

Customer Service Resource



E: 2

Gippsland integrated
natural resources
forum



Edition 2: January 2008

This document was produced by the Gippsland Integrated Natural Resources Forum in partnership with all agencies, organisations and community groups featured within.

January, 2008



Disclaimer

This publication may be of assistance to you but the Gippsland Integrated Natural Resources Forum, its employees and partners do not guarantee that the publication is without flaw of any kind or is wholly appropriate for your particular purpose and therefore disclaims all liability for any error, loss or other consequences which may arise from you relying on any information in this publication.

Introduction...

Welcome to the latest edition of the Customer Service Resource (CSR) which has been developed to provide everyone with the same information about who does what in terms of managing our natural resources and associated areas.

This new edition features:

- Updated and more accurate information on many NRM topics
- More comprehensive list of contact details for the relevant NRM agencies and groups
- Catchment Management Authority boundary details
- The addition of a number of new topics including Works on Waterways and Indigenous Cultural Heritage

To use, simply click on the hyperlinked category heading you wish to find out more about and you will be taken directly to the appropriate page. Also included is:

- A list of common acronyms used in natural resource management
- The contact details of relevant organisations across Gippsland
- A list of major towns and centres that are served by each Shire Council and Water Corporation

If you have any categories or topics that you think should be covered in this document, please forward me the details (and possible locations of relevant information) and we will endeavor to include it in the next edition which is due in Autumn/Winter of 2008.

Our aim is to make this document as user friendly as possible so feel free to send you ideas/edits/comments through.

Adam Miller
Gippsland Integrated Natural Resources Forum

Contact Details:

Email: adamm@wgcm.vic.gov.au

Phone: (03) 5175 7800

CONTENTS

[Common Acronyms](#)

[Contact Details](#)

Subject Areas

Water

- [Blue Green Algae](#)
- [Community Engagement](#)
- [Dams and Bores \(Regulations on\)](#)
- [Domestic Access to water](#)
- [Drought](#)
- [Grey Water](#)
- [Irrigation](#)
- [Rainwater usage](#)
- [Stock access to water](#)
- [Transfers of Water Licences](#)
- [Water Restrictions](#)
- [Water saving rebates](#)
- [Water storage levels](#)
- [Water Tanks \(regulations on\)](#)
- [Water Testing](#)
- [Works on Waterways](#)

River Health

- [CMA works on streams](#)
- [Riparian Condition](#)
- [Environmental Water Reserve](#)

Floodplain

- [Blocked Roads](#)
- [Catchment Management Authorities role overview](#)
- [Shire Councils role overview](#)
- [Southern Rural Water role overview](#)

Land

- [Firewood](#)
- [Heritage listing](#)
- [Hunting](#)
- [Landcare](#)
- [Litter](#)
- [Removal of trees](#)
- [Roadside grazing](#)
- [Tree planting](#)

Vegetation

- [Native Vegetation](#)
- [Weeds](#)

Other

- [Air complaints](#)
- [Asbestos](#)
- [Burning Waste](#)
- [Bushfire Information](#)
- [Chemicals](#)
- [Community of Practice Forums](#)
- [Cultural Heritage](#)
- [Dead Stock](#)
- [Drains & Footpaths](#)
- [Effective Engagement Training](#)
- [Fire Restrictions](#)
- [Fishing](#)
- [Indigenous Cultural Awareness](#)
- [Native Title](#)
- [Noise](#)
- [Odour](#)
- [Paint](#)
- [Pest Animals](#)
- [Road Maintenance](#)
- [Wildlife enquiries](#)

Water Corporation, Council & CMA Service Areas

Water Corporations

- [East Gippsland Water](#)
- [Gippsland Water](#)
- [South Gippsland Water](#)
- [Westernport Water](#)

Shire Councils

- [Bass Coast Shire](#)
- [Baw Baw Shire](#)
- [East Gippsland Shire](#)
- [Latrobe City](#)
- [South Gippsland Shire](#)
- [Wellington Shire](#)

Catchment Management Authorities




















- [East Gippsland CMA](#)
- [West Gippsland CMA](#)

