



Welcome

TO GLENELG SHIRE

NEW RESIDENTS INFORMATION



Welcome

As a new community member we hope you enjoy this incredible location and the region as much as we do. The Glenelg Shire is 6,215 square kilometers of diverse landscapes including the striking coastal cliffs and stunning stretches of sandy beaches and the UNESCO World Heritage listed Budj Bim Cultural Landscape.

If you would like to know more about the local tourist attractions, we invite you to come in and meet the team in one of our Visitor Information Centres in Portland, Casterton, and Nelson.

Council delivers over 100 services to the community. If you are interested in learning more about any of these services please visit our website:

www.glenelg.vic.gov.au.

If you need to talk to us please contact us free on 1300 453 635, or for enquiries in person, you can visit one of our Customer Service Centres.

Whether you live in historic Portland, scenic Cape Bridgewater, the rural towns of Casterton, Heywood or Dartmoor, the idyllic village of Nelson, or anywhere in between, there is a lot to see and do. We encourage you to make the most of the community facilities and our natural wonderland.

Once again, welcome, and best wishes from our Mayor, Councillors and the residents of Glenelg Shire.

With my best wishes,



Helen Havercroft
Chief Executive Officer



Acknowledgement of Country

The Glenelg Shire Council respectfully acknowledges the Gunditjmara, Jardwadjali and Boandik people as the Traditional Owners of the land that the Glenelg Shire encompasses and we pay our respects to their Elders past, present and emerging.

We recognise that Aboriginal people have cared for and protected this land we call home since the dreaming. Their connections to the land, animals, seas and waterways was, and continues to be, a part of their being and we thank them for their significant contributions to life in Glenelg.

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Shirewide Contact Details

Phone: 1300 453 635
Email: enquiry@glenelg.vic.gov.au
Postal address: PO Box 152, Portland 3305
Website: www.glenelg.vic.gov.au



Portland Customer Service

Address: 71 Cliff Street, Portland
Office hours: 9.00am-5.00pm
Monday to Friday

Casterton Customer Service

Address: 67 Henty Street, Casterton
Office hours: 9.00am-5.00pm
Monday to Friday

Heywood Customer Service

Address: 77 Edgar Street, Heywood
Office hours: 9.00am-5.00pm
Monday to Friday

Urgent After Hours Contact

For emergencies where there is threat to life or property please call 000 (Triple Zero).

For urgent after-hours Council related issues, please call 1300 453 635 and follow the prompts.

National Relay Service

If you are deaf and/or find it hard hearing or speaking with people who use a phone, the National Relay Service (NRS) can help you.

TTY users: Call **133 677** then ask for **1300 453 635**.

Speak and Listen users: Call **1300 555 727** then ask for **1300 453 635**.

Social Media



facebook.com/glenelgshire



instagram.com/glenelgshire



youtube.com/@glenelgshirecouncil7197



Your Shire



Your Council

Councillors



Karen Stephens
Mayor

0488 900 645
karen.stephens@cr.glenelg.vic.gov.au



Robyn McDonald
Deputy Mayor

0461 352 289
robyn.mcdonald@cr.glenelg.vic.gov.au



Duane Angelino
Councillor

0439 867 989
duane.angelino@cr.glenelg.vic.gov.au



Michael Carr
Councillor

0437 788 034
michael.carr@cr.glenelg.vic.gov.au



Matt Jowett
Councillor

0436 105 205
matt.jowett@cr.glenelg.vic.gov.au



Mike Noske
Councillor

0428 311 657
mike.noske@cr.glenelg.vic.gov.au



John Pepper
Councillor

0484 369 050
john.pepper@cr.glenelg.vic.gov.au

Council Meetings

The Mayor and Councillors of the Glenelg Shire welcome all members of the community to attend Council Meetings. Seating is provided in the public gallery at the rear of the Council Chamber. When attending meetings, members of the public are bound by Council's Governance Rules and are not permitted to interrupt the meeting proceedings. Council Meeting's are also livestreamed to the public, which is available via our website.

The only formal decision-making process of a Council is via Council Meetings, which Councillors attend and are eligible to vote. At these meetings Council makes decisions on Council policy, financial and resource allocation, community development, infrastructure and planning requirements. The Chief Executive Officer (CEO) and members of the Executive Management Team also attend the meetings, to provide information or advice when called upon by the Council but do not participate in the voting process.



Council Meeting Schedule

Council Meeting dates can be found on our website [Council Meetings | Glenelg Shire Council](#).

Glenelg Shire Snapshot

Encompassing an area of 6,215 square kilometres, the Glenelg Shire includes Portland, Heywood and Casterton and many other small townships and localities.

Rolling hills and rich agricultural land to the north give way to a scenic and secluded river region to the west. Pine and blue gum plantations line the roads through the hinterland, while a huge expanse of coastal beaches and rugged cliffs form the southern perimeter, making the Glenelg Shire a thriving place to live, visit or study.

The Glenelg Shire is located in south-western Victoria, about 360 kilometres from the Melbourne CBD.

Consultation and Feedback

Stay informed, share ideas and help shape our Shire.

Council has an online community engagement hub, where you can join the conversation and "Have Your Say". Use the Register button to sign up and receive notifications when new projects are listed, project updates are added and when feedback is open. Visit yoursay.glenelg.vic.gov.au for more information.



