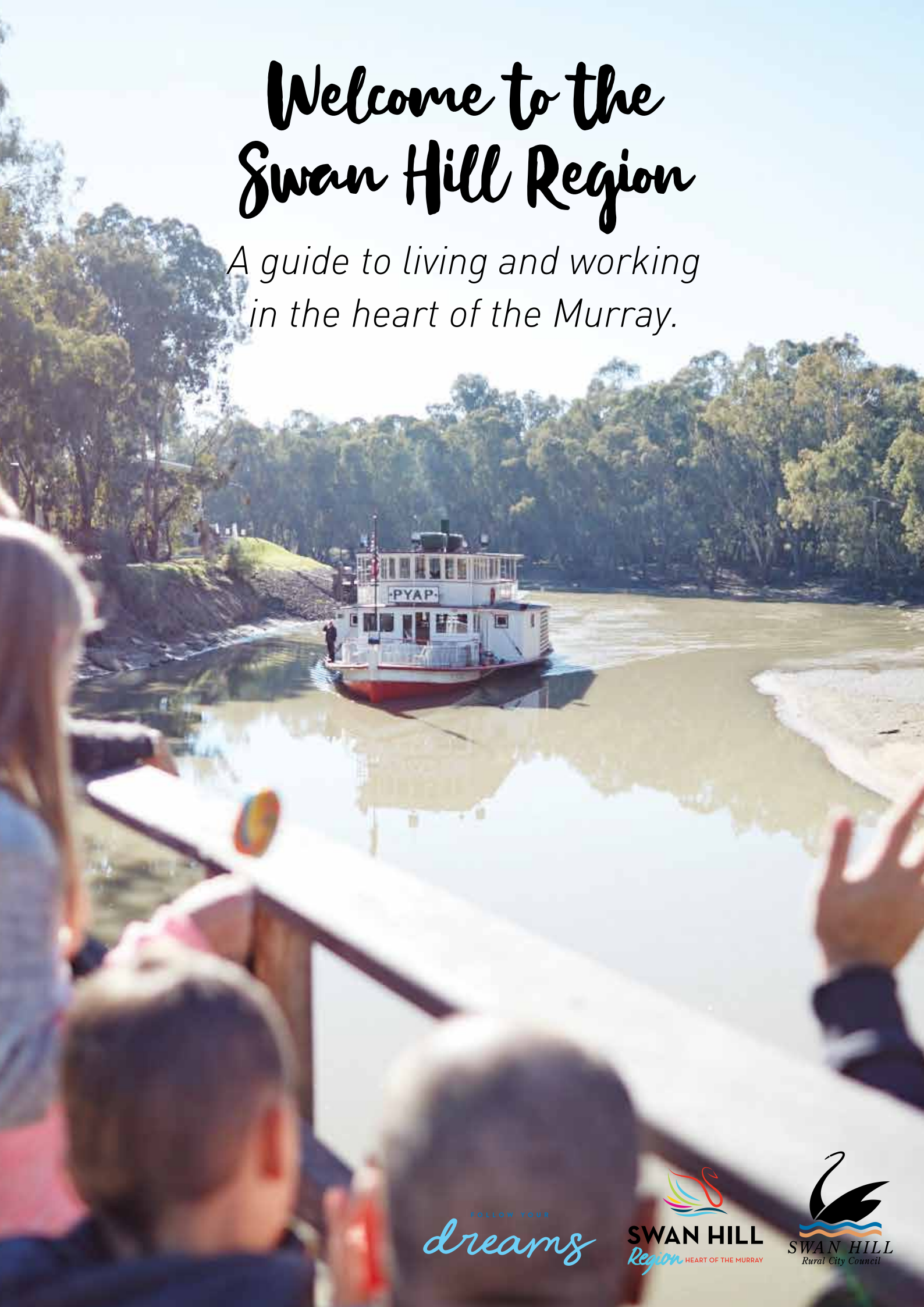


Welcome to the Swan Hill Region

*A guide to living and working
in the heart of the Murray.*



FOLLOW YOUR
dreams


SWAN HILL
Region HEART OF THE MURRAY


SWAN HILL
Rural City Council

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Welcome



Artist Sandra Kropinyeri

“Council recognises the Aboriginal cultural heritage values throughout our municipality. This includes the original custodians of the lands the Latji Latji, Tati Tati, Wamba Wamba, Barapa Barapa and the Wadi Wadi clans. Key sites throughout our municipality were used as meeting places for social contact, ceremonies, marriage, trade and deciding issues of customary law. The Murray River was also a constant source of both food and water and an integral aspect in the day-to-day lives of Aboriginal people. The links to the land for Aboriginal people continue to this day.”



Swan Hill Rural City Council welcomes you to our beautiful part of the world – The Heart of the Murray.

Swan Hill is a bustling provincial centre just three and a half hours from Melbourne and five and a half hours from Adelaide.

The region is renowned for its world class produce, spectacular landscapes and close proximity to the Murray River.

It provides the perfect blend of regional charm and city sophistication, and is a major regional centre - economically, culturally and socially - for the surrounding region.

Swan Hill's vibrant CBD offers diverse shopping, cafés and restaurants, parks and gardens and is easy to navigate on foot. Home to the iconic Pioneer Settlement and world class Heartbeat of the Murray laser light show, our region boasts a variety of tourism and recreational experiences.

Our region runs adjacent to the Murray River for nearly 200 kilometres and encompasses 6,000 square kilometres of changing landscapes and lively townships like Lake Boga and Nyah/Nyah West.

Services on offer in our communities are equal to that of larger regional centres with a number of schools and educational facilities, easy access to health and aged care services, housing options to suit varying needs, and most importantly a vibrant and diverse industry with rewarding career opportunities.

