



a to Z

guide of
council services
for businesses

www.yarracity.vic.gov.au

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april 2005

z

a to z guide of council services for businesses

april 2005

The information in this Guide is current as at February 2005.
Information is subject to change and reference should be made to Council's website for updated copies of the Guide.

The Guide will be updated on a quarterly basis.

TRANSLATIONS:

IF YOU WOULD LIKE TO KNOW MORE ABOUT THE INFORMATION IN THIS DOCUMENT AND YOUR LANGUAGE IS NOT LISTED BELOW, YOU CAN CONTACT AN INTERPRETER ON 9280 1940.

VIETNAMESE

NẾU MUỐN BIẾT THÊM CHI TIẾT VỀ NỘI DUNG VĂN KIỆN NÀY, QUÍ VỊ CÓ THỂ LIÊN LẠC VỚI MỘT THÔNG DỊCH VIÊN QUA ĐIỆN THOẠI SỐ 9280 1939.

GREEK

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MANDARIN

如果想要進一步瞭解這份文件中的內容，您可以致電9280 1937，和翻譯員取得聯繫。

CANTONESE

如果你要更多地了解關於這篇文件的內容，您可以與傳譯員聯絡，電話號碼9280 1932。

ITALIAN

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TURKISH

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ARABIC

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SPANISH

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contacting the city of yarra

If you require information or have enquiries about City of Yarra services for business you can telephone us, email us, fax us, visit us in person, or check our website.

website:	www.yarracity.vic.gov.au
email address:	info@yarracity.vic.gov.au
telephone:	Access Yarra 03 9205 5555 (including after hours emergency)
fax:	03 8417 6666
municipal offices:	Collingwood Town Hall 140 Hoddle Street Abbotsford Richmond Town Hall 333 Bridge Road Richmond (Office hours are Monday to Friday 8.30 am to 5.00 pm)
postal:	PO Box 168 Richmond 3121

services by branch

Council can provide businesses in the City of Yarra with the following information and services. Please ask for the appropriate branch.

Access Yarra

- Enquiries and assistance with all Council Services

Aged and Disability Services

- Advice and referral for businesses to ensure that all aspects of their business comply with the requirements of the Disability Discrimination Act.

Building Services Unit

- Builders Code of Practice
- Building Contacts – list of organisations
- Building Permits
- Property Information Requests
- Property Plans

Community Amenity Unit

- Footpath Trading licenses; chairs, tables, umbrellas, advertising signs
- Liquor Licensing, Temporary Footpath Licensing, Town Planning Investigations, Licensed Venue Noise, Liquor License or Planning Permit for Licensed Venues

Culture and Community Planning Branch

- Aboriginal Affairs
- Arts Development Grants
- Community Arts
- Community Directory
- Festival and Events
- Gallery Guide
- Graffiti
- Neighbourhood House Information
- Public Art
- Venues in the City of Yarra

Economic Development Branch

- Business Services and Support
- Business Communication
- State & Federal Government Assistance Programs
- Referral Services
- Strategy and Policy
- Retail Strip Marketing
- Statistics and Research

services by branch, continued

Parking Services Unit

- Business parking permits
- Parking Infringements

Public Health Unit

- Commercial Waste Guidelines
- Environmental Health Officers
- Food Business Requirements
- Health Permits – New Business Requirements
- Food Safety and Surveillance
- Noise Management
- Tobacco Legislation

Recreation and Open Space Unit

- Management of Open Space and Parks
- Planting and Management of Street Trees
- Tree Problems and Inspections

Revenue Management Unit

- Changes of address for rate notices
- Land Information Certificate
- Rates

Road Services Unit

- Damaged or Uneven Footpath
- Damaged or Uneven Kerbs and Channels
- Damaged Pits
- Installation and Repair of Street furniture, all signs and sign poles, bollards, bike racks, street seats
- Pot Holes
- Reinstatements
- Road Surface (depressions, collapse, damaged speed humps)
- Street Posts (not light & telegraph poles)

Services Contracts Unit

- Domestic Recycling
- Domestic Rubbish
- Road Opening Permits
- Street Cleaning
- Temporary Road Closures

services by branch, continued

Tendering and Contracts Unit

- Council tenders

Transport Unit

- Loading Zones – Applications
- Parking Restriction Changes
- Traffic Management

Urban Planning Branch

- Advertising Signs on Buildings
- Car Parking
- Change of Property Use
- Demolition Works in Heritage Areas
- External Works to Buildings
- Heritage Advice
- Liquor Licenses
- Planning Permits and Applications
- Preliminary Property Zoning
- Pre Application Meetings
- Requirements/Exemptions
- VCAT Appeals
- Strategic Planning Projects

Valuations Unit

- Land valuations

Are you opening or acquiring a business in the City of Yarra?

We suggest that you use the following summary as a guide:		Complete?
1	Zoning Determine if property is in a Business Zone. Contact Planning Customer Service on 9205 5373 for preliminary advice or log onto www.yarracity.vic.gov.au ; or contact the Department of Sustainability and Environment on 136 186 to apply for a planning certificate.	
2	Planning Permits Determine if you need a planning permit. Arrange a pre-application meeting with a Council Planner at Richmond Town Hall. To make an appointment phone Planning Customer Service on 9205 5373. Bring a sketch map of your proposal and address details to your meeting.	
3	Building Permits A planning permit may be required prior to a building permit being issued. To request a building permit application contact the City of Yarra on 9205 5555.	
4	Liquor Licenses A planning permit is required. However a limited License for a one off variation does not require a planning permit. Refer Liquor Licensing in this Guide.	
5	Health Regulations Health Permits are required for a range of businesses. Refer Health Permits in this Guide.	
6	Food Shop Regulations If you're looking at taking over an existing food business or starting up a new one, you must contact the Public Health Unit to comply with requirements. You need to contact the Urban Planning Branch to enquire if planning approval is required. Refer Food Premises and Food Safety Programs in this Guide.	
7	Business Parking Determine if you are eligible for business parking permit/s. Refer Car Parking in this Guide.	
8	Footpath Trading To place chairs, tables, umbrellas, goods stands, advertising signs, barriers on the footpath, you need a Footpath Trading License. Contact Community Amenity Unit on 9205 5063 for a Footpath Trading Application form.	
9	Waste Management Organise for private waste and recycling collection service	

Note: This information is indicative only. Depending on your individual business there may be other regulations you need to consider. We suggest using the information in this Guide as a more detailed checklist.



access for people with disabilities

Visit: Australian Human Rights and Equal Opportunity Commission
www.hreoc.gov.au

Provides businesses with information on how they can make their premises more accessible to all their customers, particularly people with disabilities.

advertising signage – on buildings

Contact: Urban Planning Branch by telephone on 9205 5373 or visit: www.yarracity.vic.gov.au/environment/planning/permits.asp

If you are considering erecting an advertising sign on any building within the City of Yarra we suggest that you talk to one of the Council's Planning Officers who will advise you on the procedures to obtain a planning permit.

To make an appointment either contact our Urban Planning Branch on the above telephone number, or visit the Urban Planning office at Richmond Town Hall.

Bring a sketch map of your proposal and address details to your meeting.

When you have determined with a Planning Officer that a permit is required for the advertising sign, an application form must be submitted.

Copies of the planning application form can be obtained from the Urban Planning Branch or by visiting our website (see above).

Timeframe:

As a guide, planning applications can take 6 – 8 weeks to process and possibly longer if there are objections or appeals against the proposal.

When first discussing the project it is best to check with a Planning Officer who can advise you of the likely timeframe for obtaining a planning permit for your particular project.

Costs:

The lodgement fee depends on the type of proposal. Fees are set by the State Government and must be paid before an application can be lodged and registered.

advertising signage – on footpaths or roads

Contact: Community Amenity Unit by telephone on 9205 5063 or visit: www.yarracity.vic.gov.au/environment/roads/footpathpermits.asp

A Footpath Trading License is required for all advertising signs placed on footpaths or roads. For information refer to Footpath Trading in this Guide or visit our website (see above).

airconditioning units

Contact: Urban Planning Branch by telephone on 9205 5373 or visit: www.yarracity.vic.gov.au/environment/planning/heritage.asp

If your building is included within a heritage overlay you will require planning approval. For more information visit our website (see above).

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awnings

Contact: Urban Planning Branch
by telephone on 9205 5373
or visit: [www.yarracity.vic.gov.au/
environment/planning/heritage.asp](http://www.yarracity.vic.gov.au/environment/planning/heritage.asp)

If your building is included within a
heritage overlay you will require planning
approval. For more information visit our
website (see above).

b

begging

This is not dealt with by Council. For
assistance, contact the local police.

