



A day in the life of Pyrenees Shire Council



PART OF YOUR EVERYDAY: Clockwise from top left; Maintenance Labourer Brendan Jones with Council's new Flocon vehicle; Pyrenees Community Care took Heather Sandford and Shirley Broadbent to Government House; Parks and Gardens Maintenance Operator Bianca Davy trimming trees in Neill Street; Beaufort Community Resource Centre staff Janet Horwill and Jennifer Wakefield; Grader Driver Sam Karlake and Plant Operator Blake Lofts with Council's new grader; Maternal Child Health Nurse Muffy Dyer and Sarah Deppeler; Tourism Officer Alana Burge; Planning and Buliding team members Ed Riley, Claire Pepin, Lisa Seville and Rory Thompson; CENTRE: Director Corporate and Community Services Kathy Bramwell, Mayor Robert Vance and MobileMuster Manager Spyro Kalo.

Contact Your Councillor

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Link road open with new bridge



Bridge 13 on the Beaufort-Carngham Road has been replaced.

Council starts the annual construction roadworks program in Spring – the better the weather, the quicker we can finish projects.

On the cards this financial year is the last section of the Raglan-Elmhurst Road – widening and strengthening. This has been a long-standing project for Council to ensure the link road is capable to carry heavy vehicles.

Bridge 59 on the Eurambeen-Streatham Road will be replaced and a section of the road will be upgraded this season. This upgrade is important for the road to cope with B-Double and higher class vehicles.

Council is working with Ararat Rural City Council on the upgrade of the twin bridges over the Wimmera River on the Landsborough-Elmhurst Road.

Council's works crew will be re-sheeting gravel roads this month, and the re-seal program will start in late October or early November.

Large ageing pine trees have been removed from the sides of Langi Kal Kal Road at the entrance to the prison. A section of Langi Kal Kal Road will be upgraded this financial year.

Bridge 13 on the Beaufort-Carngham Road has been replaced in project funded by the State Government's Local Roads to Market program. This upgrade will eventually mean the road will be able to gazetted for B-Double access.

Major culverts have been upgraded on the Mt William Road.

Rates notices delivered to residents

Rates Notices have recently been delivered to all property owners in Pyrenees Shire. If you have not received your 2019/20 Rates and Valuation Notice please contact Customer Service to obtain a replacement copy. Ratepayers are reminded that if they wish to pay their Rates by instalments, the first instalment must be made by September 30, 2019. The following instalments are: 2nd instalment - 30th November; 3rd instalment - 28th February; 4th instalment - 31st May. If payment of the first instalment is not made by September 30; full payment is to be made on or before February 15, 2020.

Should ratepayers not be able to pay by this date, or are experiencing financial difficulty, please contact the Pyrenees Shire Council's Rates Department to discuss the possibility of a suitable payment plan by calling 1300 797 363.

Customer Service Charter introduced



Council staff Soren Ryan, Neroli Dunn and Jeane Rix at the Beaufort Office.

Pyrenees Shire Council has adopted a new Customer Service Charter which outlines how we will interact with the community. The Charter outlines the standards you can expect, how you can measure whether Council is achieving the specified standards, and the rights and obligations you have when using Council services.

Copies of the charter have been placed in Council's Customer Service locations and on our website, www.pyrenees.vic.gov.au. The document details timeframes and guidelines on specific queries you might have. For example, Council will answer 90% of phone calls within five rings, process a septic tank application within 14 business days of receiving the fee and fully completed application form, and acknowledge job applications within five business days of receipt.

You can expect that:

- We will provide prompt, friendly, courteous and efficient service to you
- We will listen and respond to your concerns in a timely manner
- We will respect and protect your personal information
- We will notify you if there is a delay in our service commitment
- We will provide information that is current and easily understood
- If Council cannot provide the service you require, we will endeavour to refer you on to the appropriate agency
- We will leave a visit card with contact details if we call at your residence and you are not at home

You can help us by:

- Treating Council staff with respect, honesty and courtesy so we can deliver the best possible service for you
- Respecting the rights of other customers
- Providing accurate and detailed information when dealing with us
- Working with us to solve any problems you may have
- Respecting the community in which we live
- Letting us know if you do not understand

Pyrenees Futures moving forward after preferred bypass route identified

Council is working away on our key strategic planning project – Pyrenees Futures – and there are a few developments to report.