You can also visit our website at any time to submit positive feedback or make a complaint.

Community Newsletter

Printed copies of Council's Community Newsletter are distributed across the Shire in local cafes and General Stores, Customer Service Centres, and our Visitor Information Centres.

We also have a Community Newsletter website where you can download a copy, as well as access links to Council's other news and media articles.

Visit yoursay.glenelg.vic.gov.au/communitynewsletter for more information.

Want an email notification when a new edition is added? Subscribe to the the project via the "Stay Informed" button on our site. We will send you an email every time a new edition is uploaded.



Council Plan

Council prepares a new Council Plan after each election. The plans are made up of a vision, themes (broad areas of interest and importance), objectives (what we want to achieve) and strategies (how we will achieve them), which drive the direction of Council during their term. In practical terms, the direction helps Council to decide where it will invest its time and resources.

This plan brings to life many opportunities within our Shire - transitioning to a carbon neutral future, promoting our rich culture and diverse arts, supporting community health and wellbeing and encouraging entrepreneurs and investors to the Shire.

Learn more about what is planned for the Glenelg Shire by reading the current Council Plan on our website at [Council Plan 2021 - 2025 | Glenelg Shire Council](#).

Service Requests

Glenelg Shire Council is committed to providing our customers with quality services. We view feedback as an opportunity to improve the services we provide and value the communities contribution in identifying and reporting any issues of concern. To report a problem or provide feedback, please complete a Service Request Form.

Service Requests may refer to:

- Damage or maintenance relating to Council owned buildings & facilities
- Animals, Fire Prevention or Local Laws issues
- Roads, Potholes, Footpaths, Drainage, Parks and Gardens
- Rates, Valuations, Planning or Development
- Waste or Cleaning of Amenities or Facilities
- Property Damage, Injury or Hazards
- Environmental issues, Weeds, Fallen Trees or branches
- Requests for repair or maintenance
- Other general enquiries or feedback

You can complete your Service Request Form online on our website [Making a Service Request | Glenelg Shire Council](#).

If you need any assistance or further information regarding Service Requests, please contact our customer service team in person at one of our Customer Service Centre's or call 1300 453 635.

Glenelg Shire Council is committed to providing customers with quality services. We are an organisation that views complaints as a positive opportunity to improve the services we provide. To submit a formal complaint please visit our website [Making a Formal Complaint | Glenelg Shire Council](#).



Our Services

Community Services

Children's Services

- Kindergarten and Childcare
- Management of contractors for Maternal and Child Health (including early years immunisations)

Our Centres

Karreeta Peeneeyt Mara

Portland Child and Family Complex 94 Julia St, Portland

Jaycee Kindergarten 68 Wellington Rd, Portland

Kalbarri Kindergarten 11 Mitchell Cres, Portland

Kathleen Millikan Centre 1-7 Jackson St, Casterton

Heywood Kindergarten 24 Hunter St, Heywood

Dartmoor Children's Centre 134 Lang St, Dartmoor

[Children and Families | Glenelg Shire Council](#)

Economic Development and Business Support

- Business support and advice
- Marketing and Glenelg Shire promotion
- Business and community liaison to local and new industries
- Major project advocacy

[Business and Industry | Glenelg Shire Council](#)

Events and Tourism

- Volunteer functions and support
- Community awards
- Community Grants program
- Events advice, compliance, and event permits
- Tourist information, advice and promotion of the Glenelg Shire

[Events Glenelg | Glenelg Shire Council](#)



Our Services

Community Services

Community Wellbeing

- Community Development
- Health and Wellbeing
- Operational Planning, Reporting and Engagement
- Aboriginal Partnership Plan and Reconciliation Week
- Access and Inclusion
- Gender Equity and Violence Prevention

Recreation Services

- Club development – advice, advocacy, grants and support
- Management of sporting grounds, aquatic facilities, skate parks and open space

[Sports and Recreation](#) | [Glenelg Shire Council](#)

Youth Services

- Youth leadership and engagement
- Youth orientated events and festivals – Amplify, National Youth Week etc
- School Holiday program
- L2P learner driver program
- Linkages to local, regional and federal networks and developments
- Youth wellbeing – Live4Life, Yumcha

[Youth](#) | [Glenelg Shire Council](#)

Planning Services

- Planning permits
- Policy and zoning
- Heritage Advisory Service
- Strategic land use control review

[Planning Services](#) | [Glenelg Shire Council](#)



Our Services

Community Services

Arts & Culture

- Program of touring performances
- Program of community arts exhibitions and events
- Management, conversation, curation and display of Council's Cultural Collection
- Curriculum focused learning programs

[Home Portland Arts Centre](#)

Libraries

- Books, DVDs, magazines and newspapers to browse and borrow
- eBooks and eAudiobooks
- Streaming films, documentaries and TV shows
- Community art program
- Printing and scanning services
- Preschool Storytime and Rhymetime, and school holiday activities
- Bookable meeting rooms, and spaces to read, relax, study and meet
- One-to-one computer and mobile device support
- Local history collection
- Home library service
- Outreach Library Services
- Seed library
- Justice of the Peace service
- Senior Citizens Week celebration

Our Libraries

| | |
|-----------|----------------|
| Portland | 32 Bentinck St |
| Heywood | 77 Edgar St |
| Casterton | 67 Henty St |

[Home | Glenelg Libraries](#)



