Council in the first instance 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. A \$30 fee is applicable to obtain consent and grazing fees apply.

## Red Guide Posts

Regional Noxious Weeds Advisory Groups, Local Land Services and Transport for NSW has developed 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.



## 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](http://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 (e.g. 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:

- |                                |              |                 |
|--------------------------------|--------------|-----------------|
| • Mark Draper                  |              | M: 0408 572 236 |
| • Bill Schulz                  | T: 6029 2231 | M: 0427 293 229 |
| • Richard Plant                | T: 6025 5407 | M: 0418 353 525 |
| • Dale Broadfoot               |              | M: 0418 378 548 |
| • Luke Howard                  |              | M: 0403 191 780 |
| • Brad Burge                   |              | M: 0403 127 823 |
| • Jindera Bobcat and Machinery |              | 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
- 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

Additionally, meals are currently being delivered to Talmalmo and Gerogery and can arrange for where ever the service is required within the Greater Hume Council area.

## Banks

### 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 is available at your local Post Office.

## 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

## Child Care Services



[ghchildren.com.au](http://ghchildren.com.au)

### 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](mailto:mail@ghchildren.com.au)

### Centre Based Child Care

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

#### Henty

Monday to Friday care available

7:30am to 5:30pm

#### Holbrook

Monday to Friday care available

6:45am to 5:45pm

#### Walla Walla

Monday to Friday care available

7:30am to 5:30pm

Centre based child care services in Henty, Holbrook and Walla Walla are registered and approved. Eligible families can receive subsidies from the Department of Human Services (Centrelink). Before and after school care is available at Holbrook and Walla Walla.

For more information - Admin M: 0436 812 579 E: [mail@ghchildren.com.au](mailto:mail@ghchildren.com.au)

## Playgroups

Pop up community playgroups are run during the year. For more information contact Greater Hume Children Services. T: 1800 954 999.

## 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
Jindera Preschool	T: 6026 3468	E: jinderapreschool@bigpond.com
Little Saints Preschool	T: 6026 3908	E: littlesaints@stjs.nsw.edu.au

## Disability Services

### Greater Hume Disability Inclusion Action Plan (DIAP)

Greater Hume Council is committed to disability inclusion and access to build a strong and equitable community. 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. Read more about DIAP on Council's website.

### NDIS

The National Disability Insurance Scheme (NDIS) supports a better life for many Australians with a significant and permanent disability and their families and carers. For more information go to the website [ndis.gov.au](http://ndis.gov.au) or T: 13 23 07.

## 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.

A timetable of the community transport options can be accessed at any Council office, or doctor surgery or via Meals on Wheels Holbrook Office T: 6036 3677.



## On demand public bus service

**On Demand Regional Buses Public Transport for the towns of Holbrook, Woomargama, Mullengandra, Morven, Culcairn, Gerogery, Jindera, Burrumbuttock, Walla Walla, Henty, Yerong Creek, The Rock and Uranquinty.**

If you live in or near one of these towns and need to travel into Albury or Wagga give them a call.

Please give at least 24 hours notice before your travel, when you book Regional Buses will arrange a time to pick you up from your home, a location of your choice and then transfer you to the destination of your choice.

**This is a door to door service.**

After you have booked you will receive a text message the night before your travel with your pick up times and arrival times.

There are two buses running, the Burrumbuttock bus and the Holbrook bus.

The Burrumbuttock bus services Burrumbuttock, Walla Walla and Jindera into Albury from 7:00am to 7:00pm Weekdays.

The Holbrook Bus operates from 7:30am Woomargama, Holbrook, Morven, Culcairn, Gerogery into Albury at 9:00/9:30am on Monday, Wednesday and Friday ( on Fridays we also do include Mullengandra).

On Tuesdays we leave 7:20am Woomargama, Holbrook, Morven, Culcairn, Henty, Yerong Creek, The Rock, Uranquinty into Wagga Wagga.

On Thursday we leave 7:30/8:00am Henty, Culcairn, Gerogery into Albury.

We leave both Albury and Wagga at 2:30pm to come back home, also with this service we will give you free transfers around Albury and Wagga.

**Regional Buses also pick up prepaid parcels for people and businesses in Albury and Wagga.**

To book the service M: 0448 353 281 or E: [bookings@regionalbuses.com.au](mailto:bookings@regionalbuses.com.au) between 7am and 5pm.