Collingwood (24 hours)

1 Eddy Court
Ph: 9419 4911

Fitzroy (24 hours)

13 Condell Street
Ph: 9419 4311

Richmond (24 hours)

217 – 225 Church Street
Ph: 8420 3600

bins

Refer to **Waste Management**.

business/trader group contacts

Visit: [www.yarracity.vic.gov.au/neighbour-
hood/business/tradersgroups.asp](http://www.yarracity.vic.gov.au/neighbourhood/business/tradersgroups.asp)

street	association	contacts
BRIDGE ROAD	Bridge Road Main Street Incorporated Web: www.bridgerd.com.au	Liz van Doorn Marketing Coordinator ph: 03 9819 4746 mobile: 0418 413 688 email: info@bridgerd.com.au Richard Davis President ph: 9428 3973 fax: 9428 6449 mobile: 0412 977 793 email: mt_view_hotel@bigpond.com <i>Meetings held the first Monday of each month at 6:30pm at the Richmond Town Hall</i>
BRUNSWICK STREET	Brunswick Street Businesses	Merilyn Parker ph: 9416 0394 fax: 9416 2283 email: merilyn@jaspercoffee.com

b

business / trader group contacts, continued

street	association	contacts
GERTRUDE STREET	Gertrude Street Traders Association	Victor Frendo ph: 9417 2468 fax: 9417 3450 email: vrfrendo@ozemail.com.au
NICHOLSON STREET	Nicholson Street Association	John Beckwith ph: 03 9481 0238 fax: 03 9481 0003 email: johnbeckwith78@hotmail.com
QUEENS PARADE	Clifton Hill Business Association	Greg Roycroft ph: 03 9481 8813 fax: 03 9481 0003
RATHDOWNE STREET	No traders association	
SMITH STREET	Smith Street Network	Elly Feldman ph: 03 9419 0636 fax: 9416 3993 email: beadcovic@bigpond.net.au
ST GEORGES ROAD	St Georges Road Traders Association	Joe Piedimonte (Jnr) President ph: 03 9481 1600 fax: 03 9482 2117 email: info@piedimonte.com.au
SWAN STREET	Swan Street Main Street	Julie Trace & Des Brennan ph: 03 9428 1977 email: booktalk@bigpond.com.au
VICTORIA STREET	Richmond Asian Business Association (RABA)	Mr Pham Toan President ph: 03 9421 1980 fax: 03 9421 1980 Mr Meca Ho Trader Liaison ph: 03 9421 1980 fax: 03 9421 1980 mobile: 0413 337 682 email: raba2001@hotmail.com

b

building permits

Contact: Building Services Unit by telephone on 9205 5351 or 9205 5356 or visit: www.yarracity.vic.gov.au/environment/building/permits.asp

Council's Building Services Unit offers a building permit service to ratepayers and members of the public within the municipality.

The building legislation pursuant to the *Building Act 1993* and the *Building Regulations 1994* requires that most building work be subject to the issuing of a building permit. This includes most alterations, additions, new buildings, demolitions and removals.

Prior to starting any building work, you must determine if you require a planning permit and building permit. A planning permit is a legally enforceable document that grants permission for land use or development of a particular site. It is highly recommended that you talk to one of the Council's Planning Officers who will advise you on the procedure to obtain a planning permit. For more information on Planning Permits refer to **Planning** in this Guide.

After receiving your planning permit (or even if you do not require one) you must then apply for a building permit. This can be done through Council's Building Services Unit or privately through a Building Surveyor. It is recommended that you contact Council's Building Services Unit if you are not sure whether or not a building permit is required for the building work that you propose to undertake.

Building permits are required for a variety of purposes. Examples include:

- Internal alterations to shops, offices, and factories;
- Alterations and additions to residential and commercial buildings;

- The change of use of a building, from a shop to a restaurant, or office to a shop; and
- Change of a size of a building, more floor space and/or more seating.

A building permit ensures that:

- The required building practitioners are involved in building work, and the preparation of documentation that relates to building work are registered and carry the appropriate insurance;
- Adequate documentation is prepared to construct a building;
- An independent review of building documentation occurs; and
- Key stages of building work are adequately inspected.

Undertaking building work without obtaining the necessary building permit is a serious offence and can result in severe penalties.

To request a building permit application contact City of Yarra by telephoning 9205 5555 or visit our website (see above).

Timeframe:

Allow at least 10 working days for a permit to be assessed. When all requirements are met, a permit will be issued by mail.

Costs:

The building permit fee is based on a percentage cost of the project. A lodgement fee for projects over \$5,000 and a government levy for projects over \$10,000 is also payable.

b

business service and support

Contact: Economic Development Branch by telephone on 9205 5002 or visit: www.yarracity.vic.gov.au/neighbourhood/business

Council's Economic Development Branch has been established to develop and maintain effective working relationships with our extensive local business community, comprising over 8500 businesses and more than 70,000 employees. Services offered include strategy and policy development, advocacy on behalf of business, facilitation of local business groups, retail marketing and referral to State and Federal Government agencies. This Guide is an example of the services provided by the Branch.

Selected activities of the Branch are listed below as an indication of the support provided for local economic development.

- contributing to the State Government's *Melbourne 2030* proposals;
- participation in the *Destination Melbourne* Tourism Marketing Program;
- advertising in publications such as *Cheap Eats* and *Good Food Guide*;
- development of visitor promotions for retail strips;
- facilitation of retail business groups; and
- provision of external funding for local economic development (eg: *Green Streets* (Smith Street), *Lucid* Streetlife Program and Council Arts Business Program).

business – opening a new business

Looking to invest or start up a new business, or relocate an existing business to the City of Yarra? Council encourages new and prospective businesses to look at and understand our local community and economic profiles and statistics, business services and support, council permits and regulations, rates, shopping centre information and the on-line local business directory.

Recommended information for viewing:

Yarra Economic Development Strategy
www.yarracity.vic.gov.au/neighbourhood/business/eco.asp

Statistical Information
www.yarracity.vic.gov.au/neighbourhood/business/retailactivity1.asp

b

business – other useful web links

Apprenticeships Plus

Visit: www.apprenticeshipsplus.org.au
Apprenticeships Plus is a non-profit, independent company committed to expanding employment in New Apprenticeships and other vocational skills formation opportunities.

AusIndustry

Visit: <http://www.ausindustry.gov.au>
The Australian Government's agency for delivery of products, services and information that supports industry research and innovation.

Australian Bureau of Statistics

Visit: <http://www.abs.gov.au>
Australia's official statistical organisation. They assist and encourage informed decision-making, research and discussion within governments and the community, by providing a high quality, objective and responsive national statistical service.

Australian Chamber of Commerce and Industry (ACCI)

Visit: <http://www.acci.asn.au>
The peak council of Australian business associations. Their network has over 350,000 businesses represented through Chambers of Commerce in each State and Territory, and a nationwide network of industry associations. That makes ACCI the largest and most representative business association in Australia.

The role of ACCI is to represent the interests of business at a national level as well as internationally. Through its network of businesses, each ACCI member organisation identifies the concerns of its members and plans united action. In this way business policies are developed and strategies for change are implemented. ACCI operates at a national and international level, making sure the concerns of business are represented to government at the federal level, and to the community at large.

Australian Commonwealth Government Information

Visit: <http://www.australia.gov.au>

The Australian Government Entry Point, offers comprehensive and integrated access to Australian Government information and services.

It currently lists over 700 Australian Government web sites.

Australian Industry Group (AI)

Visit: <http://www.aigroup.asn.au>
Australia's leading industry organisation representing thousands of member companies in manufacturing, construction, automotive, telecommunications, IT, transport, labour hire and other industries. AI Group is a not-for-profit association created to assist Australian industry to become more competitive on a domestic and international level. It provides comprehensive advice and support to assist members to run their businesses more effectively.

Australian Securities and Investments Commission (ASIC)

Visit: <http://www.asic.gov.au/asic>
ASIC enforces and regulates company and financial services laws to protect consumers, investors and creditors. An independent Australian government body, ASIC is responsible for financial markets, securities, futures and corporations.

Australian Taxation Office

Visit: <http://www.ato.gov.au>
The Federal Government's main revenue collection agency. Their aim is to manage and shape the revenue systems that sustain social and economic policy and fund services for Australians.

Australian Trade Commission (Austrade)

Visit: <http://www.austrade.gov.au>
Is the Australian Government agency that helps Australian companies win overseas business for their products and services by reducing the time, cost and risk involved in selecting, entering and developing international markets.

Their mission is to contribute to community wealth by helping more Australians succeed in export and international business.

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business - other useful links, continued

Business Access

Visit: <http://www.business.vic.gov.au>

A comprehensive online resource designed to help you start, run and grow your business.

Business Channel

Visit: www.business.channel.vic.gov.au

An electronic information service to improve access to Victorian Government agencies and services.

Business Entry Point

Visit: <http://www.business.gov.au>

An online federal government resource for the Australian business community. It provides a wide range of services and information about start-up, taxation, licensing and legislation.