Our Services

Corporate Services

Building Services

- Building permits and control
- Safety and Emergency services

[Building Services | Glenelg Shire Council](#)

Contract Management

- Tenderlink – E Tendering
- Procurement services
- Leases and licenses for Council property

Emergency Management

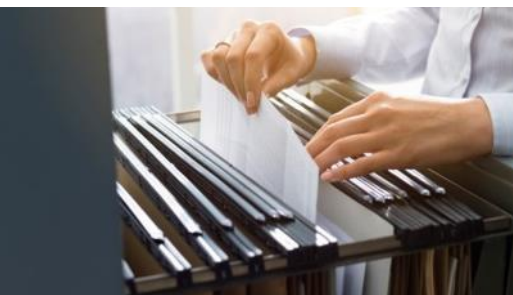
- Municipal emergency management services
- Strategic planning/coordination for fire and other emergencies, relief, recovery and community resilience
- Identification, implementation, and review Bushfire Places of Last Resort - Neighbourhood Safer Places

[Emergency Information | Glenelg Shire Council](#)

Local Laws

- Animal management, welfare and registration
- Parking monitoring and enforcement
- Fire prevention
- School crossings

[Local Laws | Glenelg Shire Council](#)



Our Services

Corporate Services

Public Health

- Food safety – monitoring of standards relating to food premises, food preparation processes, food labelling and composition
- Personal care and accommodation – regulation and surveillance of activities such as body piercing, personal health services, prescribed accommodation, caravan parks, and recreational water quality
- Infectious disease control – investigation of Gastroenteritis and other infectious disease outbreaks, immunisation programs for adolescents (secondary schools)
- Pest control - for pests that have a public health significance (i.e. rodents)
- Waste management including domestic wastewater systems in un-sewered areas, medical, infectious, and hazardous waste management
- Environmental pollution investigation and control, such as noise emissions and indoor air quality
- Public health emergency response and incident management

[Public Health | Glenelg Shire Council](#)

Infrastructure Services

Airport Operations

- Airports – Portland & Casterton

[Airports | Glenelg Shire Council](#)

Environment and Facilities

- Environment, Sustainability & Cultural Heritage
- Facilities Operations & Maintenance – including buildings, aquatic centres & saleyard
- Facilities Cleaning Services
- Waste Transfer Stations – including kerbside collection & recycling

[Waste and Recycling | Glenelg Shire Council](#)



Our Services

Infrastructure Services

Environmental Sustainability

- Provide advice to residents to reduce/manage everyday environmental impacts
- Natural resource management (Native and exotic flora and fauna)
- Resource's efficiency, reuse and utility management (water, electricity, gas, street lighting)
- Climate change adaptation
- Coastal management
- Liaise with Federal, State and Local governments and other organisations

[Environment](#) | [Glenelg Shire Council](#)

Local Port Operations

- Portland Bay boat ramps, marinas, trawler wharf, light vessel berthing/mooring

[Local Port of Portland Bay](#) | [Glenelg Shire Council](#)

Roads and Infrastructure Maintenance

- Asset operations and maintenance
- Maintenance scheduling and delivery
- Depots – Portland, Casterton and Heywood
- Parks and open spaces
- Fleet and inventory management
- Works within road reserve consents

[Roads and Potholes](#) | [Glenelg Shire Council](#)

Chief Executive Office

- Recognition of significant birthdays and anniversaries
- Citizenship ceremonies
- Communication – Community news



ALWAYS CALL 000 FOR EMERGENCIES

GP/Medical Clinic

| | | |
|-------------------------------------------------------|----------------------------|----------------|
| Active Health Portland | 148/150 Percy St, Portland | (03) 4504 2515 |
| Dhauwurd Wurrung Elderly and Community Health Service | 156 Percy St, Portland | (03) 5523 7144 |
| Portland Family Practice | 156 Percy St, Portland | (03) 5523 7144 |
| Seaport Medical Centre | 6 Fern St, Portland | (03) 5523 2322 |
| Heywood Rural Health | 21 Barclay St, Heywood | (03) 5527 0551 |
| Winda-Mara Medical Centre | 20 Hunter St, Heywood | (03) 5527 0060 |
| Merino Community Health Centre | 19-21 High St, Merino | (03) 5579 1303 |
| Edgar House Medical | 85 Jackson St, Casterton | (03) 5312 7684 |

Hospitals

| | | |
|-----------------------------|-------------------------------|----------------|
| Portland District Health | 141-151 Bentinck St, Portland | (03) 5521 0333 |
| Heywood Rural Health | 21 Barclay St, Heywood | (03) 5527 0555 |
| Casterton Memorial Hospital | 63/69 Russell St, Casterton | (03) 5554 2555 |

Dental

| | | |
|-----------------------------------------|------------------------|----------------|
| Asleep Dental | 19 Hurd St, Portland | (03) 5523 2899 |
| GMHBA Dental Care Portland | 47 Henty St, Portland | (03) 5523 1485 |
| Portland Laser Dentistry & Orthodontics | 144 Percy St, Portland | (03) 5523 2966 |

Audiology

| | | |
|-------------------------------|-----------------------------|----------------|
| All Digital Hearing Portland | 21 Fern St, Portland | (03) 5523 7488 |
| Amplifon Portland | 125B Percy St, Portland | (03) 5561 0469 |
| Hearing Australia Portland | 104B Percy St, Portland | 13 44 32 |
| Hearing Australia Heywood | 21 Barclay St, Heywood | 13 44 32 |
| Hearing Australia Casterton | 63 Russell St, Casterton | 13 44 32 |
| All Digital Hearing Casterton | 63/69 Russell St, Casterton | (03) 5554 2555 |

Accessible Parking Permits/MLAK Keys

A statewide Accessible Parking Permit scheme currently operates in Victoria. To apply please visit our website [Apply for an Accessible Parking Permit | Glenelg Shire Council](#).