## Counselling/Family Services

### 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 M: 0428 221 854.

### Intereach

Support for the community. Do you need help for a family member or yourself? Intereach provides a wide range of information, services and support that will help you to live well, lead the life you want and participate in your local community.

Intereach support children, young people, families, older people, carers and people with a disability in a range of different ways.

Sometimes it's hard to know what is available where you live. We work alongside you and your family to find the right support that suits your personal situation. **[intereach.com.au](http://intereach.com.au)**



## Education

### Out of School Hours Care

Before and after school care is available through:

Greater Hume Children Services T: 1800 954 999

### 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@stjjs.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                                    | T: 131 601      | <a href="http://tafensw.edu.au">tafensw.edu.au</a>                               |
| • Wodonga TAFE                                | T: 1300 698 233 | <a href="http://wodongatafe.edu.au">wodongatafe.edu.au</a>                       |
| • Charles Sturt University - Albury Wodonga   | T: 6051 9000    | <a href="http://csu.edu.au">csu.edu.au</a>                                       |
| • Charles Sturt University - Wagga Wagga      | T: 6933 2000    | <a href="http://csu.edu.au">csu.edu.au</a>                                       |
| • La Trobe University - Albury/Wodonga Campus | T: 1300 135 045 | <a href="http://latrobe.edu.au/albury-wodonga">latrobe.edu.au/albury-wodonga</a> |

## 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                  | Norma Arnold         | T: 6948 6160    |
| • 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             | Alison Cowie         | M: 0425 852 653 |
| • Billabong Hall                 | Joy Wearn            | T: 6036 7233    |
| • Walbundrie Hall                | Greater Hume Council | T: 6036 0100    |
| • 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 Lane) 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: <a href="mailto:holbrookctc@greaterhume.nsw.gov.au">holbrookctc@greaterhume.nsw.gov.au</a> |
| Jindera Community Hub | T: 6036 0100 | E: <a href="mailto:mail@greaterhume.nsw.gov.au">mail@greaterhume.nsw.gov.au</a>               |

## Government and Other Services

Services available at Culcairn Council Office and Library

- Computer components of RMS Licence tests - Driver Knowledge / Hazard Perception
- Purchase Trainlink rail tickets
- Meeting room hire
- Computer access - internet access (free to library members)

Services available at the Holbrook Council Office

- Photocopying, scanning and laminating

Services available at the Library Complex, Library Lane, Holbrook

- Seniors Card applications
- Births, Deaths and Marriages
- Computer components of RMS Licence tests - Driver Knowledge / Hazard Perception
- Passport photos
- Meeting room hire

Services available at the Henty Council Office and Library

- Photocopying, scanning and laminating
- Computer access - internet access (free to library members)
- Technology training
- Purchase Trainlink rail tickets
- Meeting room hire

Services available at the Jindera Community Hub

- Photocopying, scanning and laminating
- Computer access - internet access (free to library members)
- Meeting room 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 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

### 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)
- 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 5 pm) [hearing.com.au](http://hearing.com.au)

## myGov

myGov is a secure way to access government online 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

## my.gov.au

T: 13 23 07

## myGovID for business

Once you've linked your myGovID to a business, you can access selected government online services using myGovID. For more information visit the website [mygovid.gov.au](http://mygovid.gov.au)

## 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](http://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](http://elections.nsw.gov.au).

## Parliamentarians - Know Your Local Politicians

### Australian Federal Parliament

Greater Hume Council is situated in the Federal seat of Farrer.

Member: Hon. Sussan Ley, MP Member for Farrer

517 Kiewa Street. Albury NSW 2640

T: 1300 303 203      E: [Sussan.Ley.MP@aph.gov.au](mailto:Sussan.Ley.MP@aph.gov.au)

### New South Wales Parliament

Greater Hume Council is situated in the NSW State seat of Albury.