We are a passionate community, we pride ourselves on being welcoming, culturally diverse and forward thinking. It's no wonder that more than 20,000 people proudly call our region home and we hope that you will to.

This new resident guide aims to help you navigate all the services on offer in one easy to read guide. We trust that it will make your transition into our community as seamless as possible.

A handwritten signature in blue ink, which appears to read 'M. L. Moar'.

Mayor Bill Moar



About the region

Swan Hill itself has a population of more than 10,400. It is a regional service centre for some 38,000 people across the catchment stretching from Victoria's Mallee region to the Western Riverina of New South Wales.

Nestled on the banks of the Murray River, the Swan Hill region is a hub of horticultural and agricultural activity.



DISTANCE FROM SWAN HILL

TOWN	KMS	TIME	POPULATION
Robinvale	137km	1hr 30 minutes	*7900 (est.)
Lake Boga	15km	15 minutes	719
Woorinen South	9.6km	10 minutes	310
Nyah	29km	25 minutes	483
Nyah West	28.6km	25 minutes	683
Manangatang	85km	1 hour	479
Ultima	32.6km	20 minutes	333

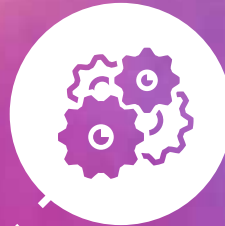
*Source: Robinvale Population Determination 2019

The facts *Swan Hill Rural City Council*

Agriculture, Forestry & Fishing
Output (\$579 million)



Manufacturing
Output (\$509 million)



Construction
Output (\$290 million)



**Top 5
industries**



**Rental, Hiring
& Real Estate Services**
Output (\$214 million)



Health
Regional Output (\$150 million)

20,759
POPULATION
(2019)



*Source: 2016 Census QuickStats,
Swan Hill (RC)

Median age

40

*Source: 2016 Census QuickStats,
Swan Hill (RC)

**Median household
weekly income**



\$1,094

*Source: 2016 Census QuickStats,
Swan Hill (RC)

**Residents from
non-English speaking
backgrounds**

12.7%

*Source: 2016 Census QuickStats,
Swan Hill (RC)

**Average Summer
Temperature**



15.3-32.2°c

*Source: BOM Climate Averages,
Swan Hill Aerodrome 1020

**Average Winter
Temperature**



3.7-15.6°c

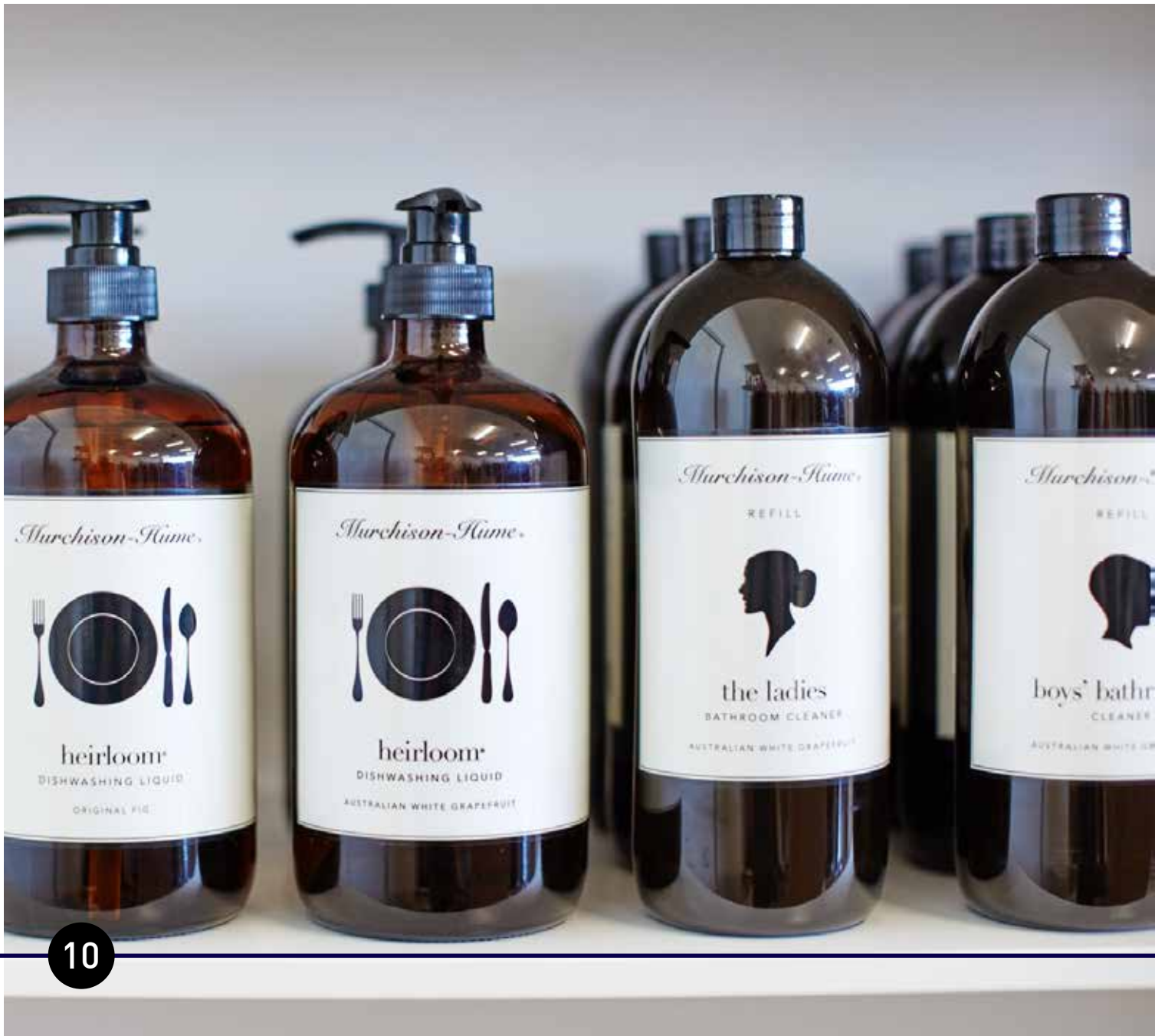
Shopping and Services

Swan Hill is a large service centre with a variety of boutique shops, from local crafts and unique gifts through to national brand name retailers. Offering a high standard of service and variety and a great shopping experience for locals and tourists alike.