People with a disability are able to purchase an MLAK key that will open all toilets, playground equipment and other facilities fitted with a lock that uses the special MLAK cylinder. Visit our website for more information [Mobility Map | Glenelg Shire Council](#).

Waste and Recycling

Waste and Recycling Kerbside Collection

For those who live within designated collection areas, Waste Services can include the following:

- 120L waste (garbage) bin collected *weekly*
- 240L recycling bin collected *fortnightly*

Visit our website [Waste and Recycling Kerbside Collection | Glenelg Shire Council](#) for the following services:

- View designated collection areas
- View waste collection calendar
- Request a new bin
- View kerbside waste collection fees

Live outside a Designated Collection Area?

Optional Kerbside Collection

Council is offering a kerbside waste and recyclables collection service to owners of properties that are on or near a number of designated roads through the Shire.

While the service can not extend to every property within the Glenelg Shire, residents are encouraged to utilise the Optional Kerbside Collection Service where possible.

For further information on this service, visit our website.

Private Waste Collection

Residents that do not receive Council's waste collection service may choose to have a collection service provided by a private contractor. Refer to the Telstra Yellow Pages for listings of Waste Collection Contractors.

Waste and Recycling Transfer Stations

| Transfer Station Locations | | |
|------------------------------|------------------------------|----------------|
| Portland Transfer Station | 210 Cape Nelson Rd, Portland | (03) 5522 2312 |
| Heywood Transfer Station | Heywood Tip Rd, Heywood | 0403 602 969 |
| Dartmoor Transfer Station | Bowd's Ln, West of Dartmoor | 0403 602 969 |
| Nelson Transfer Station | North Nelson Rd, Nelson | 0403 602 969 |
| Jarrad's Rd Transfer Station | Jarrad's Rd, near Merino | 0432 460 527 |
| Casterton Transfer Station | Bahgallah Rd, Casterton | 0432 460 527 |

For operation days and hours please visit our website [Waste and Recycling Transfer Stations | Glenelg Shire Council](#).

Waste and Recycling

What can go in your Recycling Bin?

Hard plastic bottles and containers



Paper and cardboard



Steel and aluminium cans and foil



Products that CANNOT go in any bin



Other items are required to go into the General Waste Bin (red lid bin). For full details on what can go in your bins please visit our website [Recycling | Glenelg Shire Council](#).

Glass can currently be disposed of via Container Deposit Scheme (CDS) sites. To find your nearest CDS site visit [Victoria's Container Deposit Scheme | Find Locations](#).

FOGO – Food Organic and Garden Organic products can go in the red lid bin until the rollout of our kerbside FOGO collection or be dropped at any Transfer Station.

Waste and Recycling

e-waste



The Waste REDUCTION GROUP and its member Councils are pleased to be able to offer an e-waste recycling program in the South Western Region. You are now able to recycle your old, broken or unwanted electrical appliances at a number of sites around the region.

Collection sites can accept almost any electrical appliance that is able to be plugged into the wall.

Items are categorized by their size
SMALL, MEDIUM & LARGE and the associated charge will apply for the recycling service.

Where do I take my E-waste?

| | | | |
|-------------------------------|------------------------------------|--------------------------------------------------------------------------------------|-----------------------------------|
| Corangamite Regional Landfill | Country Boundary Rd, Naroghid | Wangoom Transfer Station | Warne Rd, Wangoom |
| Caramut Transfer Station | Gibson St, Caramut | Yambuk Transfer Station | Carrols Rd, Yambuk |
| Mortlake Transfer Station | Connewarren Ln, Mortlake | Killarney Transfer Station | Badhams Rd, Killarney |
| Woorndoo Transfer Station | Mortlake-Ararat Rd, Woorndoo | Woolsthorpe Transfer Station | Ashgrove Rd, Woolsthorpe |
| Macarthur Transfer Station | Myamyn-Macarthur Rd, Macarthur | Peterborough Transfer Station | Old Peterborough Rd, Peterborough |
| Hawkesdale Transfer Station | Baird St, Hawkesdale | Hamilton Landfill | Elijah St, Hamilton |
| Port Fairy Transfer Station | Hamilton-Port Fairy Rd, Port Fairy |  | Albert St, Warrnambool |
| Portland Transfer Station | Derrill Rd, Portland | | Catons Flat Rd, Heywood |
| Casterton Transfer Station | Bahgallah Rd, Casterton | Heywood Transfer Station | |

Electrical appliances are accepted for recycling at Landfills and Transfer Stations and charged according to three size categories - SMALL, MEDIUM & LARGE (items listed are an indication of size only)
Contact your local Council for a list of the charges.