Member: Justin Clancy, MP Member for Albury

612 Dean Street, Albury NSW 2640

T: 6021 3042      E: [albury@parliament.nsw.gov.au](mailto:albury@parliament.nsw.gov.au)

## Health/Medical

### Medical Clinics

#### Henty

8 Ivor Street, Henty      T: 6929 3760

#### Holbrook

115-117 Albury St, Holbrook      T: 6036 2952

#### Walla Walla

86 Commercial St, Walla Walla      T: 6036 2952

#### Jindera

Creek Street, Jindera      T: 6026 3203

## Hospitals

Culcairn MultiPurpose Service	51-55 Balfour Street, Culcairn	T: 6044 6100
Henty MultiPurpose Service	7 Keighran Street, Henty	T: 6929 4999
Holbrook Health Service	Bowler Street, Holbrook	T: 6036 2522

## Internet Public Access

Free public Internet is available at Culcairn, Henty, Holbrook and JIndera libraries.

## 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](http://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](http://tag.nsw.gov.au)

## Library Services

Greater Hume Council provides library facilities at Culcairn, Henty, Holbrook and Jindera, while smaller towns and villages are provided with mobile library services.

**Services include: fiction and non fiction books, talking books, a big range of large print books, magazines, newspapers, DVDs, disabled access, and photocopying.**

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 5.30pm  
Saturday 10.00am to 12.30pm

Holbrook - Library Lane, Holbrook  
Monday Closed  
Tuesday to Friday 11am to 5.30pm  
Saturday 9.30am to 12.30pm

Jindera Community Hub  
Monday to Friday 8.30am to 1pm, 1.45pm to 5.00pm

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

**Library membership is free and open to all residents of the Greater Hume Council area.**

## Mobile Library Services

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

For more information regarding dates and times contact Riverina Regional Library.  
T: 6926 9771 or visit the website [rrl.nsw.gov.au](http://rrl.nsw.gov.au).

## 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](http://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 visitors 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](mailto:tourism@greaterhume.nsw.gov.au)

W: [visitgreaterhume.com.au](http://visitgreaterhume.com.au)

## Youth

### Skate Parks

Skate parks are located in:

- Culcairn Recreation Ground
- Wallace Street, Holbrook
- Memorial Park Keighley Street, Henty
- Jindera Recreation Reserve
- William Street, 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
- Digital / online activities

For more information please contact:

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

T: 6036 0100

E: [skane@greaterhume.nsw.gov.au](mailto:skane@greaterhume.nsw.gov.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.

For more information on volunteering or seeking volunteers contact Greater Hume Council  
T: 6036 0186 or E: [kwise@greaterhume.nsw.gov.au](mailto:kwise@greaterhume.nsw.gov.au)



