




PYRENEES
SHIRE

2019/20 COUNCIL UPDATE



Visit our website
to get your
rates sent
electronically

www.pyrenees.vic.gov.au

The 2019/20 Budget and Plan continues the Council's goal of being a financially sustainable organisation which engages with the community and its regional partners.

Rates and charges will make up 46.5% of Council's total budget income of \$22M for the 2019/20 year. Rates help to fund infrastructure and services such as the maintenance and renewal of local roads, street lighting, drainage and footpaths, as well as maternal and child health, aged care and environmental health.



Capital Works \$36.77

Projects include

- Gravel Resheets at various locations
- Reseals at various locations
- Raglan-Elmhurst Road 1.68km reconstruction
- Langi Kal Kal Road 1.75km reconstruction
- Eurambeen-Streatham Road 780m reconstruction
- Bridge 12 – Beaufort Carngham Road
- Bridge 59 – Eurambeen Streatham Road
- Avoca Inclusive Playspace



Community Connection & Wellbeing \$11.57

Aged & disability services, family services, library services, animal control, environmental health, community grants, community action plans, disaster management.

PYRENEES
— SHIRE —



Financially Sustainable High Performing Organisation \$0.85

Striving for excellence in service delivery in an ethical and financially responsible manner.

Further information at www.pyrenees.vic.gov.au

Council contributes to the maintenance and upkeep of playgrounds and other community infrastructure and also contributes to the Economic Development and Tourism within the Shire.

Waste Management charges are a full cost recovery service. Charges for the Fire Services Property Levy are set by and collected on behalf of the State Government.

Please refer to the information below for details on the breakdown of Council's expenditure for every \$100.00 spent.



Development & Environment \$15.66

Caravan parks, Information Centres, economic development, planning, waste management services, environmental planning, building services.



Relationships & Advocacy \$15.53

Advocate to government on key projects for our community, including:

- Beaufort Bypass
- Moonambel Water
- Roads to Recovery Funding
- Improved Telecommunications



Roads & Townships \$19.62

Roads maintenance, traffic and transportation services, recreation, public halls, parks and reserves, facilities maintenance, public conveniences.

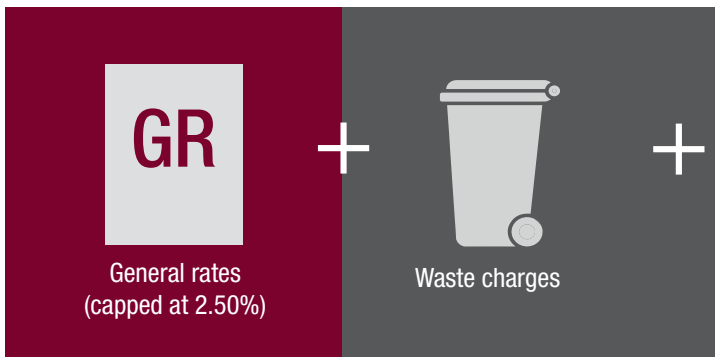
Municipal Property Valuations will now be undertaken annually by the Valuer-General Victoria. Valuations are based upon the level of values in force as at the 1st January each year. This will be first reflected in your 2019/20 rates notices.

Annual valuations are expected to take away the occurrences of valuation fluctuations that occurred during biennial valuations. As a consequence of the revaluation, the rate rise on each individual property will be different.

The State Government Fair Go Rates system means councils are restricted from increasing their overall rate revenue by more than 2.5% in 2019/20. The cap applies to overall rate revenue collected by each council, not your individual property.

Council's waste management is fully funded by waste service and user charges. From 1 July 2019, the Victorian Government is banning e-waste from landfills. Council is collecting e-waste at new sheds that have been built at Avoca, Beaufort and Snake Valley.

THE COMPONENTS THAT MAKE UP



Pyrenees Shire Council applies different rates in the dollar for different land uses including residential, farm, vacant, commercial and industrial. The rates used reflects the contribution required from the different property groups.

The waste charge pays for kerbside waste collection, recycling, waste disposal and State Government landfill levy - a charge the Council must pay when depositing waste to landfill. Waste charges are not subject to the rates cap.

Waste service charges will increase on average by 6% in order to meet the increased costs of e-waste and the additional cost associated in managing recyclables that has arisen as a result of China's ban on the importation of waste materials from countries such as Australia. Since September 2018, the cost per tonne of waste deposited into landfills has increased 34% due to costs associated with environmental compliance.



YOUR ANNUAL COUNCIL RATES BILL



Fire Services Property Levy
(set by State Government)



Your
Rates
Bill

All Fire Services Property Levy money collected by Council is passed onto the State Government to fund fire agencies (CFA and MFB).

This charge is set by the State Government and is not subject to the rates cap.

Will be more or less than you expected because the 2.5% rates cap applies to the overall rate revenue collected by Council, not your individual property. The 2.5% rate cap does not apply to the waste charges, the Fire Service Property Levy or property valuations.