Small appliances 30cm x 30cm x 30cm



Alarm clocks

Tools

Keyboards

Electronic Games

Hairdryers

Telephones

Laptops

Medium appliances 50cm x 50cm x 50cm



DVD / VHS Players

Stereos/HiFi Equipment

Fax machines

Scanners

Hard drives

Household appliances

Large appliances over 50cm x 50cm x 50cm



Photocopiers

Printers

Televisions

Microwaves

Monitors

Vacuum Cleaners

NOTE: Whitegoods (fridges, freezers, washing machines etc), airconditioners, gas bottles, globes and batteries are accepted at many of the Waste Facilities through other recycling programs.
Please contact your local Council for further information.

**Waste
REDUCTION
Group**



Pets and Animals

Microchipping Pets

All pets must be microchipped prior to being registered, and you will require the microchip number to apply for registration. Contact your local veterinarian to get started.

To apply for registration visit our website [Domestic Animal Registration | Glenelg Shire Council](#).

Domestic Animal Registration

Owning a pet is a wonderful experience, but it is also a big responsibility. Registering your pet is the best way to keep pets happy and safe, and ensure that they are returned to you if they get lost.

All cats and dogs must be registered with Council at three months old. They are required to wear registration tags while not on their owner's premises. This helps identify them and their owner if they are found wandering or are lost.

Owners will also need to inform Council of any changes to their, or their pet's details. To update your details or register your pet you can visit one of our Customer Service Centres, or visit our website [Domestic Animal Registration | Glenelg Shire Council](#).

Animal registrations expire on 9 April each year and must be renewed annually by 10 April. Glenelg Shire Council will send out registration renewals to all owners of domestic animals in March each year.

Glenelg Shire Animal Welfare Centre

The Glenelg Shire Animal Welfare Centre provides a temporary home for lost, stray, surrendered and seized animals. Many of these animals will be returned to their owners. Importantly, the Centre helps to find new forever homes for animals in partnership with Warrnambool City Council.

The animals at the Centre are cared for by qualified and passionate staff.

What happens when we find a lost or stray animal?

Stray animals collected by our Officers or delivered to the Centre will be advertised on the Glenelg Shire Animal Welfare Centre Facebook page. For registered animals officers will make every attempt to make contact with an animal's owner. Please note that animals may be transferred to the Warrnambool facility for ongoing care if they are not collected within 72 hours.

The centre is open for collections Monday to Friday by appointment only. The phone is attended from 8.30am to 5pm Monday to Friday.



Dog Control Zones

The areas of Glenelg Shire are for everyone to enjoy, so you must ensure you follow the regulations of the dog control zones. Please follow the restrictions outlined below.

- Dogs are required to be on a leash in the Nuns Beach area between 9.00am - 6.00pm from 1 December to Midnight on Easter Tuesday.
- Dogs are required to be on a leash on the Portland foreshore, between the Yacht Club and the Lee Breakwater.
- Dogs can be off-leash in other areas of the Municipality, but you must ensure your dog is under effective control.
- Dogs can be ON-LEASH on the new connecting pathways along the Portland Foreshore and Henty Beach area.
- Dogs must not enter the Henty Beach playgrounds, be off-leash or stray on to the beach or grassed area along Henty Beach - These areas remain PROHIBITED for dogs.

Breach of these restrictions could result in fines of up to \$900.

Barking dogs

While barking is a natural form of communication for dogs, it is the owner's responsibility to ensure their dogs are not affecting neighbourhood peace.

If your dog is barking too much, there are some things you can try:

- Obedience train your dog not to bark at regular neighbourhood occurrences.
- Get your dog used to periods of being alone.
- Try not to leave your dog alone for a long time and, if you have to, make sure your dog is comfortable, well-fed and watered and exercised before you go.

If a neighbourhood dog is becoming a nuisance to you, read our Dealing with a Barking Dog informational brochure. You can also contact Council's Local Laws Unit for advice on (03) 5522 2208.

Cleaning up after your dog

Everyone wants to live in a clean environment. All dog owners, or people walking dogs, are required to clean up after their animals. Carrying a plastic bag or scooper device is the best way to ensure you can collect and dispose of dog excrement in public places.

People who do not clean up after their dog, or are not carrying the means to do so, may face on-the-spot fines of up to \$200 for each offence.



Portland Dog Park

The space features two separate enclosures to accommodate for both large and small dogs, and boasts native trees, a sand pit, agility equipment, and a range of surfaces such as gravel, crushed rock and lawn.

The Small Dog Park is open for dogs under 10kg and the Large Dog Park is open for medium/large dogs over 10kg.

Address: 2 Bentinck St, Portland

Opening Hours: Daily 7am-7pm

Outdoor Cats

Many cats enjoy free reign of the outdoor property of their owners. However, it is essential to respect that some neighbours may not appreciate cats visiting their property. Additionally, a cat curfew is in place from 7:00 pm - 7:00 am.

Glenelg Shire Council promotes the use of cat enclosures and cat fencing. These structures can be extensive and stimulating for cats.

If you have trouble with an uninvited cat on your property, you can hire a cat trap at no charge from the Animal Welfare Centre, Heywood Customer Service and Casterton Customer Service.

Infringement Notices

Breaches of animal control laws can result in Infringement Notices for pet owners. People who receive an infringement can:

- Pay the infringement fine
- Have the matter referred to Court for consideration, which you must request in writing

If there are extenuating circumstances, you can apply for an infringement review, by referring the matter to the Glenelg Shire Council Review Panel.