Business Entry Point Transaction Manager

Visit: <https://transactions.business.gov.au>

Transaction Manager provides tools to find, manage and complete regular business transactions with all levels of government - from registering for an ABN, applying for licences, to simply paying your rates.

Business in Victoria

Visit: <http://www.business.vic.gov.au>

A comprehensive online resource to help you start, run and grow your business.

Consumer Affairs Victoria

Visit: <http://www.consumer.vic.gov.au>

Can help you:

- become aware of your rights and responsibilities as a consumer or trader, through access to advisory services, public information programs, and magazines and brochures written in plain English;
- register or license your business or find out who is registered;
- buy safe products by monitoring industry and developing standards for product safety;

- develop codes of practice for industry;
- resolve a dispute with a trader or a consumer by informing you of your rights and directing you to the appropriate legal channels if required; or,
- prosecute a trader where there is evidence of a breach of the law.

Department of Innovation, Industry and Regional Development (DIIRD)

Visit: <http://www.iird.vic.gov.au>

DIIRD is the Victorian Government's lead agency for economic and regional development.

Destination Melbourne

Destination Melbourne works with the tourism industry providing access to cost-effective marketing opportunities. Destination Melbourne aims to:

- facilitate the strategic marketing of Melbourne by combining the needs of the tourism industry with the programs developed and implemented cooperatively at a State and local Government level;
- streamline the tourism marketing program for Melbourne to ensure consumer driven, outcome focused cooperative marketing campaigns;
- avoid duplication of effort and conflicting messages in the marketplace;
- present cost-effective advertising and promotional opportunities for the industry to participation;
- establish cooperative campaigns that acknowledge consumer needs and help to achieve real business goals.

e-business guide

Visit: <http://www.e-businessguide.gov.au/site/page.cfm>

Provides information and resources about e-business for small businesses in Australia and those who advise them.

b

business - other useful links, continued

Food Safety Victoria (FSV)

Visit: www.health.vic.gov.au/foodsafety
Food Safety Victoria (FSV) is responsible for food regulation in Victoria through administration of the Food Act (1984) and, the Food Standards Code. FSV is involved in food recalls, investigation of alleged incidents of food borne illness and for responding to public health emergencies. It also has a significant role in the development of regulation, policies and strategies that support a safe food system and for informing and educating business and the community on food safety issues.

Industrial Relations Victoria (IRV)

Visit: <http://www.irv.vic.gov.au>
IRV supports Victoria's competitive business environment through a strategic approach to industrial relations that seeks to build high performing workplaces and minimise the impact of industrial disputes. Specific strategies include supporting and protecting vulnerable workers, fostering cooperative and sustainable approaches to employee relations and taking a leadership role on emerging industrial relations issues.

Investors Guide to Victoria

Visit: <http://invest.vic.gov.au>
The Victorian Government's lead agency for attracting and facilitating investment.

Legal Channel

Visit: <http://www.legalonline.vic.gov.au>
This is the Victorian Government's legal information website. It provides clear and simple explanation of the law. You can find the information you need to take the next step. Fact sheets, links to legal practitioners, relevant legislation and agencies are all provided.

Liquor Licensing Victoria

Visit: <http://www.liquor.vic.gov.au>
The site aims to answer your questions relating to liquor licensing issues in Victoria and has electronic copies of all liquor licensing application forms, publications and newsletters on this site for your convenience.

Melbourne Australia

Visit: www.melbourneaustralia.com.au
This site provides a guide for leisure, lifestyle and entertainment information in Melbourne & Victoria. Information covers activities, accommodation, dining, entertainment, regions, transport, events and a visitors guide.

Multimedia Victoria (MMV)

Visit: <http://www.mmv.vic.gov.au>
Multimedia Victoria (MMV) is the agency responsible for implementing the State Government's information and communication technology policy: Connecting Victoria.

Restaurant & Catering Victoria (R&CV)

Visit: <http://www.restaurantcater.asn.au>
R&CV is the peak industry body for the sector that provides a wide range of advice, support and benefits to industry members.

R&CV provides a profile for restaurants and caterers to ensure that the industry attains the level of recognition with both government and the community.

Small Business Assistance Portal

Visit: <http://www.smallbusiness.gov.au>
This site provides general information on starting and operating a small or home-based business. For more detailed information, for all levels of government, go to the Business Entry Point.

Sustainable Energy Authority Victoria

Visit: <http://www.seav.vic.gov.au>
The Sustainable Energy Authority was established in 2000 by the Victorian Government to provide a focus for sustainable energy in Victoria. Functions include:

- the provision of information and advice on sustainable energy to all sectors of the Victorian community;
- the promotion and encouragement of the use of sustainable energy across all sectors of the Victorian economy;
- the encouragement and development of an economically viable renewable energy and energy efficiency industry in Victoria;

b

business - other useful links, continued

- the monitoring and evaluation of research and development on sustainable energy; and
- the provision of advice to the Minister on policies concerning sustainable energy and related greenhouse pollution

That's Melbourne

Visit: <http://www.thatsmelbourne.com.au>

This site, operated by the City of Melbourne provides tourist information including shopping, dining and entertainment.

Tourism Victoria Industry Information

Visit: <http://www.tourismvictoria.com.au>

Tourism Victoria is the State Government authority responsible for developing and marketing Victoria as a tourist destination. Tourism Victoria is a statutory authority within the Department of Innovation, Industry, and Regional Development (DIIRD).

Victorian Employers' Chamber of Commerce and Industry (VECCI)

Visit: <http://www.vecci.org.au>

VECCI is Victoria's largest employer group, servicing over 25,000 Victorian businesses. As an independent, non-government body, VECCI was started by the business community to represent business.

VECCI is involved in every facet of industry and commerce across the State, and to represent the interests of business at a State level as well as nationally. They act as a sounding board for government decision-making and as an instrument of active lobbying.

Victorian Government

Visit: <http://www.vic.gov.au>

To find local, state and federal government information and services.

Victorian Government's Export Centre (Vic Export)

Visit: <http://www.export.vic.gov.au>

This site is designed to help you evaluate your potential for success in the international marketplace, investigate the risks involved in trading overseas, conduct appropriate market research and develop a preliminary export strategy.

WageNet

Visit: www.wagenet.gov.au/WageNet

This site provides information about wages and conditions of employment in Australia for work that is covered by federal awards and agreements.

Work Safe Victoria (WorkCover)

Visit: <http://www.workcover.vic.gov.au>

The Victorian WorkCover Authority (VWA) is the manager of Victoria's workplace safety system. The responsibilities of the organisation include:

- helping avoid workplace injuries occurring;
- enforcing Victoria's occupational health and safety laws;
- providing reasonably priced insurance for employers;
- helping injured workers back into the workforce; and
- managing the workers' compensation scheme by ensuring the prompt delivery of appropriate services and adopting prudent financial practices.

b - d

business parking permits

Refer to **Car Parking**.

busking

Contact: Access Yarra
by telephone on 9205 5555

Busking requires a permit. Contact
Access Yarra for more information.

car parking

Refer to **Parking Permits**

commercial waste

Refer to **Waste Management**.

council meetings

Contact: Governance Unit
by telephone on 9205 5121
or visit: [www.yarracity.vic.gov.au/
council/meetings](http://www.yarracity.vic.gov.au/council/meetings)

Council actively encourages community
participation in its decision making
process. Council and Committee
meetings are open to the public.

You are encouraged to attend Council
Meetings. You can also send queries
in advance for "Public Question Time"
via an email form that can be located
at [www.yarracity.vic.gov.au/council/
meetings/publicq.asp](http://www.yarracity.vic.gov.au/council/meetings/publicq.asp).

If you would like to join the Council
Agenda electronic mailing list, send
your name and e-mail address to
marcone@yarracity.vic.gov.au. You will
receive an e-mail alert whenever Council
publishes an Agenda or Minutes
document on its web site along with a
link to the document itself. Any personal
information provided to Council in regard
to subscribing to this service will only
be used for the purpose of providing
this service.

disabled access

Refer to **Access for People with Disabilities**.

d - e

drug related issues

Contact: Public Health Unit
by telephone on 9207 5777
or visit: [www.yarracity.vic.gov.au/
services/health](http://www.yarracity.vic.gov.au/services/health)

The following Drug Related Issues Info Sheets are currently available from Public Health or by visiting the above website.