# Your Council



# 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](mailto: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

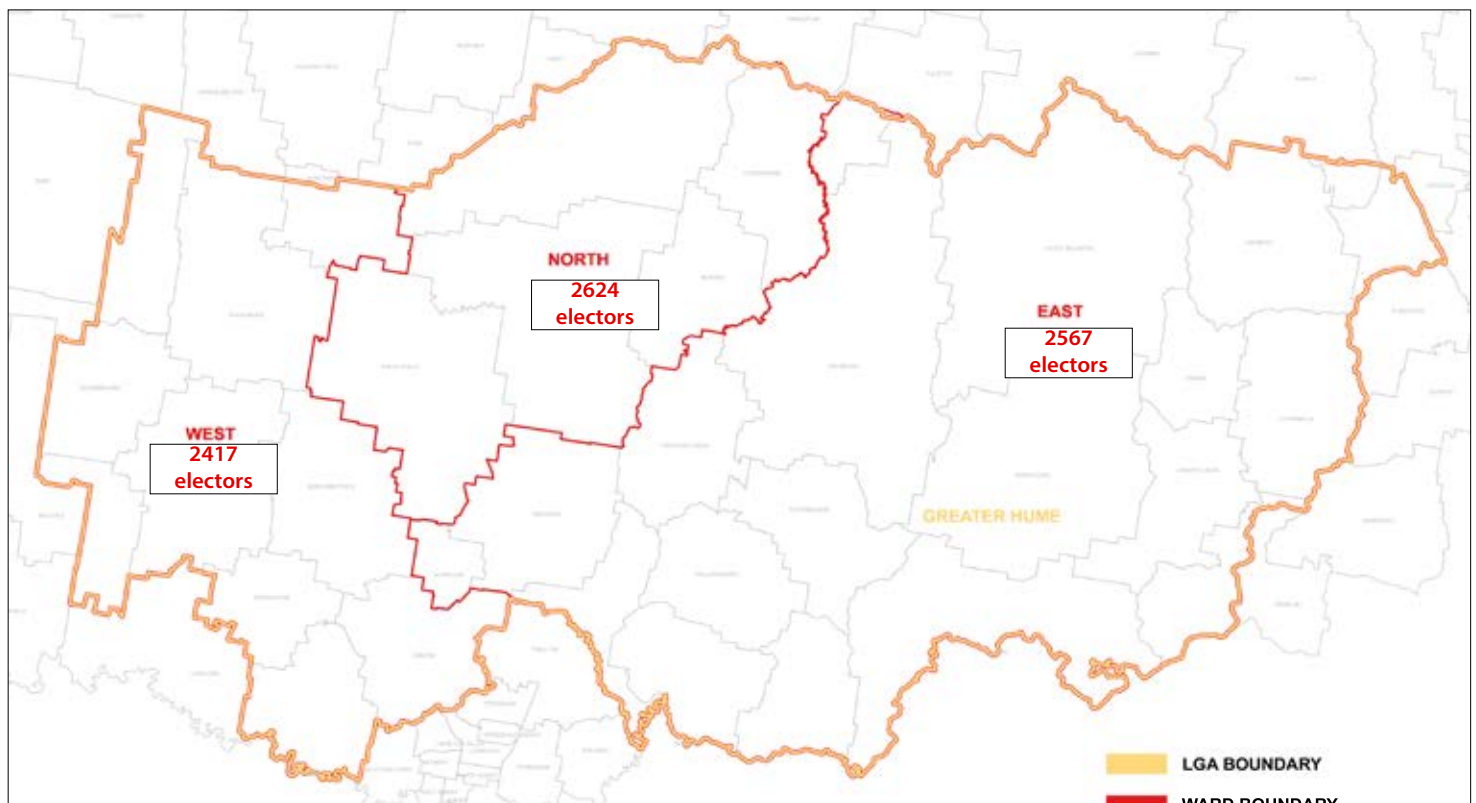
See following page



## Contact Your Local Councillor

Name	Phone	Ward	Email
Cr Tony Quinn MAYOR	0429 674 933	East	tquinn@greaterhume.nsw.gov.au
Cr Annette Schilg DEPUTY MAYOR	0429 906 401	North	aschilg@greaterhume.nsw.gov.au
Cr Heather Wilton	0400 989 238	East	hwilton@greaterhume.nsw.gov.au
Cr Matt Hicks	0419 602 780	West	mhicks@greaterhume.nsw.gov.au
Cr Jenny O'Neill	0438 263 417	West	joneill@greaterhume.nsw.gov.au
Cr Lea Parker	0427 362 723	East	lparker@greaterhume.nsw.gov.au
Cr Doug Meyer OAM	0429 690 999	North	dmeyer@greaterhume.nsw.gov.au
Cr Ian Forrest	0408 609 206	North	iforrest@greaterhume.nsw.gov.au
Cr Ashley Lindner	0458 293 328	West	alindner@greaterhume.nsw.gov.au

## Wards in Greater Hume Council



Ward Boundaries as at 30 June 2020

## Council Elections

Council elections are held on the second Saturday in September every four years. Elections are conducted by the NSW Electoral Commission.

## 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

## 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 can be viewed 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.

## 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](http://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.





## 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. Holbrook will host the 2022 Australia Day Celebration.

## 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 is made 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.

### 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 agencies or third parties is required
- It would involve an unreasonable amount of time and/or resources to provide the information requested

### 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](mailto: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.

## Council Information

Greater Hume Council is currently in the process of providing a range of information under the GIPA Act and is progressively adding more information to our website.

If you would like a copy of a document that is not available for download on Council's Website, please contact Council on 02 60360100.

More information concerning your right to information and the new ways to access NSW Government Information can be found on the Information and Privacy Commission website [ipc.nsw.gov.au](http://ipc.nsw.gov.au).

For more information visit Council's website.

## Access to Council Information via Website

Residents are encouraged to regularly review Council's website [greaterhume.nsw.gov.au](http://greaterhume.nsw.gov.au) for information including:

- Events 'What's On' calendar
- Have Your Say - On Exhibition
- 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
- Public Swimming Pools
- Visit Greater Hume



*live a greater life*



Photo: Mark Jesser



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Council

[greaterhume.nsw.gov.au](http://greaterhume.nsw.gov.au)