Swan Hill is the essential service centre for the surrounding region. Professional services such as accountants, solicitors, financial advisors and

major banks are available in Swan Hill for your business and personal needs.

Although Swan Hill is the largest centre in the municipality, the surrounding townships of Lake Boga, Manangatang, Woorinen South, Nyah and Nyah West all maintain essential services for their smaller communities.







Economy and Employment

The Swan Hill region is one of Australia's most diverse and productive regional areas and with such diversity comes a variety of job opportunities. Key industries include agriculture, horticulture, manufacturing, health and education services.

Entry level positions through to managerial roles ensure that job prospects and diversity are offered. The region has attracted numerous professionals from metropolitan and other large regional centres, a testament to the career opportunities and pathways on offer. Combined with our enviable lifestyle, access to services and affordable housing, it's no wonder so many choose the Swan Hill region as the place to live, work and invest.

The region's primary industries are set to grow as National Broadband Network (NBN) and natural gas are introduced and there are ever-improving transport links across Australia and internationally.

Swan Hill Rural City Council is committed to economic development and is focused on generating, attracting and maintaining business activity and employment throughout the region.

Council has adopted an Investment Attraction Strategy that provides assistance and/or financial incentives to new business investment or for significant expansion of existing business across the municipality.

If you are interested in finding out more about the region's economy, contact a member of the

Economic Development team at the Swan Hill Region Information Centre (03) 5032 3033.

Job vacancies are listed in the local newspaper The Guardian, each Friday.

For seasonal or harvest work within the agricultural sector contact MADEC on (03) 5033 0025

In addition to these local career opportunity platforms, many positions are listed by nationally recognised online career websites such as seek.com.au or careerone.com.au.



“I moved to Swan Hill six years ago with my husband, James. At first I was worried how I would adapt having come from

Sydney. Soon after I arrived I found a great job and fell in love with the relaxed lifestyle.

Everyone is so friendly, everything you need is right at your fingertips, no traffic - there really is no where else I would rather raise my family.”

Caitlin Considine

Mint Soda



Schools and Education

The Swan Hill region is home to a variety of education facilities, spanning from Lake Boga to Manangatang. Swan Hill itself has four primary schools, a specialist school, two secondary colleges and a FLO (Flexible Learning Options) campus.

There is access to a range of tertiary courses through SuniTAFE at Swan Hill. This also includes a Deakin University learning centre. Various training providers also offer further education opportunities for young people and mature aged students.

PRIMARY SCHOOLS

Son Centre Christian College

Aerodrome Road, Swan Hill
(03) 5032 4199
www.soncentre.vic.edu.au

Swan Hill North Primary School

118 Chapman Street, Swan Hill
(03) 5032 1336
www.shnps.vic.edu.au

St Mary's Primary School

2 Murlong Street, Swan Hill
(03) 5033 2541
www.smswanhill.catholic.edu.au

Swan Hill Primary School

123 Gray Street, Swan Hill
(03) 5032 1336
www.swanhillps.vic.edu.au

Swan Hill Specialist School

27 Yana Street, Swan Hill
(03) 5032 3683
www.swanhillspec.vic.edu.au

Beverford Primary School

20 School Road, Beverford
(03) 5037 6622
www.beverfordps.vic.edu.au

Lake Boga Primary School

8 Williams Road, Lake Boga
(03) 5036 9000
www.lakeboga.vic.edu.au

Nyah District Primary School

53-59 Monash Avenue, Nyah West
(03) 5030 2548
www.nyahdps.vic.edu.au

Woorinen District Primary School

49 Palmer Street, Woorinen South
(03) 5037 6514
www.woorinendistrictps.vic.edu.au

Ultima Primary School

Cnr Cameron & O'Connor Streets, Ultima
(03) 5039 6101
www.ultimaps.vic.edu.au



SECONDARY SCHOOLS

St Mary MacKillop College

53 McCrae Street, Swan Hill

(03) 5032 9771

www.smmc.vic.edu.au

Swan Hill College

10 Pye Street, Swan Hill

(03) 5032 9360

www.shc.vic.edu.au

Manangatang P-12 College

4105 Mallee Highway, Manangatang

(03) 5035 1270

www.manang.vic.edu.au

TERTIARY EDUCATION

SuniTAFE Swan Hill

64 Sea Lake-Swan Hill Road, Swan Hill

(03) 5036 0220

www.sunitafe.edu.au



Health

The region possesses high quality hospitals and medical centres, and is home to a number of private practices from general practitioners to various specialist services.

Swan Hill District Health services the southern area of the municipality, with a comprehensive suite of services from dental to maternity. For a full list please call (03) 5033 9300 or visit their website www.shdh.org.au.