Common Acronyms

ACRONYM	MEANING
ASIRC	Australian Sustainable Industry Research Centre Inc
ASU	Australian Services Union
ATO	Australian Taxation Office
AWA	Australian Water Authority
AWP	Annual Watering Plan
AWT	Australian Water Technologies
BCLN	Bass Coast Landcare Network
CaLP	Catchment and Land Protection Act 1994
CAMS	Catchment Activity Management System
CAS	Catchment & Ag Services – now Regional Services
CCMA	Corangamite Catchment Management Authority
CEO	Chief Executive Officer
CFA	Country Fire Authority
CLLN	Central Latrobe Landcare Network (LWLN)
CMA	Catchment Management Authority
CRC	Co-operative Research Centre
DCS	Department of Community Services
DHS	Department of Human Services
DPI	Department of Primary Industries
DSE	Department of Sustainability and Environment
DTF	Department of Treasury & Finance
DVC	Department for Victorian Communities
EGCMA	East Gippsland Catchment Management Authority
EGLN	East Gippsland Landcare Network
EGW	East Gippsland Water
EMS	Environmental Management System
EPA	Environment Protection Authority
EWR	Environmental Water Reserve
GBCMA	Goulburn Broken Catchment Management Authority
GHCMA	Glenelg Hopkins Catchment Management Authority
GINRF	Gippsland Integrated Natural Resources Forum
GIS	Geographic Information System
GLGN	Gippsland Local Government Network
govt	Government
GW	Gippsland Water
GWF	Gippsland Water Factory
IPH	International Power Hazelwood
ISC	Index of Stream Condition
KPI	Key Performance Indicator
KPL	Key Project Leader
LWLN	Lake Wellington Landcare Network
LWMP	Land Water Management Plan
LYP	Loy Yang Power
MCMA	Mallee Catchment Management Authority
MDLN	Macalister District Landcare Network (LWLN)
MER	Monitoring, Evaluation and Reporting

ACRONYM	MEANING
MERGe	Monitoring, Evaluation, Reporting Gippsland
MID	Macalister Irrigation District
MIDNRP	Macalister Irrigation District Nutrient Reduction Plan
MSS	Municipal Strategic Statement
MW	Melbourne Water
NAP	National Action Plan for Salinity & Water Quality
NCCMA	North Central Catchment Management Authority
NDF	Natural Disaster Funding
NECMA	North East Catchment Management Authority
NEIP	Neighbourhood Environment Improvement Plan
NHT	Natural Heritage Funding
NRM	Natural Resource Management
NRP	Nutrient Reduction Plan
NVP	Native Vegetation Plan
PPWCMA	Port Phillip and Westernport Catchment Management Authority
PROV	Public Records Office of Victoria
RCIP	Regional Catchment Investment Plan
RCS	Regional Catchment Strategy
RCT	Resource Condition Targets
RHS	River Health Strategy
RUWA	Regional Urban Water Authority
RVP	Regional Vegetation Plan
SALM	Sustainable Ag & Land Management
SEPP	State Environment Protection Policy
SES	State Emergency Service
SGLN	South Gippsland Landcare Network
SGRWA	South Gippsland Region Water Authority
SMP	Salinity Management Plan
SRW	Southern Rural Water
VCMC	Victorian Catchment Management Council
VDP	Voluntary Departure Package
VECCI	Victorian Employers Chamber of Commerce and Industry
VEFMAP	Victorian Environmental Flows Monitoring and Assessment Program
VWIA	Victorian Water Industry Association Inc.
WAP	Waterway Activity Plan
WCMA	Wimmera Catchment Management Authority
WFP	Whole Farm Plan
WGCMA	West Gippsland Catchment Management Authority
WGLN	West Gippsland Landcare Network (LWLN)
WQAP	Water Quality Action Plan
WSAA	Water Services Association of Australia
WSS	Water Sector Services
WW	Waterwatch
YE	Yallourn Energy (now Tru Energy)
YYCN	Yarram Yarram Catchment Network