- "Drug Related Issues - AIDS"
- "Drug Related Issues - Cleaning up"
- "Drug Related Issues - Difficult behaviour"
- "Drug Related Issues - Hepatitis"
- "Drug Related Issues - More contacts"
- "Drug Related Issues - Overdoses"
- "Drug Related Issues - Reporting of crime"

- "Drug Related Issues - Syringe disposal units"
- "Drug Related Issues - Syringes / needles"
- "Drug Related Issues - Useful contacts"

There are a range of services that can assist with the disposal of used needles/syringes. Council also provides syringe disposal units & containers. For more information see Syringes and Needles in this Guide or visit [www.yarracity.vic.gov.au/services/health/
syringedisposal.asp](http://www.yarracity.vic.gov.au/services/health/syringedisposal.asp)

elections and voting

Enrolment forms and information are available online from the Victorian Electoral Commission. Forms are also available in person at all Post Offices. Enrolment forms are distributed to new citizens at citizenship ceremonies conducted by the City of Yarra.

Voting at Council elections is **compulsory** for residents.

Timeframe:

New residents over the age of eighteen should enrol immediately.



electricity

AGL and Citipower are the major service providers in City of Yarra. Please contact them directly for assistance.

AGL
(Alphington / Fairfield)
Ph: 131 245

Citipower
(All other suburbs in Yarra)
Ph: 131 260

environment

Contact: Access Yarra
by telephone on 9205 5555
or visit: [www.yarracity.vic.gov.au/
council/vision/sustainable.asp](http://www.yarracity.vic.gov.au/council/vision/sustainable.asp)

The Yarra Environment Strategy (2000) assesses the major environmental issues facing the City of Yarra community and the Council's response. It sets out a clear framework of objectives and actions to achieve ecological sustainability.

The Environment Protection Authority (EPA) is a statutory body established under an Act of the Victorian Parliament in response to community concern about pollution. The EPA provides services to their clients and stakeholders on a state-wide basis backed up with specialist scientific, technical and support units. For more information visit www.epa.vic.gov.au.

e

exhaust flues

Contact: Urban Planning Unit
by telephone on 9205 5373
or visit: [www.yarracity.vic.gov.au/
environment/planning/heritage.asp](http://www.yarracity.vic.gov.au/environment/planning/heritage.asp)

If your building is included within a heritage overlay you will require planning approval. For more information visit our website (see above).

f

festivals and events

Contact: Arts and Cultural Services
by telephone on 9205 5724
or visit: [www.yarracity.vic.gov.au/
neighbourhood/arts](http://www.yarracity.vic.gov.au/neighbourhood/arts)

Yarra is home to over 20 festivals each year including the Hispanic Fiesta, Fringe Festival, Victoria Street Lunar Celebrations and the Midsumma.

food premises

Contact: Public Health Unit
by telephone on 9205 5166
or visit: [www.yarracity.vic.gov.au/
services/health/newbiz.asp](http://www.yarracity.vic.gov.au/services/health/newbiz.asp)

If you decide to go ahead with the business purchase, you will be required to submit a Food Safety Program, complete a Transfer of Registration application and pay a relevant fee.

Setting up a new business

If you are looking at taking over an existing food business or starting a new one up, you must contact the Public Health Unit to comply with requirements, and should enquire with the Urban Planning Branch as to whether a planning permit is required.

New Food Businesses

In addition to receiving the necessary Building and Planning Permits, you need to submit two copies of scale plans to the Public Health Unit for approval prior to commencement of works.

Business transfers

Before taking over an existing food business, it is advisable to arrange for a premise inspection to be conducted. This will ensure that you are aware of any outstanding orders or structural requirements placed on the business prior to settlement.

The plans need to detail the entire premises, including outdoor areas, and describe all internal surfaces, including the position and surfaces of all fittings and fixtures.

To arrange the inspection, you (or someone acting on your behalf such as your solicitor) need to write to the Public Health Unit requesting the inspection along with a completed Property Enquiry Request Form and the current proprietor's consent to disclose information. A fee is payable for this service and will depend on the urgency of your request.

For further details regarding fit out requirements, please read the Food Establishment Specifications and view the Food Safety Standards available on our above website.

You will also need to prepare a Food Safety Program for your business and apply for registration prior to being allowed to open.



food safety programs

Contact: Public Health Unit
by telephone on 9205 5166
or visit: [www.yarracity.vic.gov.au/
services/health/safety.asp](http://www.yarracity.vic.gov.au/services/health/safety.asp)

If you apply for registration of new premises or are taking over an existing food business you will be required to lodge a Food Safety Program prior to starting to trade.

Preparing a Food Safety Program

A Food Safety Program (FSP) is a written document that shows how a business is managing the safety of the food prepared, served, manufactured or sold.

The FSP systematically identifies all hazards associated with relevant food processes and outlines how these hazards can be controlled by monitoring the activity, nominating corrective actions and recording the outcomes. The document steps through each food process, (i.e. in-coming goods, food storage, food preparation, cooking and display), and will detail how to minimise all dangers associated with that process.

The FSP also contains accompanying programs such as Cleaning Schedules, Pest Control, Skills and Knowledge Requirements, Personal Hygiene and Food Recall procedures.

To assist you with the preparation of your FSP, standard templates are available:

- A written version, is available from Information Victoria at a fee. Information Victoria is located at 356 Collins Street Melbourne, telephone 1 300 366 356.
- City of Yarra has copies of this template for sale at Collingwood Town Hall or Richmond Town Hall.
- An electronic version is also available for customising to your needs. To obtain a copy visit FoodSmart website, www.foodsmart.vic.gov.au.

Some industry associations or large food chains may have developed their own specific FSP's. If you belong to an Industry Association or you are a franchisee, ask your association or franchiser whether they have an approved FSP template.

Specific Food Safety Program

In some cases, the detailed nature of the food processes involved will require that you develop your own customised FSP, for example manufacturing operations. Although the components in the document will be the same as the generic FSP, the level of detail in this program will be much greater. If your business includes unique steps, you may need to have an individual FSP prepared for you. If you fall into this category you will also need to make arrangements to have your premises independently audited.

Food business proprietors

After submitting your FSP to Council, it is important that you implement the processes and practices in your day-to-day work. All staff must be aware of their responsibilities, and recording logs need to be completed as required for example fridge temperatures. The Environmental Health Officers will monitor your compliance with your FSP. To obtain a copy of the Food Safety Compliance Checklist used by the Environmental Health Officers, contact Public Health on 9205 5166 or our website (see above).

Next step?

Contact your area Environmental Health Officers on the above telephone number to discuss which is the best option for you.



food news publication

Contact: Public Health Unit
by telephone on 9205 5166
or visit: [www.yarracity.vic.gov.au/
services/health/foodnews.asp](http://www.yarracity.vic.gov.au/services/health/foodnews.asp)

Food Safety education is a major priority of the Public Health Unit. Environmental Health Officers provide information and advice to food handlers during premises visits, conduct food handling information seminars and prepare and distribute a quarterly newsletter – *Food News* to all registered premises. Visit our website (see above) to view or print copies of *Food News*.

Other useful website links:

- Sanitising Food Premises
[www.yarracity.vic.gov.au/services/
health/sanitising.asp](http://www.yarracity.vic.gov.au/services/health/sanitising.asp)
- Cleaning Food Premises
[www.yarracity.vic.gov.au/services/
health/cleaning.asp](http://www.yarracity.vic.gov.au/services/health/cleaning.asp)
- Food Poisoning
[www.yarracity.vic.gov.au/services/
health/poisoning.asp](http://www.yarracity.vic.gov.au/services/health/poisoning.asp)
- Food Safety Victoria
www.foodsafety.vic.gov.au

food stalls

Contact: Public Health
by telephone on 9205 5166
or visit: [www.yarracity.vic.gov.au/
services/health/foodstall.asp](http://www.yarracity.vic.gov.au/services/health/foodstall.asp)

Council aims to protect the health of the community through minimising health risks associated with food produced and sold within the municipality.

A food stall permit is required if you are planning to sell or serve food to the public at a:

- Community Festival
- Fete
- Sausage Sizzle
- Street Stall
- Street Party
- Public Gathering
- Any other event

To obtain permission to operate a food stall you are required to make application to Council's Public Health Unit. Please contact the Public Health Unit on the above telephone number to obtain an Information Kit on 'Operating a Food Stall'.

Food Stall operators must also submit a FSP to the Yarra Public Health Unit for approval prior to registration under the Food Act 1984. The Events Template enclosed in the Information Kit will assist you to achieve this.

If you are organising an event that uses public space such as parks and streets then you must first contact the Council.

For events in Parks, contact the Council's Arts & Cultural Services Unit on 9205 5724. For events on Streets, contact Community Amenity Unit on 9205 5063.

If you are conducting a food stall and intend to occupy a footpath then you will need to obtain a Temporary Footpath Trading Licence from Council's Community Amenity Unit on 9205 5063.

Cost:

A fee is payable for each food stall. (Non-profit / charitable organisations may apply for a reduced fee). For costs applicable at time of application, visit our website (see above) or contact Access Yarra.