MEDICAL CLINICS

Swan Hill Medical Group

Cnr Splatt and McCrae Streets, Swan Hill
(03) 5033 1711
www.swanhillmedicalgroup.com

Tristar Medical Group

152-162 Campbell Street, Swan Hill
(03) 5032 2133
www.tristarmedicalgroup.com.au

Swan Hill Primary Health Medical Centre

31 High Street, Swan Hill
(03) 5033 9900
www.shdh.org.au/medical-centre





Housing

The Swan Hill region offers a diverse range of housing options whether you are looking to buy, rent or build.

Properties are available on the riverfront or on the Lake Boga lakeside, through to townhouses in the Swan Hill CBD. You might prefer a rural lifestyle property for hobby farming, agricultural pursuits or simply a touch of tranquillity. The options really are endless.

Affordable blocks of land are available at Tower Hill, while the new South West Development Precinct will open up over 1500 blocks of land from 800 to 2000 square metres.

With great access to quality builders and trades, creating your dream home in the Swan Hill region is trouble-free.

Housing is easily accessible through several real estate agents competitively servicing the region.

BR&C Agents – RuralCo

97 Curlewis Street

Swan Hill

(03) 5033 2498

www.ruralcoproperty.com.au

LJ Hooker Swan Hill

310 Campbell Street

Swan Hill

(03) 5033 1331

www.swanhill.ljhooker.com.au

Noel Watson Real Estate

353 Campbell Street

Swan Hill

(03) 5032 4800

www.noelwatson.com.au

Ray White Swan Hill

274 Campbell St

Swan Hill

(03) 5032 2507

www.raywhiteswanhill.com.au

Wood & Co Real Estate

199 Campbell St

Swan Hill

(03) 5033 2000

www.woodandco.com.au

If you are moving to the region and looking for short term rental accommodation there are a number of providers that offer comfortable and affordable options.

Jacaranda Motel and Holiday Units (jacarandaholidayunits.com.au)

Stewart Street Accommodation (stradbrokehall.com.au)

Stayz (stayz.com.au)

Air BnB (airbnb.com.au)

Median house price



\$295,000

Average monthly rental payment



\$1,365







Attractions and Activities

Whether your interests lie in sport, the great outdoors, arts or culture, the Swan Hill region can cater for you, your family and visiting friends or relatives.

The region's natural assets provide the perfect playground and backdrop for numerous activities.

There are established parklands and gardens, and easily accessible areas of the mighty Murray and Lake Boga for water based activities such as swimming, skiing and fishing.

From cycling, walking or a touch of yoga in the park, through to horseriding, fishing and any number of water sports – the region is well known for its range of activities and laid back lifestyle.

Events are a highlight for both locals and visitors, and include the June Racing Carnival, Swan Hill Food and Wine Festival, drag racing and monthly farmers markets.

There are also various attractions like the Pioneer Settlement, the Lake Boga Flying Boat Museum and, over the river, the Murray Downs 18-hole championship golf course.

The Pioneer Settlement in Swan Hill is the region's major attraction, with the Heartbeat of the Murray laser show a great starting point for visitors and new residents to gain an insight into the history of the region and the story of the mighty Murray River.

For more information on attractions and activities, contact the Swan Hill Region Information Centre.

Swan Hill Region Information Centre

Cnr McCrae & Curlewis Streets, Swan Hill

(03) 5032 3033

tourism@swanhill.vic.gov.au

www.visitswanhill.com.au

Connect with us



[@SwanHillRegionInformationCentre](https://www.facebook.com/SwanHillRegionInformationCentre)



[#visitswanhill](https://www.instagram.com/visitswanhill)

Sport and Recreation

Sports and outdoor recreation are important to the many residents who call the region home. There are over 70 well-maintained reserves, sporting grounds, parks and gardens throughout the municipality. The region offers a range of activities such as:

- Competitive sports – football, netball, cricket, basketball, tennis, equestrian, golf, swimming and many more
- Walking and cycling – The region is cycle-friendly with bike racks and seating along many paths. Shared paths link the river to farmland and the many parks and gardens to the CBD
- Family facilities such as playgrounds, barbecue and picnic areas
- Skate parks – Swan Hill, Lake Boga and Woorinen South
- Outdoor swimming pools – Swan Hill, Manangatang and Two Bays
- Playgrounds – Swan Hill Riverside Park, George Lay Park, Barry Steggall Park (award winning all-abilities playground) and many more