COUNCIL IN ACTION

Pyrenees Shire Council provides services across a wide range; from maternal and child health, to support services for older residents, to library access, tourism promotion and we advocate for our community.

Council championed the East Grampians Rural Pipeline to supply farmers with a reliable water supply year-round. The Federal and State governments have now funded the project to the tune of \$32million each. Council is also leading a straw to energy project where farmers will be supplying a cropping waste product to heat a local hospital. This project, which has secured external funding, is an example of innovation in agriculture and energy production.



Our Planning team received the 2019 Award for Municipality Excellence – Rural Category from Consulting Surveyors Victoria. Council was recognised for excellence in dealing with subdivision applications.

Pyrenees is also looking to the future with a regional partnership to deliver a Rural Councils Transformation Program. This program is proposing to deliver a regionally-shared IT platform to support finance, payroll, records, safety, fleet management, building, environmental health, planning, waste and community services. Efficiencies gained through the project are necessary to improve Council's financial sustainability, and savings are intended to be redirected into other service areas.



Giving the gift of reading continues to be a high priority for Pyrenees Shire Council.

Council has once again funded a reading program through the Maternal Child Health service. Each year Council orders beautiful, quality, age-appropriate books to be given to families to promote the development of language from birth.

Reading to children from birth should never be underestimated and the books that we give out at birth, 1 year, 2 years and the 3 ½ year visit to the Maternal and Child Health Nurse provide delight to the children, promoting social and communication skills between parents and children.

In the most recent Australian Early Development Census (2018) it was found that the percentage of children developmentally vulnerable in the domain of language in the Pyrenees is better compared to state and national averages (Pyrenees 8, Victoria 6.4, Australia 6.6). Data also reflects improvements in language and cognitive skills since 2012 in our community.

CUSTOMER CHARTER

OUR COMMITMENT TO YOU

Pyrenees Shire Council is committed to providing a high level of customer service to its communities and members of the public.

This 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.

Council has a zero tolerance policy to violence and aggression and expects all transactions to be conducted in a courteous and polite manner.

GENERAL SERVICE	STANDARD
Reply to correspondence (where a response is called for)	90% within 10 business days
Respond to telephone messages	Within 2 business days
Response to rates and charges enquiries	90% within 3 business days
Acknowledge complaint receipt	Within 2 business days
Provide emergency point of contact	24 hours / 7 days per week
Response to enquiries via social media	Within 2 business days

CUSTOMER ACTION REQUEST	STANDARD
Officer notifies customer of request outcome	Within 15 days

PLANNING & BUILDING	STANDARD
Building, planning and flood certificate processing	90% within 10 business days of receiving fee and completed application
Planning application processing	90% within 60 business days of receiving fee and completed application, unless required to go to Council for decision

CUSTOMER CHARTER

COMMUNITY HEALTH	STANDARD
Home care client intake processing	Within 3 business days
Provide home care after-hours emergency point of call	24 hours / 7 days per week
Child immunisations	Monthly clinics 100% new babies immunised

ENVIRONMENTAL HEALTH	STANDARD
Response to food complaints	If emergency within 1 business day If non-emergency within 3 business days
Response to other Public Health and Wellbeing Act reports or enquiries	Within 3 business days
Response to a food, accommodation or health premises new application or transfer	Within 3 business days of receiving application and fee
Process a septic tank application	Within 14 business days of receiving fee, completed application form including all plans and attachments

ROADS	STANDARD
Road maintenance	100% within intervention levels set in Road Management Plan
Road resealing	>4.5% (32.5km) of sealed road network annually
Gravel roads resheeting	>2.9% (37km) of unsealed road network annually

Disclaimer:

This is an extract of the Pyrenees Shire Council Customer Charter. For a full copy, please visit www.pyrenees.vic.gov.au

CUSTOMER CHARTER

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 any information we give you.





RESPONSIBLE PET OWNERSHIP & REGISTRATION

Animals, whether companion pets, working animals or stock, play an important role in the lives of many people in the Pyrenees Shire. The role of Council's Community Safety Amenities Officer is to advise and assist residents in managing their animals and to ensure that any nuisance which may arise is eliminated or managed to achieve a reasonable outcome for all involved.

Owners are responsible for:

- Confining your cats at night to minimise their hunting opportunities - this is now compulsory within township zones of Pyrenees Shire.
- Confining your dogs to your property.
- Walking your dog on a leash unless in an appropriate off lead area. (An appropriate dog off leash area is not a town shopping precinct.)
- Ensuring dogs must remain on leash within school zones & business precincts of Avoca, Amphitheatre, Beaufort, Moonambel, Landsborough, Lexton, Snake Valley & Waubra.
- Preventing your dog from rushing at, chasing or attacking people or other animals.
- Carrying and using a dog-dropping pickup bag when walking your dog.