Veterenarian Clinics

The Vet Group Portland

176 Percy St, Portland
(03) 5523 4900

The Vet Group Heywood

17 Edgar St, Heywood
(03) 5527 1239

Casterton Veterinary Centre

82 Henty St, Casterton
(03) 7020 9189



Children and Families

Long Day Care

Glenelg Shire Council understands the value of family, especially your little ones. Our long day care programs empower children to develop and use essential life skills through play and social interaction.

Care and education are the foundation of our programs. Our qualified and skilled educators follow the guidelines of the National Quality Framework and the Victorian Early Years and Development Frameworks for children aged from eight weeks to twelve years.

The long day care program operates extended hours to provide support to families. It provides a safe environment where children can play, learn and grow in their early years of life. Children are able to attend the service full time, part time or casually, depending on the needs of the family and availability.

Our Centres

| | |
|-----------------------------------|---------------------------|
| Karreeta Peeneeyt Mara | |
| Portland Child and Family Complex | 94 Julia St, Portland |
| Dartmoor Children's Centre | 134 Lang St, Dartmoor |
| Kathleen Millikan Centre | 1-7 Jackson St, Casterton |

Kindergarten

A child's time at Kindergarten is an important part of their early years development. It helps children develop life skills through play and social interaction. They develop friendships, engage in various activities and it also supports them in their transition to formal schooling.

At Glenelg Shire Council our professional team of teachers and educators design fun, engaging and age-appropriate programs based on the National Quality Framework and Victorian Early Years Learning and Development Frameworks, to ensure children are provided with learning opportunities through play.

Our Centres

| | |
|-----------------------------------|----------------------------|
| Karreeta Peeneeyt Mara | |
| Portland Child and Family Complex | 94 Julia St, Portland |
| Jaycee Kindergarten | 68 Wellington Rd, Portland |
| Kalbarri Kindergarten | 11 Mitchell Cres, Portland |
| Heywood Kindergarten | 24 Hunter St, Heywood |
| Dartmoor Children's Centre | 134 Lang St, Dartmoor |
| Kathleen Millikan Centre | 1-7 Jackson St, Casterton |



Children and Families

Take a Tour

Want to see what our kindergarten and long day care centres look like before you enter the doors?

You can take a virtual tour of any or all of the facilities we manage by visiting our website [Take a tour | Glenelg Shire Council](#).

Maternal and Child Health Services

Maternal and Child Health is a free service for all children aged from birth to 6 years, offering ten Key Age and Stage visits, as well as immunisation and additional targeted support if required.

The service is staffed by Maternal and Child Health Nurses (registered nurses with qualifications in midwifery, maternal and child health) and is managed by Portland District Health.

Who do I contact?

For all maternal and child health services enquiries please contact Portland District Health:

Phone: (03) 5521 0504

Email: mch.pdh@swarh.vic.gov.au

Maternal and Child Health line

A 24-hour telephone service staffed by Maternal and Child Health nurses for families of children aged birth to school age is available by contacting **13 22 29**.

(This help line is funded by the Victorian Government initiative.)

For more information please visit our website [Maternal and Child Health Services | Glenelg Shire Council](#).

Playgroup

Playgroups provide parents and caregivers with the opportunity to meet new people, gain support and exchange parenting ideas. They allow babies, toddlers and preschools to socialise as they play and learn together.

All playgroups are different but the emphasis is on fun and friendship.

To see the timetable for a list of current playgroups in the Glenelg Shire please visit our website [Playgroup | Glenelg Shire Council](#).



Children and Families

Schools

| Primary | | |
|------------------------------------|-------------------------------|----------------|
| All Saints Parish School | 94/100 Fawthrop St, Portland | (03) 5523 3654 |
| Bundarra Primary School | 124 Fawthrop St, Portland | (03) 5523 4122 |
| Portland Primary School | 45 Palmer St, Portland | (03) 5523 1911 |
| Portland South Primary School | 133 Edgar St, Portland | (03) 5523 2911 |
| Portland North Primary School | 42 Schools Rd, Portland | (03) 5523 1482 |
| St John's Lutheran Primary School | 43/55 Trangmar St, Portland | (03) 5523 3833 |
| Bolwarra Primary School | 249 Princes Hwy, Bolwarra | (03) 5529 2374 |
| Narrawong District Primary School | Windham St, Narrawong | (03) 5529 5375 |
| Heywood Consolidated School | 52 Kentbruck Rd, Heywood | (03) 5527 1200 |
| Dartmoor Primary School | 76 Greenham St, Dartmoor | (03) 5528 1382 |
| Merino Consolidated School | Portland-Casterton Rd, Merino | (03) 5579 1305 |
| Casterton Primary School | McPherson St, Casterton | (03) 5581 1522 |
| Sacred Heart Parish Primary School | 39 Robertson St, Casterton | (03) 5581 1131 |
| Secondary | | |
| Bayview College | 119 Bentinck St, Portland | (03) 5523 1042 |
| Portland Secondary College | Must St, Portland | (03) 5523 1344 |
| Portland Bay School | 77 Henty St, Portland | (03) 5523 2218 |
| Heywood District Secondary College | 23 Gorrie St, Heywood | (03) 5527 1303 |
| Casterton Secondary College | 27 Mt Gambier Rd, Casterton | (03) 5581 1588 |

What the Library Offers

Glenelg Libraries has three branches (Portland, Casterton and Heywood), an outreach van, and a home library service, all of which include help from friendly and passionate staff.