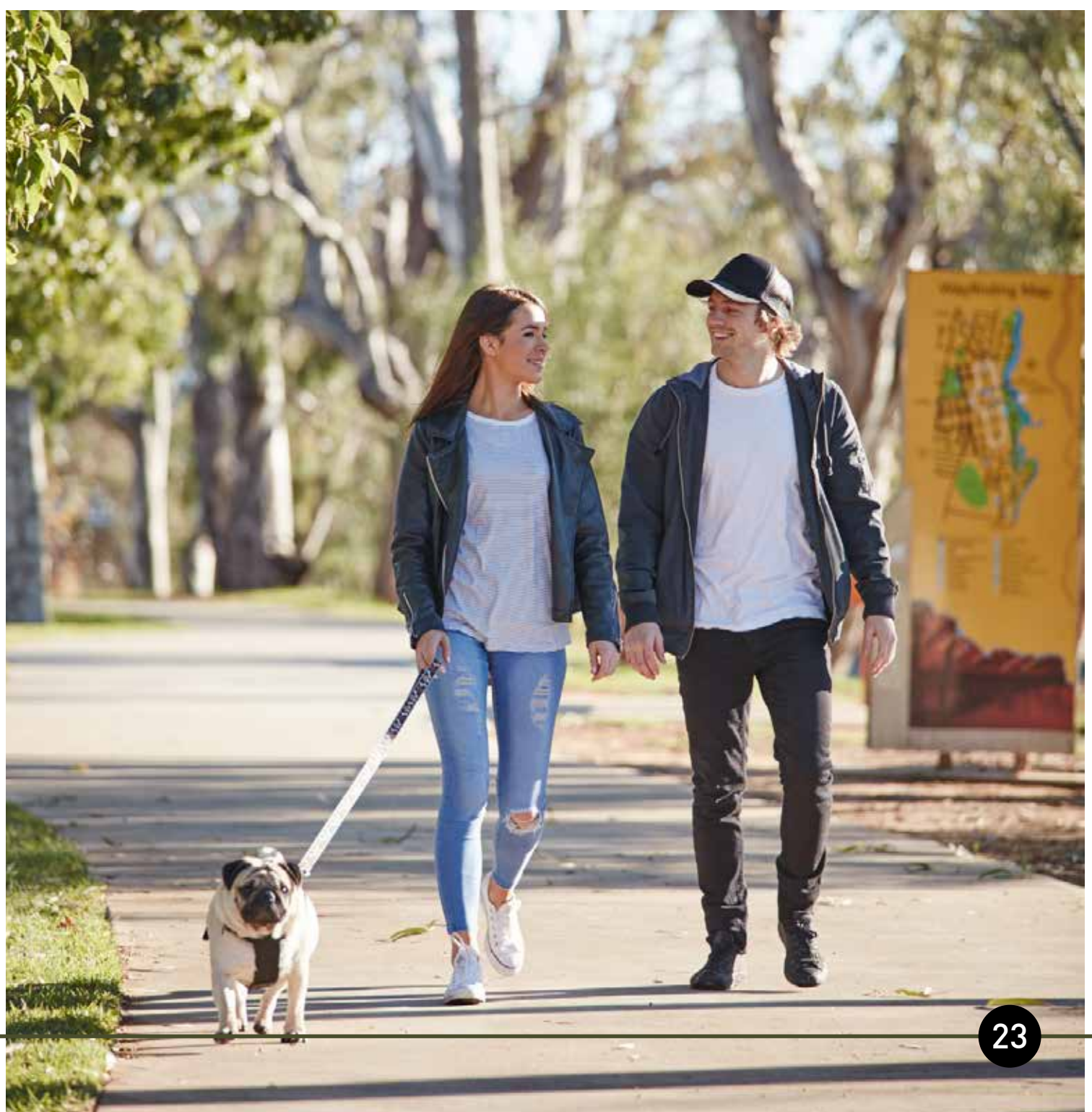
Swan Hill is also home to an indoor leisure centre which offers a range of classes, gym equipment and lessons and houses a heated indoor swimming pool. For more information, contact Swan Hill Leisure Centre on (03) 5032 5222.



Other commercial gyms service the Swan Hill region too, with a range of classes and wellbeing services.

Swan Hill is home to a four-court stadium, which regularly hosts tournaments for basketball, badminton, netball and other activities. The nearby Swan Hill Jockey Club hosts several gallops and harness racing events each year. These include the premier three-day horse racing carnival each June long weekend, and the pacing cup held each October.

For more details on any of Council's sport and recreation facilities, including opening times or fees/charges, visit Council's website or contact the Splatt Street Office on (03) 5036 2333.



Public Transport

High quality road and rail infrastructure connects the municipality, with two daily passenger rail services to Melbourne and connecting to V/line buses through to Mildura.

There is a daily bus service from Swan Hill to Bendigo (with train connections to Melbourne), which connects some of the smaller towns to our south as well.

There are daily coach links from Swan Hill to Adelaide and Sydney via Albury. For more information on bus and rail services, visit ptv.vic.gov.au or contact the Swan Hill Station on (03) 5032 4444.

Within Swan Hill, a bus service operates six days per week, providing public transport on northern and southern routes. Surrounding towns of Piangil, Wood Wood, Nyah, Nyah West, Woorinen South and Ultima are also accessible by bus.

For details of bus timetables please contact Swan Hill Bus Lines on (03) 5032 1068.

Taxis also operate in the Swan Hill region, visit their website or call (03) 5032 2288 for details.

The municipal aerodrome has a fully maintained and surfaced runway which can be utilised for charter flights and services to Melbourne and throughout Australia.



Parking

There are a large number of free all day parking bays surrounding the Swan Hill CBD, as well as a combination of ticketed and time restricted parking areas.

To park in the Swan Hill CBD, purchasing a ticket is required during the week. Saturday mornings is designated as free parking, although time restrictions still apply.

There are also a number of free all day parking bays surrounding the Swan Hill CBD.

There are designated disabled parking bays for those who hold disabled parking permits.

Aged Care Services

A variety of services are available for seniors in Swan Hill and the surrounding region.

A number of facilities provide residential aged care and private hostels including Alcheringa Hostel, Logan Lodge and Jacaranda Lodge in Nyah West.

Community Care Services provide support and assistance to people who want to continue living independently and safely in their own homes. Some programs offered include Meals on Wheels, home

care and cleaning services. To learn more about these services, contact 'My Aged Care' on 1800 200 422 or online at www.myagedcare.gov.au

Senior Citizens Clubs are active in a number of communities across the region, including Swan Hill, Woorinen South and Manangatang. Please contact Council's Splatt Street office on (03) 5036 2333 to get in contact with the relevant group.



Disability Services

Swan Hill Rural City Council aims to provide services and facilities that are accessible to all people who live, work or visit the municipality.

The Community Access Inclusion Strategy (CAIS) has identified opportunities to improve service and facility planning and delivery to eliminate barriers that prevent access and

participation to people with a disability.

Swan Hill is also home to an all accessible playground and park facility – Barry Steggall Park - at Tower Hill, just west of the Swan Hill CBD.