LOST AND FOUND ANIMALS

If your dog or cat is missing contact Council to file a description as soon as possible; sometimes we are able to match up lost and found animals before impoundment becomes necessary.

Upon impoundment, animals are costly to recover; they must be microchipped and registered (if this is not current) and fees paid before they are released.

TAKE YOUR E-WASTE TO A BETTER PLACE

E-WASTE COLLECTION

E-waste (electronic waste) is the fastest-growing category of waste worldwide. In Australia, it is growing up to three times faster than general municipal waste. This problematic form of waste covers a range of items that are regularly discarded from households and businesses including televisions, computers, mobile phones, kitchen appliances and white goods.

In 2014, Victoria generated 106,000 tonnes of e-waste. This is projected to increase to around 256,000 tonnes by 2035. Landfilling e-waste represents a missed opportunity to recover valuable components and materials in a way that could provide economic benefits and reduce the resource footprint of Victoria's economy. Its presence in landfill can also raise risks to the environment and human health.

Pyrenees Shire Council is working with Sustainability Victoria to ensure e-waste is collected and recycled responsibly. Visit Sustainability Victoria for more information www.sustainability.vic.gov.au

FEES

Avoca, Beaufort and Snake Valley Transfer Stations have e-waste collection points for e-waste items such as small appliances, fridges, washing machines, televisions and computers. Small items such as irons, toasters and kettles will cost \$5 to drop off; DVD players will cost \$10 and white goods such as fridges and washing machines could cost \$20 (depending on the material used).





WHAT CAN YOU RECYCLE?

E-waste (electronic waste) refers to any item with a plug, battery or cord that is no longer working or wanted. From your phone to your fridge, your laptop to your electric lawnmower, it covers a whole range of items from work, home and even the garden shed.

ACCEPTABLE ITEMS

- Computer hard drives (internal and CD drives)
- Computer mice
- Web cameras
- USBs
- Light bulbs
- Phone chargers & cables
- iPad
- Notepads
- Palmtops
- Television
- Camera
- Scanners
- Fluorescent tubes
- Fax machines
- Multi-adapter plugs
- Keyboard
- Refrigerator
- Washing machine
- Dryer





WASTE MANAGEMENT

TRANSFER STATION	DAYS OF OPERATION	OPENING HOURS
Avoca	Tuesday, Thursday, Saturday & Sunday	10.00am to 3.00pm
Beaufort	Tuesday, Thursday, Saturday & Sunday	10.00am to 3.00pm
Landsborough	Thursday & Saturday	10.00am to 3.00pm
Snake Valley	Thursday & Sunday	10.00am to 4.00pm

Council has three different types of waste charges levied across the Shire. Charges for the 2019/20 year are:

Vacant Assessments

Waste Facilities Levy \$61.00

Improved Assessments (no kerbside service)

Waste Facilities/Disposal Charge \$217.00

Improved Assessments (with kerbside service)

Waste Facilities/Kerbside & Recycling Charge \$377.00

BIN AUDIT

How many rubbish bins can I put out for collection? Most households use one bin service of each type depending on your location. If you put out multiple bins of one type of waste for collection, please make sure you have had your rates adjusted to suit the extra collections. Your Rates notice will show how many services you are paying for.

Rates & Charges

HOUSES FLATS ETC @ 0.3998% of CIV \$1,459.27
WASTE - KERBSIDE RECYCLING & GREEN AVOCA/BEAUFORT x 1 \$377.00



WASTE, RECYCLING & GREEN WASTE

What items are able to be placed in the Recycling Bin?

- Paper, cardboard & magazines
- Milk & juice cartons
- Aluminium, steel & aerosol cans
- Plastics bottles, containers and tubs (codes 1-7)
- Glass bottles and jars



What items are able to be placed in the Green Waste Bin?

- Lawn Clippings
- Leaves and prunings
- Small twigs and branches
- Flowers and weeds



What items are able to be placed in the Waste Bin?

- Plastic bags / soft plastics / polystyrene
- Nappies
- Broken glass / ceramics
- Household rubbish

PAYING YOUR 2019/20 RATES AND CHARGES

1. Full Payment - Must be received by 15th February 2020.
2. Paying by four (4) instalments – The 1st instalment must be received by 30th September 2019.

The four instalment due dates and payment options are shown on your Rates & Valuation notice.

If you are having difficulties in paying your rates on time, please contact the Rates Office to discuss an acceptable payment plan.

PENSION REBATES

Holders of a current Pensioner Concession Card issued by Centrelink or the Department of Veterans Affairs may be entitled to a pension rebate on their principal place of residence. A concession application form is required to be completed which is available at the Council offices and on the Council website. Please contact our customer service staff for further information.

CHANGE OF ADDRESS

Council must be notified of all changes of address in writing within 7 days. Each client wishing to change their details must make a separate application. A standard form is available from Council upon request, or on Council's website.

CONTACT US

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