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footpath trading

Contact: Community Amenity Unit
by telephone on 9205 5063
or visit: [www.yarracity.vic.gov.au/
neighbourhood/business/footpath.asp](http://www.yarracity.vic.gov.au/neighbourhood/business/footpath.asp)

Businesses or corporations must obtain a licence to place any items on the footpath. These may include:

- Advertising sign
- Tables & chairs
- Umbrellas
- Goods display
- Planter box/tub
- Screens

Businesses must also ensure compliance with the revised Footpath Trading Policy (2003) and the Roads & Council Land Local Law (No. 2, 2002). A key requirement of the revised Policy is that no footpath trading is permitted on the building line. Councils footpath trading policy is available by visiting the above website, visiting Richmond or Collingwood Town Halls or contacting the Community Amenity Unit.

Please note that Public Space Licenses are not transferable. If you have taken over a business you will need to make a new application.

How to apply for a Public Space License

Complete a Public Space Licence Application. This application form is available by visiting the above website, contacting the Community Amenity Unit or visiting Richmond or Collingwood Town Halls.

Timeframe:

Up to 28 days if advertising required.

Costs:

Costs will vary depending on the items you wish to place on the footpath.



gas utilities

City of Yarra is served primarily by TXU. Please contact them directly for assistance.

TXU

(All suburbs in Yarra)
Account enquiries: 132 082
Interpreter service 131 450

graffiti

Contact: Access Yarra
by telephone on 9205 5555
or visit: [http://www.yarracity.vic.gov.au/
council/graffiti/](http://www.yarracity.vic.gov.au/council/graffiti/)

The City of Yarra has recently sought community input into the development of its Graffiti Policy and Strategy addressing graffiti prevention and management.

Council is responsible for the removal of Graffiti from its infrastructure and assets, and can provide businesses with information on Graffiti prevention, removal and council initiatives.

Early removal, either by cleaning or painting over graffiti (where appropriate) is a strong deterrent and assists in preventing the property from becoming a much used graffiti site. Kits are available for removing small amounts of newly applied graffiti free of charge to business owners, by visiting our Customer Service Centres at Richmond or Collingwood Town Halls.

Alternatively for larger amounts or older graffiti you may wish to employ a contractor to clean it instead.

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graffiti, continued

The City of Yarra contracts graffiti cleaning work on council buildings and assets to a private contractor, Urban Maintenance Systems (UMS) and has set up an agreement whereby residents and ratepayers are eligible to receive cleaning services at a reduced rate. For more information about this service, contact UMS direct on 9560 5811, or for other graffiti cleaning services look in the Yellow Pages under Building Maintenance or Graffiti Removal.

For more information on Graffiti including the Council's draft Graffiti Policy and Strategy visit our website (see above).

Note: Buildings in Heritage Overlay areas will need to discuss removal and prevention options with the Planning Department (phone 9205 5373) particularly if you intend to paint out the graffiti using a different colour from the original.

health permits

Contact: Public Health Unit
by telephone on 9205 5166
or visit: [www.yarracity.vic.gov.au/
services/health](http://www.yarracity.vic.gov.au/services/health)

Health Permits are required for a range of businesses including:

- Hairdressing or Beauty Salon;
- Skin Penetration Premises eg: Tattoo Parlour, Acupuncturist; and
- Accommodation Premises including Hotel, Motel, Backpacker, Hostel.

You will need to: -

- submit plans along with a Plans Approval Form to the Yarra Public Health Unit for review and approval;
- comply with the requirements of the *Health Act 1958* and *Food Act 1984* requirements; and
- obtain registration approval by Council.

The Yarra Public Health Unit is responsible for overseeing the approval, registration and inspection of the above businesses.

You should consult with an Environmental Health Officer before finalising and submitting plans for approval to ensure they are complete.

Our advice, fit-out guidelines and on-site inspection service will assist you in: -

- complying with legislative responsibilities;
- design and plan requirements;
- costing of your project;
- minimising and preventing health risks; and
- optimising efficiencies.

Before starting or making any changes – submit plans and seek approval.

Costs vary depending on services. After hours inspections may be conducted at an additional cost. Fees to start up a new business include payment for on site preliminary inspections / consultation, plans approval and for final progress inspection(s).



heritage areas

Contact: Urban Planning
by telephone on 9205 5373
or visit: [www.yarracity.vic.gov.au/
environment/planning/heritage.asp](http://www.yarracity.vic.gov.au/environment/planning/heritage.asp)

Council's Planning Scheme highlights the importance of heritage places in the built and natural environment of the municipality. The history and geography of Yarra has resulted in over 65% of the municipality being covered by Heritage Overlays. The Planning Scheme calls for the conservation of heritage assets and for new development to respect the integrity of places of heritage significance.

Guidance is required on exercising the discretion under the Heritage Overlay to demolish or do works to a heritage place and on how new infill development and additions and new works to existing buildings will be assessed.

Examples of where planning approval is required are:

- the construction of a new fence;
- installation of an air-conditioning unit/exhaust flue;
- installation of an awning; and
- for painting a building.

For guidelines for Heritage Places, visit our website (see above).

land information – apply for a certificate

Contact: Revenue Management Unit
by telephone on 9205 5406 or 9205 5356
or visit: [www.yarracity.vic.gov.au/
services/rates/landinfo.asp](http://www.yarracity.vic.gov.au/services/rates/landinfo.asp)

If you require a Land Information Certificate for a sale of land there are three ways to apply:

1. By Fax

a. Fax your application and a copy of cheque for the applicable fee payable to:

City of Yarra
Attention Revenue Officer
Fax: 8417 6601

b. Then mail your application and cheque to:

City of Yarra
P.O. Box 168
RICHMOND VIC 3121

2. By Mail

Send your application and a cheque for the applicable fee payable to:

City of Yarra
P.O. Box 168
RICHMOND VIC 3121

Allow five working days from receipt for issuance of the certificate.

3. Over the Counter

Applications along with the applicable fee can be made between 8.30am and 5.00pm at:

Collingwood Town Hall
140 Hoddle Street
Abbotsford

Timeframe:

Allow five working days from receipt for issuance of the certificate. Alternatively it can be faxed and posted within 24 hours at an additional cost.

Costs:

For current prices visit our website (see above) or contact Access Yarra.

For Government information and services about land and property anywhere in Victoria visit www.land.vic.gov.au



land valuations

Refer to **Valuations of Property**.

language translations

Yarra Link

This is a telephone service that helps callers speak with Council officers through an interpreter.

languages	phone numbers
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Arabic	9280 1930
Cantonese	9280 1932
Greek	9280 1934
Haka	9280 1935
Hmong	9280 1929
Macedonian	9280 1936
Turkish	9280 1938
Vietnamese	9280 1939
Bosnian	9280 1931
Mandarin	9280 1937
All other languages	9280 1940

Information Sheets

Council has translated details of some of its services into the following languages:

- Chinese,
- Greek,
- Italian and
- Vietnamese

Hard copies of these sheets can be found at Yarra Town Halls, Libraries, Community Health Centres and Neighbourhood Houses.

News Articles

Feature articles are translated each month in our Newsletter into Greek, Turkish, Vietnamese and Chinese.

Victorian Interpreting & Translating Service (VITS)

A premium language services provider. Their range of services includes interpreting and translating services among other specialist multilingual services.

Telephone: (03) 9280 1990



liquor licensing

Contact: Urban Planning Branch
by telephone on 9205 5373
or visit: [www.yarracity.vic.gov.au/
environment/planning/permits.asp](http://www.yarracity.vic.gov.au/environment/planning/permits.asp)

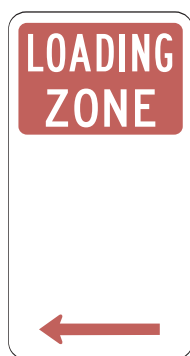
Planning approval for Liquor Licenses
are required if:

- a change to the existing liquor license is proposed;
- you seek to extend the hours of the liquor license;
- you are establishing a new use.

It is suggested that you contact the Urban Planning Branch for additional information.

Liquor licenses cannot be granted until a planning permit has first been issued for matters listed above.

For information on liquor licenses including Liquor Laws in Victoria, and the Liquor Control Reform Act 1998, visit www.liquor.vic.gov.au.



loading zones

Contact: Transport Unit
by telephone on 9205 5012
or visit: [www.yarracity.vic.gov.au/
services/parking/loadingzones.asp](http://www.yarracity.vic.gov.au/services/parking/loadingzones.asp)

You cannot apply for a loading zone:

- if there is an existing loading bay within the property; or
- if the planning permit for your business requires a loading/unloading zone within the property.

A written application may be submitted to:

Coordinator, Transport
PO Box 168
Richmond VIC 3121

The application must outline:

- type of business;
- times of operation;
- reasons for request;
- type of delivery;
- type of vehicle; and
- suggested time limit for loading zone operation.

You will be required to obtain the consent of affected property owners in the vicinity of the proposed loading zone, prior to presenting your application.