For more information about local disability services please contact Council’s Splatt Street office on (03) 5036 2333 .

Multicultural Services

Swan Hill Rural City Council is home to a diverse population and welcomes people from all cultures. There are a number of services on offer to new residents and visitors to the region.

For translation services, call 131 450.

For skilled migration and citizenship enquiries, please contact Department of Immigration and Home Affairs via the website www.homeaffairs.gov.au or on 131 881.

To speak with the local Registered Certifying Body (RCB), call the Swan Hill Region Information Centre on (03) 5032 3033.



Family Services

There are a number of services on offer to help support children and families across the municipality.

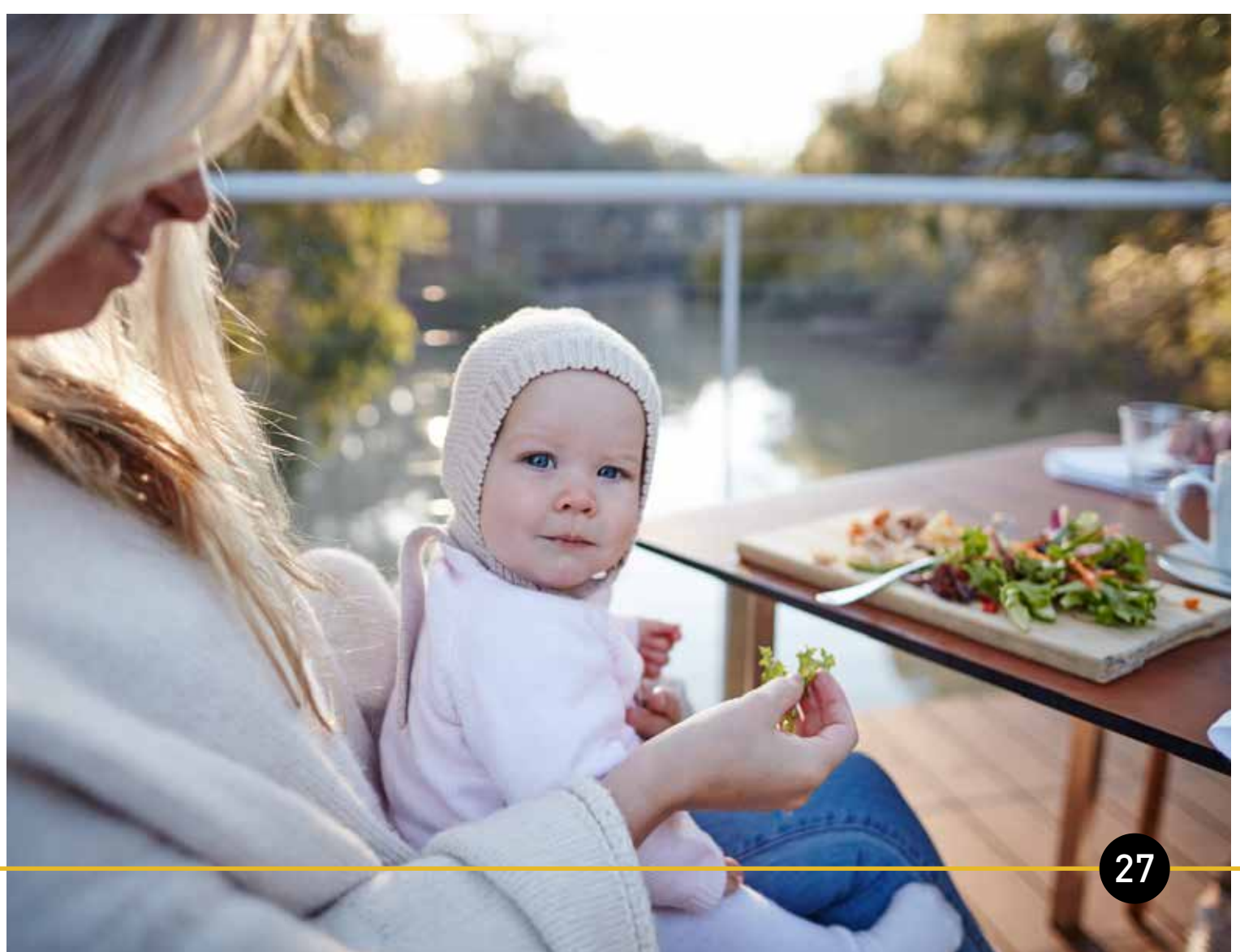
Maternal and Child Health

Maternal and Child Health is a free primary health service available to all families with children aged from birth to school age.

Council provides information and support to new parents with babies, as well as child health and development checks. Maternal and Child Health Nurses are registered general nurses with qualifications in midwifery and maternal and child health.

The service operates throughout the municipality with clinics in Swan Hill, Nyah West, Lake Boga, Woorinen South and Manangatang.

To make an appointment call (03) 5032 0300 or visit the website for more details.



Family Services continued

New Parents Groups

First-time parents are invited to join new parents groups. The groups are a chance to meet and socialise with other new mothers or fathers and their babies, and get health and parenting information. To find out more about new parents groups contact Maternal and Child Health on (03) 5032 0300.

Playgroup and pre-school

To find a playgroup, visit www.playgroup.org.au or call Playgroup Victoria 1800 171 882.

While many pre-schools within our region are owned and maintained by Council, they are managed at a community level. Pre-schools operate in Swan Hill, Lake Boga, Manangatang, Nyah West, and Woorinen.

For pre-school enrolments in the Swan Hill region contact the Loddon Mallee Preschool Association www.lmpa.org.au/ on (03) 5443 1229.

