

COUNCIL SERVICES SNAPSHOT



A snapshot of Council services

Hepburn Shire Council delivers services that focus on the health, economic, social, cultural and environmental well-being of our region. Our Shire covers more than 1,473 square kilometres and the Traditional Owners are the Jaara People of the Dja Dja Wurrung. Our population is approximately 15,800 and is projected to reach 17,700 by 2036. We provide facilities and services, enhance public health and well-being, plan for the future, and help residents, business and community groups to thrive.

We want to make Hepburn Shire a great place to live, work and visit.

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Animal services

Animal services focus on responsible pet ownership, so the community and natural environment are protected from domestic animals. This is done through animal registration, the provision of public spaces where people can exercise their dogs and an animal ranger service to pick up wandering animals.

Biodiversity

Protect and enhance the Shire's biodiversity including increasing community awareness and support partnerships.

Community organisation support

Partner with residents, community groups, organisations and government to ensure all people in the community have opportunities to learn, make connections to other people and groups, have a say and contribute to their community.

Community safety

Partner with local organisations and groups that make it possible for people to live free from violence, to deal with emergencies and to cope with the impact of climate change.

Customer support

The Shire's Customer Service Centres provide an important service to its residents and visitors as first point of contact. The Service Centres handles more than 53,000 incoming phone call and counter enquiries each year. They also provide services such as Council payments, planning document lodgments, agency for VicRoads, including VicRoads Learner Permit Testing and venue hire bookings.

Economic growth and development

Deliver a range of initiatives and support to help businesses start or grow, such as webinars, accessing grants, mentoring support and facilitating opportunities to expand or work differently (e.g. outdoor dining).

Health promotion

Support the Hepburn Shire community to be more physically active, consume healthy food and reduce harmful behaviors.

Health protection

Environmental Health Officers inspect, monitor, educate and regulate a range of businesses, manage the disposal of sharps, monitor issues in the surrounding environment such as unreasonable noise and odour, and control pest animals on Council land. Staff inspect all registered food, accommodation, beauty, hair and tattooing businesses to protect the public's health. They also issue permits for septic tank and wastewater systems, monitor lakes for blue-green algae and routinely inspect water quality at all public pools.

Heritage buildings and formal gardens

Maintain, protect and enhance the Shire's heritage and botanical gardens, monuments and many heritage buildings. Council provides a free heritage advisory service to assist owners and developers with advice to maintain and care for places of heritage importance and significance to the shire.

Council's Heritage

Advisor is available to provide advice on proposed development in heritage areas. Advice ranges from heritage design and colour schemes through to restoration advice and assistance in preparing planning permit applications.

Home support services

The Shire provides home support services, which provides short-term support to clients so they can regain capacity to look after themselves as much as possible. Services include domestic assistance, grocery shopping, personal care, respite care, social support, food delivery, and home maintenance and basic modifications.

Events

Attract, retain and support local and major events in the Shire that deliver social and economic benefit. Events include sport, arts and culture, food and wine, agriculture, car clubs, music and business events.

Libraries

The Shire manages four Libraries throughout our Shire – Clunes, Creswick, Daylesford and Trentham. Hepburn Libraries is a member of the shared library services provided by Central Highlands Libraries and a Libraries Victoria Card Library.

Maternal and Child Health Service (MCH)

Maternal and Child Health Service cares for families with infants and young children, promoting child and family health and wellbeing. Maternal & Child Health Centres are co-located within Central Highlands Rural Health Service and services are delivered on behalf of the Shire.

Natural and Mineral Springs Reserves

Maintain the Shire's natural and mineral springs reserves and protect and enhance our natural environment.

Organisation support

There are a range of functions internally that support running the organisation, including financial services to ensure the Shire is accountable and efficient in its use of rates, governance to support good decision making and to ensure the organisation and Council comply with legislative requirements, and human resources to manage the recruitment of staff and ensure safe, inclusive work places for all staff and contractors.

Parking

Provide a range of parking options to meet the needs of residents, businesses, commuters and visitors, including a mix of on-street and off-street parking. Timed parking is used throughout the Shire to encourage a turnover of car parks so there is more opportunity for people to access a park.

Passive reserves and playspaces

Design, deliver and maintain 23 play spaces, including Skate, Scoot, BMX, outdoor activity (fitness) equipment and a dog park.

Permit advice

Information and advice on obtaining a range of permits, including planning permits, building permits, copies of plans and siting consent. Staff also provide advice on pool fencing, termites, heritage restoration and protection, and building in bushfire prone areas. Planning and delivery of renewing, upgrading and building new projects. Deliver and maintain high quality buildings for the community to use.

Pools

Maintain and provide facilities and staffing for pools in Clunes, Daylesford, Trentham and Creswick Splashpark and toddler pool.

Property management and maintenance

Maintain community buildings through regular reporting and maintenance, which ensures buildings are safe and comply with all relevant building standards.

Rates service

Manage the timely collection of rates, charges and Fire Services Levy. Update and maintain the property database with accurate information to support collecting rates from residential, commercial and industrial properties.

Roads, footpaths and bridges

The Shire is responsible for the construction and maintenance of all local roads, footpaths and bridges in Hepburn. The Shire has more than 250 bridges, 93km of kerb and channel, 612 km of sealed road, 844km of unsealed roads and 49km of footpaths. The Shire is not responsible for VicRoads' main arterial roads or Department of Environment, Land, Water and Planning and Parks Victoria tracks.

School crossing supervision

The service aims to provide a safe environment for school students to travel safely to and from school. Council provides supervision at 5 school crossings across the Shire.

Sports club development

Build the capability of sports clubs to provide services to local residents by supporting them to be accessible, offer a broad range of options and deliver quality services.

Sports fields

Maintain sporting fields and recreation reserves. The Shire's extensive range of sports fields cater for a variety of sporting activities played at varying levels, from elite to community-based, and help to attract sporting events to the region.

Stormwater drainage

Reduce the risk of flooding and infrastructure damage by ensuring the Shire's waterways are clean and the drainage system is maintained.

Strategic planning

Plan and rollout a range of strategies that ensure Hepburn is a sustainable and liveable community that can accommodate future population growth.

Street cleaning

Ensure the townships are well presented, including regular cleaning of roads, footpaths and facilities like public toilets.

Tourism

Actively promote Hepburn Shire as an attractive destination to domestic and international visitors for business and leisure. Ensure Hepburn is a welcoming shire and region, where visitors are supported to explore the region through the four Visitor Information Centres.

Volunteers

Council operates two volunteer programs; Activity Group Volunteers and Visitor Information Centre Volunteers

Waste education

Educate the community about resource recovery and recycling to minimise the amount of waste going to landfill.

Waste management

Provide waste, recycling and organics collection services to more than 7,610 residential properties and 173 commercial properties. Manage and maintain three transfer stations.

Youth services

Council offers a range of projects to support the community and the development of people aged 12-24 years.



Community Engagement

Council has launched a new modern community engagement platform, Participate Hepburn. It showcases many of Council's major projects and is used as a platform to gather online community feedback. The Hepburn Together project was the pilot project on this site, but it now has a comprehensive list of projects.

<https://participate.hepburn.vic.gov.au/>

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