Pyrenees Futures is a place-based planning project which covers nine towns in the Shire.

This project re-imagines small town planning, using the strengths and individual character of our major towns as a platform to guide how they grow and develop into the future.

Council has appointed a new Strategic Planning Officer, Ed Riley, who comes to us with extensive local government experience in planning.

Mr Riley will join the rest of the Planning Team under the management of Katie Gleisner, Manager Planning and Development on this important project.

Regional Roads Victoria has released its preferred alignment of the Beaufort Bypass, which allows the team to identify and evaluate the challenges and opportunities that will arise.

A strong focus of this work will include the development of a township framework plan to support and grow the township of Beaufort post bypass.

The township framework plan will seek to enhance Beaufort's liveability and prosperity by identifying areas for residential development.

The plan will also give consideration to industry and retail and encourage visitation and recreation through urban design.

The Pyrenees Futures team will formally seek input from the community and other stakeholders in the coming months.

Township Framework Plans have been adopted for Lexton, Snake Valley and Waubra and Council is working on their implementation.

Council has continued to receive submissions on the draft Avoca Streetscape Plan and has met with the project designers to make a range of amendments in line with community feedback.

The amendments include keeping the toilets as they are, a review of proposed tree species and location, the retention of median car parking, the provision of long parallel parking bays to facilitate nose-in access and a review of the pedestrian network and crossing points.

A redesign of the single lane carriage way has been undertaken to ensure that oversize vehicle movement will not be impacted, that buffer zones are included to assist parallel parking access and there will be no tree planting in the median side road pavement.

The modifications and the overall concept will now be tested against an existing features survey plan as part of a final review.

Officers will continue to share elements of the amended plans with the community as they become available. The revised draft plans are expected in November.

Stay up to date on Pyrenees Futures in your town by visiting www.pyrenees.vic.gov.au/futures

Showcasing the best of our region to the world



Wimmera Hills Winery's Jane Baker with Brent Driscoll, Claire Tucker, Julie Driscoll and Simone Beavis.

You'll soon start to see the Pyrenees Tourism Spring Campaign, encouraging visitors to our area.

Spring is the perfect time for consumers to discover or reconnect with the Pyrenees Region with a number of food and wine events held throughout the region over this period.

Council has teamed with Pyrenees tourism providers and produced a series of short videos which will be shown on social media.

The proposed Social Media Marketing Campaign will focus on the region's champion food and wine businesses and the exceptional experiences on offer around our beautiful region.

Tourism is an important employment provider and contributor to the Pyrenees economy. It contributes 6% or \$33.489 million of a total \$555.96 million to the

economy and provides 7.3% or 147 jobs of 2001 jobs in the Pyrenees.

Tourism representation is changing for the Pyrenees and Council is working on the best way forward.

We recently hosted tourism providers to discuss the future possibilities and the State Government's Regional Tourism Review.

Noel Dempsey from Visit Ballarat and Jane Osborn from Regional Development Victoria attended to give insights into the state review and the status of the Regional Tourism Board.

Robert Heywood and Tim Chandler shared their experiences from a local tourism operator perspective.

The feedback from the forums highlighted the importance of the Regional Tourism Board in attracting visitors and supporting tourism development in our patch.

Flood investigations

Pyrenees Shire Council has received Victorian and Australian Government funding through the Natural Disaster Resilience Grants Scheme to undertake detailed flood Investigations for Raglan and surrounds, and along the Upper Avoca River.

The studies commenced in July and will take approximately 10 months to complete. Key to these studies will be local community input about historical flood events, such as those which occurred in 2010, 2011 and 2016, including photos, videos, and flood markers.