Our libraries provide a comfortable space to read, browse, study, research and mingle.

What we have available:

- Books and Large Print Books
- Magazines and Newspapers
- Audiobooks
- eBooks
- eAudiobooks
- DVDs
- Comics and Graphic Novels
- Reference and local history collections
- Costume Library
- Photocopying, printing and scanning
- Justice of the Peace
- Home Library Service



Wi-Fi, Internet and Computers

Our libraries have free public computer access. To access our computers, you will need to use your library card number and PIN. We also offer printing, photocopying, scanning, as well as free Wi-Fi.

Charges apply for printing and copying.

If you need computer support you can book a one on one appointment with one of our Portland library staff free of charge.

Events

Glenelg Libraries runs many events, most of which are free to attend. These events are advertised on our website, eNewsletter, Facebook and Instagram pages, and within library branches.

Some of our weekday events include Rhymetime, Storytime and Bookchat, and we also run School Holiday Activities. On Thursday evenings the Portland Library runs our Libraries After Dark program which runs 5pm-9pm.

For more information on events please go to our website [Events and Programs | Glenelg Libraries](#).

Room Hire

The Portland Library has one small and one large meeting room available for hire. These rooms are available free of charge to volunteer-run organisations. To request a room booking, visit our website [Meeting Room Hire | Glenelg Libraries](#).

To book spaces at Casterton or Heywood, please call the relevant Customer Service Centre.

Outreach Library Services

Glenelg Libraries' mobile library visits the regional towns of Dartmoor, Merino and Digby on a three-weekly schedule.

The mobile library is equipped with 500 items including latest releases, audiobooks, magazines, DVDs, fiction, non-fiction and picture books. It also has an awning and seating so people can stop by, browse the collection and connect to the free Wi-Fi.

Nelson Click and Collect services are available every three weeks. Library members can collect items from, and return items to the Nelson Visitor Information Centre.

Digital Library and Apps

Glenelg Libraries users have access to the following apps and sites:

- Libraries Victoria App
- BorrowBox (eBooks and eAudiobooks)
- Kanopy (movies and video streaming)
- Ancestry Library Edition
- Busy Things (for children aged 3-5 years)

Locations

Portland Library

32 Bentinck St, Portland

| | |
|---------------------|----------|
| Monday to Wednesday | 9am-5pm |
| Thursday | 9am-9pm |
| Friday | 9am-5pm |
| Saturday | 10am-4pm |
| Sunday | Closed |

Casterton Library

67 Henty St, Casterton

| | |
|------------------|----------------|
| Monday to Friday | 9am-5pm |
| Saturday | 9.30am-12.30pm |
| Sunday | Closed |

Heywood Library

77 Edgar St, Heywood

| | |
|---------------------|---------|
| Monday to Friday | 9am-5pm |
| Saturday and Sunday | Closed |

For more information on our libraries visit our website

[Home | Glenelg Libraries.](#)



Arts and Culture

Performances and Exhibitions

Portland Arts Centre hosts a variety of performances and entertainment for all ages including:

- Theatre and Comedy
- Music and Musical Matinees
- Kids and Family Performances
- Community Events
- Exhibitions
- Classes and Workshops
- PAC to Go

The annual Arts and Culture Program features a diverse variety of touring performances, exhibitions and more, which are selected to cater for a range of interests in the community.

For details of upcoming performances and exhibitions please visit the Portland Arts Centre website [Home Portland Arts Centre](#).

Cultural Collection

Glenelg Shire Council is custodian of over 10,000 items valued at over \$7 million and manages the presentation and preservation of this treasured cultural collection. The unique collection contains artworks, domestic objects, photographs and records relating to the social, maritime and civic history of the Shire, some of which are of state-wide and national significance.

We encourage you to visit and explore the many fascinating objects and artworks that form part of the Cultural Collection on display across the shire.

Community Arts Groups

Connect with local community art groups by visiting our website [Community Arts Groups Portland Arts Centre](#).

Portland Maritime Museum

Located in the Portland Maritime Discovery Centre, the Portland Maritime Museum tells the story of people's connection to the sea and coastline in this area over thousands of years.

Discover the Nyamat Mirring Gallery as well as stories of shipwrecks and the development of the Port of Portland. Free children's trails available.

You can visit the Maritime Centre at Lee Breakwater Rd Portland from 9am to 5pm daily.



Discover our Shire

Visitor Information Centres

We believe the best things in life are worth seeking out.

Whether you want to discover our natural wonders, unique heritage, world class beaches, local cuisine or fill your day with adventure, our friendly staff can give you expert advice and local knowledge to help you create your Glenelg experience.

Stop by one of our Visitor Information Centres, to discover and explore all Glenelg has to offer:

Portland Visitor Information Centre and Maritime Museum

Lee Breakwater Rd, Portland
1800 035 567

Open Daily 9am-5pm (Except Christmas Day)

Casterton Visitor Information and Kelpie Centre

139 Henty St, Casterton
(03) 5554 2440

Open Daily 9am-5pm (Except Christmas Day)

Nelson Visitor Information Centre

Leake St, Nelson
(08) 8738 4051

Open Daily 10am-12.30pm & 1.30pm-5pm (Except Christmas Day)



Whale Watching

Winter in Portland isn't all grey skies and rainy days. The ocean adds powerful drama to the coastline, fireplaces crackle and invite cosy evenings, and crowds dwindle. And of course, whales return to the southern shores for their annual baby moon.