You may be charged for the cost of works associated with installation of loading zone if your application is approved. Council Officers will inspect the site and carry out a traffic and site survey to establish if an off street-loading bay could be installed.

Timeframe:

Office processing approximately eight weeks.

Signs will be erected and road marking carried out within four to six weeks of approval.

Costs:

Signage and line marking may cost the applicant approximately \$200.

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noise management

Contact: Public Health Unit 9205 5166
or visit: www.yarracity.vic.gov.au/services/health/enviro.asp

Businesses need to be aware of noise management legislation that exists to protect the community and businesses from excessive and intrusive noise levels.

Proprietors of commercial premises are legally required to minimise noise from their activities where residences are likely to be adversely affected.

These activities include;

- noise from any operation or process, including manufacturing.
- noise from mechanical plant equipment such as refrigeration, air-conditioning, heating or kitchen exhaust fans.

The above noise sources must comply with the State Environment Protection Policy (Control of Noise from Commerce Industry and Trade) No. N-1. This is referred to as SEPP N-1. Compliance with The Policy is mandatory at the nearest and most affected residence. Assessment of noise under this Policy is comprehensive and can only be carried out by the Environment Protection Authority (EPA) or a qualified Acoustic Consultant. If noise emissions are assessed and deemed to be excessive, Council may take action under the *Environment Protection Act 1970* or the *Planning & Environment Act 1987*. Therefore, a common sense approach can be made whereby a subjective assessment of the noise is made at a residence that is likely to be affected. It should be noted that mechanical plant equipment that operates 24 hours per day might be subjectively louder during the night due to the decreased ambient noise within the area.

Deliveries

Other noise that may affect residences is from loading areas and deliveries to the rear of shops. The EPA guidelines suggest that deliveries are to only take place between 7:00am and 10:00pm Monday to Saturday and 9:00am to 10:00pm Sundays and Public Holidays, if noise from these deliveries is audible within a residential premises.

Waste Collection

Commercial Waste collection within the City of Yarra is only permitted between 7:00am and 8:00pm Monday to Saturday and 9:00am to 8:00pm Sunday and Public Holidays under *Yarra City Council Local Law No. 3*. Compliance with this law is the responsibility of the waste collection company. However, for the benefit of residents, it is best to ensure that the waste collection company is aware of this Local Law and that they obey it.

Music

The City of Yarra Footpath Trading Policy prevents commercial premises using outdoor speakers at any time. According to *Environment Protection Act* guidelines, any loudspeakers within shops are to be located entirely within the premises and not less than 3 metres from any public entrance. Loudspeakers should not be directed at any wall, which contains an external window or entrance to the shop. Noise levels outside the premises should not exceed 65dB (L_{Amax}) at a distance of 2 metres from the facade.

Music noise levels to residents is assessed under *State Environment Protection Policy* (Control of Music Noise from Public Premises) No. N-2. This is referred to as SEPP N-2. All licensed premises have this policy as a condition on their liquor licence. Therefore any breach of this is also a breach of liquor licence conditions.

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painting

Contact: Urban Planning 9205 5373 or visit: www.yarracity.vic.gov.au/environment/planning/heritage.asp

If your building is included within a heritage overlay you will require planning approval. For more information visit our website (see above).

parking permits

Contact: Parking Services Unit 9205 5255 or visit: www.yarracity.vic.gov.au/services/parking

There are several types of parking permits including business, people with disabilities (disabled), medical practitioner and residential permits.

A business parking application form is available from our website or can be collected from Richmond or Collingwood Town Halls.

As of 10 December 2003, any new development that increases the number of dwellings or occupiers (i.e. business tenants) is not eligible for additional parking permits.

The application form contains full details of eligibility and terms and conditions.

- the first permit will be issued at a fee for the first 10 metres of frontage;
- in Retail Zones the first permit will be issued at a fee for the first 5 metres of street frontage;
- second and subsequent permits will be issued at a fee based on additional 10 metre increments of street frontage where off-street parking is unavailable.

Note: Business parking permits are subject to approval. Therefore your business permit is not valid until your permit sticker has been issued.

Costs:

For current prices visit our website (see above) or contact Access Yarra.

planning

Contact: Urban Planning Branch 9205 5373 or visit: www.yarracity.vic.gov.au/environment/planning/permits.asp

If you are considering any kind of building, change of use, building works, demolition, changes to floor area, liquor license or displaying an advertising sign within the City of Yarra, we suggest that you talk to one of the Council's Planning Officers who will advise you on the procedures to obtain a planning permit.

It is recommended that you always contact the City of Yarra when considering any amendments or alterations.

To make an appointment to meet with a planner contact the Planning Customer Service Unit on 9205 5373. Bring a sketch map of your proposal and address details when meeting the planner.

Application forms and checklists can be obtained by contacting Access Yarra on 9205 5555 or the City of Yarra's Urban Planning Branch, or by visiting our website above or one of our municipal offices. Application fees are set by the State Government. Council also charges for an advertising sign.

You can also speak to Council Planning Officers about the progress of your planning application.

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permits

Contact: Access Yarra 9205 5555
or visit: www.yarracity.vic.gov.au

Council can provide businesses with information and application forms for the following Council permits.

- Building
- Busking
- Food stalls
- Footpaths (Placement of objects)
- Footpaths and roadworks (Occupancy)
- Highway collections
- Parking
- Planning
- Skip bins
- Temporary road closures for parties & fetes
- Road opening
- Vehicle access

rates

Contact: Revenue Management Unit 9205 5406 or 9205 5407 or visit:
www.yarracity.vic.gov.au/rates/index.asp

Payment Options

1. Yarra ePay

- Pay online using your Visa, MasterCard or Bankcard.
- By phone - call 1300 792 772.

2. Mail

- Detach payment slip and mail with payment in the envelope provided;
- Make cheques payable to: City of Yarra;
- Receipts will not be issued.

3. Post Office & Commonwealth Bank Branches

- Present rates notice intact at any Australia Post Office or CBA Branch.
- Use cash, EFTPOS or cheque.
- Make cheques payable to: City of Yarra.

a. Telephone

- Payments can be made using your Visa, Mastercard or Bankcard.
- To make payments call 1300 658 627.

b. Internet

- Payments can be made by visiting www.optusmartpay.com/yarra and using your Visa, Mastercard or Bankcard.

4. Telephone Banking

- Via BPAY (Debit Card)
- Contact your participating bank, credit union or building society.
- Quote Biller Code: 171074
- Quote the BPAY reference number printed on the front of your rates notice (next to the BPAY logo).

5. Council Offices

The office/cashier hours are 8.30am to 5pm Monday to Friday. Council offices are located at:

Collingwood Town Hall
140 Hoddle Street Abbotsford

Richmond Town Hall
333 Bridge Road Richmond

Late Payments

Failure to pay will result in an interest penalty (currently 12% p.a.) and possible legal action for rate recovery.

Water Rates

For enquiries on your Water Rates contact the relevant service provider directly.
See: Utilities: Gas, Water & Electricity

To change address for receiving rates notices visit our website (see above) to locate the form. Please print, complete, sign and return form to the City of Yarra by fax or mail.



recycling

Refer **Waste Management**.



roads

Contact: Yarra Road Services 9205 5540 or after hours 9205 5555 or visit: www.yarracity.vic.gov.au/environment/roads/potholes.asp

The Road Services Unit can provide information about the following services:

- Pot holes
- Damaged pits
- Installation and repair of all signs and sign poles, bollards, bike racks, street seats and most other street furniture.
- Street posts (not light & telegraph poles)
- Damaged or uneven footpath

- Damaged or uneven kerbs and channel
- Roads surface (depressions, collapse, damaged speed humps).
- Reinstatements

To report a problem you can either contact Yarra Road Services on the above phone numbers or visit our website (see above) and complete our online form.

Timeframe:

Requests will be responded to verbally within 48 hours and dangerous situations will be inspected immediately.

rubbish

Refer **Waste Management**.

schools – work experience

If you are able to offer one to two weeks work experience for year 10 students you can contact the following schools:

Public	Collingwood College Vere St, Collingwood 3066 Tel: 9417 6681	Collingwood English Language School 19 Cambridge St, Collingwood 3066 Tel: 9419 7633
	Lynall Hall Community School Gleadell St, Richmond 3121 Tel: 9427 0637	Melbourne Girls College The Boulevard, Richmond 3121 Tel: 9428 8955
	Princes Hill Secondary College Arnold St, Carlton North 3054 Tel: 9387 9877	Fitzroy High School 30 Falconer St, Fitzroy 3065 Tel: 9488 1900
	Collingwood College – The Island Campus Queens Pde, Clifton Hill 3068 Tel: 9486 0611	
Independent	Alphington Grammar School Old Heidelberg Rd, Alphington 3078 Tel: 9497 4777	Sophia Mundi Rudolf Steiner School 95 Nicholson St, Abbotsford 3067 Tel: 9416 3011
	Collingwood Alternative School 162 Wellington St, Collingwood 3066 Tel: 9419 3816	Number One (alt. ed. for 14-17 year olds) 1 Gleadell St, Richmond 3121 Tel: 9427 0637
Catholic	Academy of Mary Immaculate 88 Nicholson St, Fitzroy 3065 Tel: 9419 3044	Samaritan Catholic College (Yr 9 boys) 100 Barkly St, Fitzroy North 3068 Tel: 9481 0000
	St Kevin's College Moonga Rd, Toorak 3142 Tel: 9822 0911	

Please note that the Government covers WorkCover and other employment liabilities but the business providing work experience is expected to pay the

student \$5.00 per day and provide a work program and supervision. For more information visit: www.sofweb.vic.edu.au/voced/workexp/index.htm.