Swan Hill South Kindergarten

5 Willick Street, Swan Hill
(03) 5032 4333
www.lmpa.org.au/kindergartens-listing/swan-hill-south-preschool

Kunawaa Pre-School

123-163 Gray Street, Swan Hill
(03) 5032 3600
www.lmpa.org.au/kunawaa

Swan Hill North Kindergarten

64 Pye Street, Swan Hill
(03) 5032 2788
www.lmpa.org.au/swan-hill-north

Nyah West and District Kindergarten

Lloyd Street, Nyah West
(03) 5030 2204
www.lmpa.org.au/nyah-west

Woorinen South Kindergarten

11 McCalman Street, Woorinen South
(03) 5037 6741
www.lmpa.org.au/woorinen-south-preschool

Family Day Care

Intereach provides family day care services - quality child care for children aged from birth to 13 years old, in the home of a registered Family Day Care Educator. For more information call 1300 488 226.

The cost to families is dependent on each family's eligibility for Child Care Benefit and Child Care Rebate subsidies available through Centrelink.

Other day care services in the region include:

Good Start Early Learning Swan Hill - Beveridge Street

100 Beveridge Street, Swan Hill
(03) 5033 2859

Young Adventurers Early Childhood Education Service

24 Yana Street, Swan Hill
(03) 5032 9729

Good Start Early Learning Swan Hill - Pritchard Street

28A Pritchard Street, Swan Hill
(03) 5032 5122

Little Swans Early Learning

53 Butterworth Street, Swan Hill
(03) 5032 2220

Swan Hill Childcare Centre

4 Logan Street, Swan Hill
(03) 5032 1328

To find more information on child care providers, visit

www.childcarefinder.gov.au

Family Services continued

Out of School Hours Care

The Out of School Hours program offers high-quality child care for primary school-aged children in a safe, fun environment.

The program operates after school, on school holidays and on pupil free days in Swan Hill.

For more information visit councils website or call (03) 5036 2321.

Youth Services

Swan Hill Rural City Council operates Youth Inc, at 50-52 Campbell Street Swan Hill. Youth Inc is for 12-25 year olds to hang out, study, meet new people and get involved in the community.

Youth Inc is also home to Novo – the local youth

council - which meets regularly to discuss issues, organise events and take part in community projects focused around leadership.

To be involved in any of Youth Inc's activities, visit their website, youth.swanhill.vic.gov.au.

Settlement Services

Mallee Family Care provides help for individuals and families who have recently come to Australia due to humanitarian reasons as a refugee or other eligible migrant.

Various help in:

- Finding a home
- Learning English
- Budgeting
- Finding work, ect.

For more information call 03 5032 4479



About Council

Swan Hill Rural City Council is made up of four Council wards and represented by seven Councillors.

Central Ward covers the Swan Hill township and surrounds (four Councillors), Lakes Ward covers the southern area of the municipality including Lake Boga and surrounds (one Councillor), Murray-Mallee Ward covers the area north of Swan Hill, including Nyah, Nyah West and Boundary Bend (one Councillor) and Robinvale Ward covers Robinvale and the surrounding district (one Councillor).

Council meetings are held on the third Tuesday of each month, usually at 4pm.

Meetings are open to the public and held at different locations across the municipality, but most commonly at the Swan Hill Town Hall. Council also holds special Council meetings where needed.

To find out more about current Councillors, obtain minutes from previous Council meetings and view the Council Plan, visit Council's website.



Waste Management

Swan Hill Rural City Council is committed to keeping the municipality clean, green and sustainable.

Through a nominated contractor, Council provides garbage, recycling and green waste collection to the region. Council does not provide garbage or recycling collection services for commercial or industrial sites, however there are a number of contractors that collect commercial and industrial waste throughout the municipality.

Kerbside collection

The red bin waste is collected weekly and residents can choose between a 120 litre or 240 litre bin.

The yellow recycling and green waste bins are 240 litres and both are collected fortnightly.

For collection dates in your area, see the Waste Management page on Council's website or contact the Splatt Street office.

Charges for garbage collection and bins are listed on the annual rates notice.

Landfill

Residents can dispose of e-waste and big or bulky waste at their local landfill - in Swan Hill, Manangatang, Piangil and Ultima. Fees are based on what items are being disposed of and the size of the load.

For fees and opening hours of each landfill station, please see Council's website or contact Council's Splatt Street office.

The Big Green Shed

The Big Green Shed is a recycling centre at the Swan Hill landfill that reclaims items normally intended for landfill, and sells them for a bargain price. A number of items can be found or donated including timber, doors, tiles, bricks, furniture, books and much more.

For more information please see Council's website.



Library

The Swan Hill Regional Library is located at 53 Campbell Street, Swan Hill, and offers a range of services and activities for families, young children, teens and adults. Free wifi is available.

The library is open Monday to Friday 9am-5.30pm, Wednesday evening 7pm-8.30pm, Saturday 10am-12pm and closed Sunday.

Council also provides a mobile library service to the surrounding towns of Beverford, Lake Boga, Manangatang, Nyah, Nyah West, Ultima and Woorinen on a fortnightly basis.

For up-to-date details of activities, services and opening times and mobile library timetable please visit the website or contact the Swan Hill Regional Library on (03) 5036 2480.

Visitor Information Centre

The Swan Hill Region Information Centre is an accredited tourist information centre open 9am-5pm, 7 days a week (every day except Christmas).

Staff at the centre can offer advice and information to locals about a variety of things to see and do, activities and current events. The Information Centre also provide maps, brochures, event tickets and accommodation bookings, local produce, gifts and souvenirs.