"The consultants will use the historical data, rainfall data, and undertake hydrologic and hydraulic testing to determine what a 'one in a hundred year' flood event looks like and the likely impacts that will have on existing homes and public buildings," Pyrenees Shire Council Mayor Robert Vance said.

"At the end of the study we will have up-to-date flood information which will be used to update the Pyrenees Shire's Flood Emergency Plan, including early flood warning systems, and be incorporated in our Planning Scheme to help ensure there is appropriate development," Cr Vance said.

Each of the studies will include four community consultation meetings and members of the public are encouraged to attend. For more information, or to submit historical flood records, please contact Renee Robinson on 1300 797 363 or email renee.robinson@pyrenees.vic.gov.au

Major milestone: Roads to Recovery and Flood Recovery works completed



Howell Contractors' Jason McPhan, Council Project Manager Leigh Ditchfield, Council Manager Assets and Engineering Robert Rowe and Josh Barker from Driscoll Engineering Services.



Councillor David Clark, Pyrenees Shire Council Maintenance Labourer Steven Redpath, Plant Operator Rhys Long and Grader Driver Colin Gloury.

Pyrenees Shire Council marked the completion of two key infrastructure programs – the Flood Recovery Works and Roads to Recovery.

Council recognised both staff and contractors for their work in achieving both multi-million dollar programs.

The five-year Roads to Recovery \$9 million program included works on more than 60 sites in the Pyrenees.

The Flood Recovery Program from the 2016 and 2017 flood events cost \$13.37 million and took two and a half years to complete.

Council CEO Jim Nolan said the organisation couldn't have completed these programs without the work of reliable contractors.

"The Flood Recovery Program was a huge undertaking over 6000 sites and it was reassuring to know we had contractors on the ground which could help at a moment's notice," Mr Nolan said.

"Our own staff have been pivotal in delivering the Roads to Recovery program, which included the Raglan-Elmhurst Road upgrade and work on the Moonambel-Natte Yallock Road," he said.

Council would like to thank the Commonwealth Government for its financial support of the Roads to Recovery Program and the Flood Recovery Program.

Council invited contractors and staff to an afternoon tea in Avoca to recognise their efforts.

Council moves to new telecommunications provider

Pyrenees Shire Council is changing our internet and phone provider, and the planned switch-over is September 30.

Our new internet speed will be ten times faster than the current services at the Council offices, Beaufort Community Resource Centre and the Avoca Community Information Centre.

Despite extensive pre-planning, Council might experience some intermittent issues with the phone system in the days following the changeover.

Our phone number will remain the same, but the after-hours IVR capability of the system is likely to be affected for a short time following the changeover.

Our after-hours IVR system currently instructs you to press a number for the service you urgently require and your call is diverted automatically to the corresponding phone number.

Council is planning to return this capability back into our new system, but until we switch everything over to the new provider, it might take some time to get the two systems to work with each other as they currently do now.

Council's Information Technology staff will be working hard to ensure continuity of service, but if there is a system failure, the community has a couple of options:

You will still be able to call 1300 PYRENEES (1300 797 363) and leave a voicemail message, and Council will return your call on the following business day.

Or you can contact the following numbers direct; depending on your emergency:

For road emergencies, including trees over a road call 1800 245 475 and for animal emergencies call 1800 813 163.

Council is planning for a smooth transition to our new provider, but we ask for the patience of the public through the process.

Pyrenees Events

- Council is presenting a Tea Dance as part of this year's Seniors Festival. The afternoon tea event will be on Monday October 7 from 1pm-4pm at the Shire Hall in Beaufort. Council can assist participants with transport to and from the event. Please RSVP with your attendance to Pyrenees Community Care on 1300 797 363.
- Elmhurst in Spring Art and Craft Show on Saturday September 7 10am-4pm at the Elmhurst Bush Nursing Centre. Art and craft display, local produce and entertainment.
- Avoca Riverside Market, Sunday September 22 9am on the banks of the Avoca River.
- Beaufort Town Market, Saturday September 28 8am in Beaufort's Memorial Park.
- Victorian Endurance Riders Association State Championship on October 11, 12 & 13 on roads and forests in the Pyrenees Shire.