S

shopping – retail activity centres

Contact: Economic Development Branch
9205 5002 or visit: [www.yarracity.vic.gov.au/
neighbourhood/business](http://www.yarracity.vic.gov.au/neighbourhood/business)

The City of Yarra is home to some of Melbourne’s most exciting shopping, dining and leisure destinations.

The range of shopping and lifestyle strips in Richmond, Fitzroy and Collingwood are major attractions for residents and visitors alike. The retail shopping streets all have excellent public transport links and are in easy reach.

Snapshot of shopping centres in Yarra

street	suburb	themes
Bridge Road	Richmond	Food, furniture and fashion, discount outlets and seconds stores.
Church Street	Richmond	Furniture showrooms, homewares and auto showrooms.
Swan Street	Richmond	Fashion, seconds clothing, renovation supplies, cafes, bookshops, Greek restaurants.
Victoria Street	Richmond	Vietnamese cafes, restaurants and produce. Victoria Gardens Shopping complex including Ikea.
Smith Street	Collingwood	Sports clothing and equipment factory outlets, outdoor adventure clothing and equipment, cafes entertainment and restaurants.
Brunswick Street	Fitzroy	Eclectic range of stores with a bohemian edge including cafés, restaurants and takeaways, giftware, produce and clothing. Live music venues and bars.
Gertrude Street	Fitzroy	Art precinct, galleries, cafes, restaurants, bars, fashion and art supply stores.
Johnston Street	Fitzroy	Cafés, restaurants and entertainment venues including Spanish precinct. Eclectic clothing and gift stores.
Nicholson Street	North Carlton	Local shopping, cafes and restaurants.
Queens Parade	North Fitzroy / Clifton Hill	Local shopping, fresh produce, cafes and restaurants.
Rathdowne St	North Carlton	Cafes and restaurants and book shops.
St Georges Road	North Fitzroy	Local shopping and cafes.

S

street cleaning

Contact: Access Yarra 9205 5555 (including after hours) or visit: www.yarracity.vic.gov.au/services/waste/cleaning.asp

The City of Yarra uses a variety of methods to keep local roads and streets clear of refuse and waste including nightly cleaning of retail streets. Council Contractors carry out street cleaning and associated services within the City of Yarra.

Business owners must arrange to have their garbage and recycling materials correctly stored and collected on a regular basis. Rubbish cannot be dumped or stored in lane ways.

To report anyone breaching laws by incorrectly storing or dumping rubbish, contact Access Yarra.

Enquiries should also be directed to Access Yarra on the above telephone number for the following street cleaning issues:

- blocked street drain;
- dumped rubbish;
- street litter bins;
- dead animals;
- street cleaning; and
- weeds in gutters and lanes.



syringes and needles

Contact: Access Yarra 9205 5555 or visit: www.yarracity.vic.gov.au/services/health/syringedisposal.asp

Where are Syringe Disposal Units located?

Council provides a number of locations where needles and syringes can be safely disposed of. These locations are checked regularly, however if you notice one is full or damaged, please call the Melbourne Inner Needle Syringe Program on 9417 5125 for a full listing of Syringe Disposal Unit locations.

Can I get a Syringe Disposal Container for use in my shop or business?

Syringe disposal containers are available to any resident or business owner in Yarra. These are collected from and can be returned to the North Yarra & North Richmond Community Health Centres.

Sometimes needles and syringes are discarded improperly. You can help to keep the streets free of these unwanted items by arranging for their removal and disposal as soon as possible.

How do I get syringes and needles collected?

For syringe collection please contact the following organisations:

- Inner City Syringe Disposal Hotline: phone 9417 5125 (Collection is guaranteed within 24 hours).
- Melbourne Inner City Needle and Syringe Program M.I.N.E. phone 9417 5125

(For syringe collection in public places such as streets, lanes and public open spaces).

How do I safely handle a syringe or needle?

- If you can, protect your hand with a glove or cloth.
- Never touch the sharp end of the needle, only pick up the syringe by the barrel end.
- Do not try to replace the cap on the needle.
- Put the needle and syringe in a screw top, puncture-proof, plastic container (such as a plastic fruit juice or detergent container) and seal it.
- Tell children never to pick up needles and syringes, but to call an adult.
- Do not put needles and syringes down toilets and drains.



tables and chairs on footpath

Refer to **Footpath Trading**.

tipping – waste facilities

Refer to **Waste Facilities**.

tobacco regulations

Contact: Public Health Unit 9205 5166
or Tobacco Information Line 9637 5657
or visit: [www.yarracity.vic.gov.au/
services/health/](http://www.yarracity.vic.gov.au/services/health/) or [www.health.vic.gov.au/
tobaccoreforms/](http://www.health.vic.gov.au/tobaccoreforms/)

The *Tobacco Act 1987* outlines laws on cigarette sales to minors, advertising and smoke free dining. Visit the above website/s for detailed information on:

- Legislation/Regulations;
- Tobacco Retailers;
- Restaurants/Cafes;
- Pubs, Clubs and Bingo Venues;
- Shopping Centres; and
- Local Government responsibilities

tourism

Refer to **Business – Other Useful Links**.

translations

Yarra Link

This is a telephone service that helps callers speak with Council officers through an interpreter.

languages phone numbers

Arabic	9280 1930
Cantonese	9280 1932
Greek	9280 1934
Haka	9280 1935
Hmong	9280 1929
Macedonian	9280 1936
Turkish	9280 1938
Vietnamese	9280 1939
Bosnian	9280 1931
Mandarin	9280 1937
All other languages	9280 1940

transport – green travel

For information on how to reduce costs and environment impacts of travel, visit www.travelsmart.vic.gov.au



tree management

Contact: Access Yarra
by telephone on 9205 5555
or visit: [www.yarracity.vic.gov.au/
environment/parks/planting.asp](http://www.yarracity.vic.gov.au/environment/parks/planting.asp)

Street Trees

The Precinct Planting Master Plans make recommendations for individual streets across the city. Tree selection, street layout, location and neighbourhood character have all been considered during the design process.

Tree selection

Street trees have been selected to tolerate local conditions such as heavy clay soils, air pollution, reflected heat, highly compacted conditions, constrained spaces, overhead power lines, underground services and overshadowing.

Street layout

Factors such as footpath width, road width, on-street parking arrangements, proximity of buildings to the footpath, height of buildings, orientation of the streets which affects the sun access and presence of overhead services have been taken into consideration.

These factors have informed the decision to retain or remove existing trees and confirm if there is space to plant new trees.

Neighbourhood character

The character of the street is assessed in the context of the local neighbourhood. Elements such as dominant land use, existing street trees, the adjoining open space, architectural character and residential gardens have been taken into consideration.

Precinct planting masterplans

Each of the above factors has informed the type of tree recommended for each street along with its most appropriate location (in the footpath, roadside, centre of road or nature strip).

tree problems and inspections

Contact: Access Yarra
by telephone on 9205 5555
or visit: [www.yarracity.vic.gov.au/
environment/parks/trees.asp](http://www.yarracity.vic.gov.au/environment/parks/trees.asp)

Council investigates street tree problems if a resident raises concern about safety, structural damage to property or the tree is thought to be causing health problems.

Visit our above website and complete our online form to request a tree inspection.

A request for a tree investigation may also be made in writing. The request needs to state the nature of the problem. If the tree is thought to be causing health problems, a certificate from a specialist medical practitioner (eg. respiratory, allergy) must accompany your letter.

You may also submit a request for a tree investigation with Access Yarra at Richmond and Collingwood town halls.

On receipt of the written request by the Open Space Planning Unit, an acknowledgment letter will be sent and an inspection will be done.

The Council Officer carrying out the tree assessment will consider the condition, suitability and significance of the tree and make a recommendation.

The resident will be advised, in writing, of the outcome of the investigation and any action to be carried out.