Swan Hill Region Information Centre

Cnr McCrae & Curlewis Streets, Swan Hill

(03) 5032 3033

tourism@swanhill.vic.gov.au

www.visitswanhill.com.au

 [facebook.com/SwanHillRegionInformationCentre](https://www.facebook.com/SwanHillRegionInformationCentre)



Art Gallery

Swan Hill Regional Art Gallery is located near the Little Murray River, next to Spoons Riverside and the Pioneer Settlement. Australian naive paintings and Australian prints and drawings are the main focus of the Gallery collection, while touring exhibitions are a regular feature. Concerts, art workshops, exhibition tours and school holiday activities are also held. The gallery is open from 10am-5pm Tuesday-Friday and 10am-4pm Saturday and Sunday. Visit the Gallery website for up-to-date details gallery.swanhill.vic.gov.au



Performing Arts

Council's Performing Arts program provides a variety of touring shows. Shows vary from year to year but often include comedy, opera, morning melodies, drama and children's shows. Visit the Performing Arts website (swanhillperformingarts.com.au) for upcoming shows.

Immunisations

Council host two community immunisation sessions each month at the Swan Hill Town Hall, from 10am to 11am, and from 6pm - 7pm. Please see Council's website for session dates and times.

Vaccines listed on National Immunisation Program Schedule are free of charge, all other vaccines must be paid for. For more information call (03) 5036 2333. Council also provide immunisations to secondary schools in the municipality.

Pets

Annual registration for dogs and cats is due on 10 April each year. All cats and dogs over three months of age must be microchipped and registered with Council. To microchip your pet and to ensure that registration is accepted, you must see your local Veterinarian.

Registration forms can be found online or by

contacting Council's Local Laws department on (03) 5036 2346.

If a pet is lost or missing, residents should contact Council's Local Laws department immediately. Any dog or cat that is found outside a premise will be impounded and fees apply when animals are found at large.



Rates

Rates are calculated each financial year and rates notices are sent out in July. Rates notices include the general rate, garbage charges and the Fire Services Property Levy.

Rates are based upon the Capital Improved Value (CIV) of each property. Council then provides a tax rate for each property known as 'the rate in the dollar'. The CIV is multiplied by the rate in dollar to total the amount of annual rate raised.

The Fire Services Property Levy is forwarded directly to the State Government to fund life saving equipment, firefighters, staff and volunteers, training, infrastructure and community education. Eligible pensioners and veterans receive a \$50 concession.

For more information about rates, please contact Council's Splatt Street offices.

Special Rate

Business properties classified as tourism, commercial and industrial in the southern sector of the municipality are charged a special rate. Funds raised through the special rate are used by Swan Hill Incorporated to promote the Swan Hill region as a place to live, work, visit and shop.

Swan Hill Incorporated is governed by a local board and two sub-committees who carry out activities. This includes television and print advertising, shop local campaigns, professional development, business forums, local festivals and events, and promoting the region at consumer trade shows.

To find out more about Swan Hill Incorporated please contact the Marketing Coordinator 0407 826 177 or marketing@visitswanhill.com.au.

Building Permits

Most types of building work requires a building permit. This can include construction of new dwellings, an extension, a garage or building a front fence.

If you do not obtain a building permit, you could be fined up to \$10,000 for any work done and it might also result in problems selling your property if details of all the building permits cannot be

provided. You might also have to pay significant costs to fix building works done without a permit.

Before starting any building work, it is essential to get advice from the Building Department staff to decide if a permit is necessary for your project. Contact Council's Building Department on (03) 5036 2396.

Essential Services

Gas

Natural gas is currently being made available to homes and businesses in Swan Hill. For details on how to get connected please contact TasGas on 1800 760 771 or visit www.tasgas.com.au

Internet

NBN is the new high-speed broadband network being rolled out across Australia. This service is now available in various locations throughout the region. To find out if your area is connected visit www.nbnco.com.au or call your local service provider.

Local Media

There are a number of radio stations available for Swan Hill region listeners.

Local radio stations are 3SH 1332 (AM), Mixx FM 107.7, ABC Regional Radio 102.1 FM and community radio Smart FM 99.1.

Digital television is available throughout the Swan Hill Region, with localised news available on the WIN network.

Swan Hill's local newspaper, The Guardian, is distributed on Monday, Wednesday and Friday.

Water & Sewerage

Town water is pumped from the Murray River, filtered and chlorinated, and is of very high quality.

Permanent water saving rules are in place for the whole municipality. For more information about restrictions in your area, contact Lower Murray Water on (03) 5051 3400 or visit www.lmw.vic.gov.au



Emergency Management

Council has a Municipality Emergency Management Plan to prevent, respond to and recover from any emergency event. The municipality can be subject to fires, storms and flood. Heatwave events and drought periods can also occur during summer months.

For information on current emergencies, listen to ABC Mildura Swan Hill on 102.1 FM. Radio stations 3SH on 1332 AM and MIXX FM on 107.7 FM also provide full local coverage.

In case of emergency:

Fire brigade, police or ambulance services in an emergency phone 000

State Emergency Service - 132 500

Police stations

Swan Hill – (03) 5036 1600

Lake Boga – (03) 5037 2201

Manangatang – (03) 5035 1291

Nyah – (03) 5030 2435



Contact details

SWAN HILL RURAL CITY COUNCIL

45 Splatt Street (PO Box 488), Swan Hill,
VIC 3585

Phone: (03) 5036 2333

After Hours (emergency only): (03) 5036 2333

Fax: (03) 5036 2340

Email: council@swanhill.vic.gov.au

Website: www.swanhill.vic.gov.au



@SwanHillCouncil



@SwanHillCouncil

Hours: Mon-Fri 8.30am-5pm

For more information about anything within this guide, please contact

Swan Hill Rural City Council's Economic Development Unit on (03) 5032 3033.

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