From May to September, the giants of the deep journey from the Antarctic to the warmer waters of the Southern Ocean to breed, birth and raise their calves. This is what we call that 'whale corridor'. It's the only place in the world where you can watch whales breeding so close to the shore.

Portland offers some of the best whale spotting vantage points to watch the Southern Right, Humpback, Blue, and the occasional Orca whale breaching, chin slapping, flippering and spy hopping. Southern Right Whales can be spotted close to shore and even into the harbour at Portland.

Keep up to date on whale sightings in Portland and surrounds by signing up to Whalemail on Facebook [Whalemail](#) | [Facebook](#).



Discover our Shire

Events

With Events happening all over Glenelg Shire, there is always something to look forward to.

To view a variety of local events and activities visit our website [Events Glenelg | Glenelg Shire Council](#).

Parks, Playgrounds, Pools and Reserves

Glenelg Shire is home to an array of beautiful playgrounds, parks and pools where the entire family can explore and play.

To view the full range of our facilities please visit our website [Parks, Playgrounds, Pools and Reserves | Glenelg Shire Council](#).

Budj Bim National Park

Discover the rich cultural heritage of Budj Bim and the natural wonders of this ancient, volcanic landscape. Budj Bim National Park visitor area is home to a tranquil crater lake, lava canals and caves in a lush bushland setting. Enjoy a picnic, camp and walk among Manna Gums teeming with native wildlife.

Visit the website for more information [Budj Bim Cultural Landscape - Visit Today](#).

Tae Rak Aquaculture Centre

The Tae Rak Aquaculture Centre is a state-of-the-art facility designed to showcase one of the world's most extensive and oldest aquaculture systems. The centre houses a Bush Tucker Café serving meals 10am~2pm, and coffee & cake all day, as well as a Retail Space and a Tour desk. The centre also houses a kooyang display tank for visitors to take a look at live short-finned eels (*Anguilla australis*).

Visit the website for more information [Budj Bim Cultural Landscape - Tae Rak Aquaculture Centre](#).

Great South West Walk

A spectacular walking track popular with locals and visitors, it's stunning scenery, beautiful fauna, wildlife and tranquil setting provide a memorable and serene experience.

The track is designed for short or long walks, with various starting locations scattered between Portland and Nelson.

For more information about the Great South West Walk visit [Great South West Walk – South West Victoria, Australia](#).



Planning or Building Permit?

Planning and Building permits are different permits and have different purposes. A Planning permit is for the development and use of the property and any construction and may not always be needed where a building permit is generally always required when constructing, altering, extending or demolishing a building.

It is highly recommended that you contact Council prior to commencing any building works to ensure that you get the correct information prior to lodging an application.

NOTE: If a Planning permit is required, the Planning permit has to be issued before the Building permit can be issued. Applications for both Planning and Building permits can be applied for at the same time and assessed concurrently.

Planning Permits

You may need to apply for a planning permit if you plan to:

- Open a new business
- Construct a house, or multiple houses
- Construct a garage/carport/shed
- Erect and display signs
- Implement industrial or commercial buildings and site works
- Alter external treatments on a building, or apply internal alterations on select buildings, within our Heritage Overlays
- Subdivide land and/or buildings
- Remove of lop native vegetation, such as native trees, shrubs and grasses, including dead native trees

If you would like to speak to someone for Planning advice or to make an enquiry please visit our Portland Customer Service Centre, or call 1300 453 635. For further information visit our website [Planning Permits | Glenelg Shire Council](#).

Building Permits

Any proposed building work must have a building permit prior to construction, unless exempted, and must meet minimum standards of safety and amenity.

A building permit applies to building work that is in connection with the construction, demolition, or removal of a building.

To construct a building means:

- Build, re-build, erect or re-erect the building
- Repair the building
- Make alterations to the building
- Enlarge or extend the building
- Place or relocate the building on land

For further information visit our website [Applying for a Building Permit | Glenelg Shire Council](#).

Local Laws

You may need to apply for a permit if you plan to:

- Camp on private or Council managed land
- Burn off
- Collect/busk on Council-owned or managed land
- Cut and collect fodder on road reserves
- Keep excess animals
- Conduct a domestic animal business
- Drove livestock
- Graze livestock on roads and public places
- Use a Council footpath to display signage or eating facilities

Other Permits

Other permits that may be required are:

- Works within road reserve
- Footpath trading permit
- Itinerant trading permit

Infringements of the General Local Law 2018

Local Laws is an important part of life in the Glenelg Shire, providing a safe, healthy environment for our community.

Infringement Notices may be issued by Local Laws officers for a range of offences, including breaches of Glenelg Shire Council General Local Law 2018.

Persons who receive an infringement may:

- Pay the infringement
- Refer the matter to the Glenelg Shire Council Review Panel if there are extenuating circumstances surrounding the issuing of the infringement. Please complete and return the [Infringement Review Application Form](#)
- Have the matter referred directly to Court for consideration. This must be requested by contacting Council in writing.



Contact Us

Phone: 1300 453 635
Email: enquiry@glenelg.vic.gov.au
Postal Address: PO Box 152, Portland 3305
Website: www.glenelg.vic.gov.au