Timeframe

- Emergency requests are investigated within 24 hours.
- Urgent requests are investigated within two working days.
- General requests are investigated within five working days.



valuations of property

Contact: Valuations Branch 9205 5025
or visit: www.yarracity.vic.gov.au/services/rates/process.asp

Property values are determined by analysis of property sales and rental evidence, which is then applied to the data on each property. Information is compiled on each property over time, through inspection, building and planning permits and other public sources. These are conducted every two years.

The relevant date is the date that all property throughout Victoria must be valued. The relevant date for the 2004 revaluation is 1 January 2004.

The valuations appearing on the 2004/2005 rate notice represent the change in value between January 2002 and January 2004.

A revaluation establishes the value of a property relative to all other properties, not just between residential properties but also between residential and commercial, commercial and industrial properties etc.

Objections

An occupier or person liable to pay rates aggrieved by an assessment of value of any land (property) can lodge an objection to that valuation.

Objections must be lodged on the prescribed form.

Objections MUST be lodged within two months of the ISSUE of the rate notice. Objections are only applicable to the year they are lodged.

The valuer will contact the objector to discuss the objection and arrange a suitable time to inspect the property. Further consideration will be given to relevant sales of surrounding properties, property data and property condition.

Supplementary Valuations

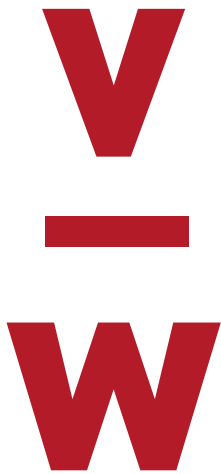
In certain circumstances, valuations must be performed between general valuations. These are known as supplementary valuations.

For example, they are required when properties are:

- physically changed - when buildings are altered, erected or demolished;
- subdivided;
- consolidated;
- portions sold off; or
- rezoned.

Supplementary valuations bring the value of the affected property into line with the general valuation of other properties within the municipality. Values are assessed at the date of the general valuation currently in use.

Supplementary valuations are made when required, usually on a monthly basis.



victorian civil and administrative tribunal

Contact: Urban Planning Branch 9205 5331 or Victorian Civil and Administrative Tribunal on 9628 9777 or visit: www.yarracity.vic.gov.au/environment/planning/appeals.asp

Where an application is to be approved by Council and there are objections, Council must issue a Notice of Decision.

Once Council issues a Notice of Decision, any person who has objected to a planning proposal has a right of appeal the decision to the Victorian Civil and Administrative Tribunal (VCAT).

Appeals must be lodged with the VCAT within 21 days of the date of the Notice of Decision. If no appeals have been lodged, Council will issue a Planning Permit.

If Council refuses the application the applicant has a right of appeal to VCAT.

If you wish to appeal you must lodge an appeal form with the Victorian Civil and Administrative Tribunal (VCAT) within 21 days of Council's decision accompanied by the necessary fees.

Timeframe:

All objectors will be notified of Council's decision when it is made. The time taken to make a decision varies according to the complexity of a proposal.

Costs:

The fee for lodging appeals is set by the State Government.

waste facilities

Contact: Access Yarra 9205 5555 or visit: www.yarracity.vic.gov.au/services/waste

The City of Yarra does not have a public tipping facility. Listed below are locations where to dispose of rubbish. A transfer station is a facility where smaller loads are consolidated into larger loads for disposal at a landfill site. A transfer station also provides the opportunity to separate waste into different streams for reuse, recycling and for disposal at landfill.

Note: Fees are payable for waste disposal. Opening times and charges are subject to variation, and should be checked with the tipping facility before you visit.

Boroondara Transfer Station

648 Riversdale Road, Camberwell
Ph: 9278 4444
Melway Ref 60 B1
Hours: Mon - Fri, 1.00pm - 4.00pm;
Sat, 8.00am - 4.00pm; Sun, 8.00am - 4.00pm (Green waste/recycling only. No other material accepted.)

Stonnington Transfer Station

69 Surrey Road, Prahran
Ph: 8290 2024
Melway Ref 2M A7
Hours: Mon - Fri, 7.00am - 4.00pm; Sat, 8.00am - 3.00pm; Sun 10.00am - 3.00pm (excludes Christmas Day and Good Friday)

CityWide Waste Transfer Centre

437 Dynon Road, Kensington
Ph: 9689 5365
Melway Ref 42 G5
Hours: 7 Days, 8.30am - 3.30pm

Brunswick Waste Transfer Whelans Transfer Station

Kirkdale Street, Brunswick East
Ph: 9387 9999
Melway Ref 30 B8
Hours: Mon - Fri 7.00am - 4.00pm;
Sat & Sun, 9.00am - 2.45pm (garden and household)



waste management

Contact: Access Yarra 9205 5555 or visit: www.yarracity.vic.gov.au/services/waste/

Council provides domestic waste collection only. Businesses are responsible for the correct storage, and removal and collection of waste and rubbish from their premises, and must arrange to have their garbage and recycling materials collected on a regular basis.

Waste Management Guidelines are available from Council and a copy of these guidelines may be obtained from the Services Contracts Unit by contacting Access Yarra. However generally:

- Commercial waste is not allowed to cause a nuisance from offensive odours or attraction of pests. *Health Act 1958*;
- Commercial waste is not allowed to contaminate our stormwater system, which includes all drains that discharge to the Merri Creek and Yarra River. *Environment Protection Act 1970*;
- Commercial waste receptacles (bins, hoppers, etc) are not allowed to obstruct roadways. *Local Law number 2 and number 3 – Waste and Skips Control*.

Businesses are responsible to ensure that all reasonable precautions are taken to prevent the above.

Council bins are not provided to businesses. Business can contact a number of commercial providers of waste collection services who will provide the necessary bin or waste receptacle, including regular collection and disposal that is best suited to your business requirements. There are many suppliers of these services and they may be located in the Yellow Pages under 'Waste Reduction'.

If businesses do not manage their waste correctly, it can cause many problems including pests, odours and obstruction of laneways.

The following actions are offences with fines of up to \$2000 payable for an offence:

- dumping rubbish in laneways;
- dropping cigarettes;
- sweeping litter into gutters; and
- placing business waste in or around the bin or council streets.

To report anyone performing an above offence contact Access Yarra on 9205 5555

Recycling

Businesses are responsible for organising the regular collection of material for recycling. Recycling services can be found under 'Recycling' in the Yellow Pages

Reducing waste is a significant opportunity for business to benefit the environment as well as increase profitability and productivity. For more information including 'Waste Reduction Tips & How To's', contact Ecorecycle Victoria on Toll free 1800 353 233 or visit www.ecorecycle.vic.gov.au

Commercial Waste Education

The City of Yarra is committed to educating its commercial proprietors on correct waste management to ensure the amenity of the municipality. To obtain a copy of Council's Commercial Waste Management Guidelines, contact Access Yarra.

The City of Yarra Council officers use these Guidelines in the investigation and resolution of commercial waste complaints.

If you are concerned about the practices of a particular business, you can register your concerns by contacting Access Yarra or submitting a Commercial Waste Complaint Form. This form is available by visiting the above website.

W - Z

water

Primarily the following companies serve City of Yarra. Please contact them directly for assistance.

City West Water
(All other suburbs in Yarra)
Ph: 131 691

Yarra Valley Water
(Alphington / Fairfield)
Ph: 131 695

water rates

For enquiries on your Water Rates contact the relevant service provider directly.

zoning – issues for property buyers

Contact: Urban Planning Branch 9205 5373 for preliminary advice, or Department of Sustainability and Environment 136 186 for a planning certificate or visit: www.yarracity.vic.gov.au/environment/planning/zoning.asp

Is the zoning of the property important?

Yes. Any use of, or development on, the property must comply with the relevant provisions of the Yarra Planning Scheme.

How do I find out the zoning of the property?

The documents prepared for the sale by the vendor will include a zoning certificate. The Department of Sustainability and Environment issues this certificate, which states the zoning of the land and any relevant overlay controls under the Yarra Planning Scheme. Council can indicate the zoning but this has to be formally verified by the Department.

How do I find out what the zoning means?

Council's Urban Planning staff, located at Richmond Town Hall, will be able to explain the provisions of the Yarra Planning Scheme that apply to the property.

Contact details: Telephone 9205 5373, Fax 8417 6666.

What does STCA mean in the advertising of the property?

This means "Subject to Council Approval."

Residential accommodation is prohibited in all Industrial and Business 3 and 4 zones under the provisions of the Yarra Planning Scheme.

Timeframe:

It is in the best interests of any buyer of property to undertake a thorough investigation of permitted land use before committing to the purchase.

Costs:

There is no charge to obtain general information from the Urban Planning Unit. Photocopying of documents may incur a charge.

For details of Yarra zones and overlays, visit the following website:

www.yarracity.vic.gov.au/environment/planning/maps.asp