Contact Details

Department of Primary Industries (DPI)	71 Hotham Street, Traralgon, 3844 Ph - (03) 5172 2111 W - www.dpi.vic.gov.au (other office locations)	
Department of Sustainability & Environment (DSE)	71 Hotham Street, Traralgon 3844 Ph - (03) 5172 2111 W - www.dse.vic.gov.au (other office locations)	
Department for Victorian Communities (DVC)	Victorian Business Centre 33 Breed Street, Traralgon 3844 Ph: (03) 5174 7308 w: www.dvc.vic.gov.au	
Department of Human Services (DHS)	64 Church Street, Traralgon 3844 Ph: (03) 5177 2500 w: www.dhs.vic.gov.au (other office locations)	
Environment Protection Authority (EPA)	7 Church Street, Traralgon, 3844 Ph - (03) 5173 9800 W - www.epa.vic.gov.au	
VicRoads	120 Kay Street, Traralgon, 3844 Ph - 13 11 71 W - www.vicroads.vic.gov.au (other office locations)	
East Gippsland Catchment Management Authority (EGCMA)	574 Main Street, PO Box 1012, Bairnsdale 3875 Ph - (03) 5152 0600 W - www.egcma.com.au	
West Gippsland Catchment Management Authority (WGCMA)	16 Hotham Street, PO Box 1374, Traralgon 3844 Ph - (03) 5175 7800 W - www.wgcma.vic.gov.au	
Bass Coast Shire	76 McBride Avenue, PO Box 118, Wonthaggi, 3995 Ph - (03) 5671 2211 W - www.basscoast.vic.gov.au	
Baw Baw Shire	Civic Place, PO Box 304, Warragul, 3820 Ph - (03) 5624 2411 W - www.bawbawshire.vic.gov.au	
East Gippsland Shire	273 Main Street, PO Box 1618, Bairnsdale, 3875 Ph - (03) 5153 9500 W - www.egipps.vic.gov.au	
Latrobe City	141 Commercial Road, PO Box 264, Morwell, 3840 Ph - 1300 367 700 W - www.latrobe.vic.gov.au	
South Gippsland Shire	9 Smith Street, Private Bag 4, Leongatha, 3953 Ph - (03) 5662 9200 W - www.southgippsland.vic.gov.au	
Wellington Shire	70 Foster Street, PO Box 506, Sale, 3850 Ph - 1300 366 244 W - www.wellington.vic.gov.au	
East Gippsland Water	133 Macleod Street, PO Box 52, Bairnsdale 3875 Ph - (03) 5150 4444 W - www.egwater.vic.gov.au	
Gippsland Water	Hazelwood Road, PO Box 348, Traralgon 3844 Ph - (03) 1800 066 401 W - www.gippswater.com.au	
South Gippsland Water	14 - 18 Pioneer Street, PO Box 102, Foster 3960 Ph - (03) 5682 0444 W - www.sgwater.com.au	
Westernport Water	2 Boys Home Road, New Haven 3925 Ph - (03) 5956 4100 W - www.westernportwater.com.au	
Southern Rural Water	88 Johnson Street, Maffra 3860 Ph - (03) 5139 3100 W - www.srw.com.au	



Additional Contact Details

Department of Primary Industries



Traralgon Office: 71 Hotham Street, Traralgon, 3844 Ph - (03) 5172 2111 Fax - (03) 5175 2100
Bairnsdale Office: 574 Main St, Bairnsdale, 3875 Ph - (03) 5152 0400; Fax - (03) 5152 0444
Ellinbank Centre: 1301 Hazeldean Rd RMB 2460, Ellinbank, 3820 Ph - (03) 5624 2222; Fax - (03) 5624 2200
Leongatha Office: 12 Peart St, Leongatha 3953 Ph - (03) 5662 9900; Fax - (03) 5662 9999
Maffra Office: 1 Stratford Rd, Maffra 3860 Ph - (03) 5147 0800; Fax - (03) 5147 0888

Department of Sustainability and Environment



Traralgon Office: 71 Hotham Street, Traralgon, 3844 Ph - (03) 5172 2111 Fax - (03) 5175 2100
Bairnsdale Office: 574 Main St, Bairnsdale, 3875 Ph - (03) 5152 0400; Fax - (03) 5152 0444
Yarram Office: 310 Commercial Road, Yarram, 3971 Ph - (03) 5183 9100; Fax - (03) 5182 6157
All DSE office details can be accessed here

Department of Human Services



Traralgon Office: 64 Church Street, Traralgon 3844 Ph: (03) 5177 2500
Sale Office: 52-54 MacArthur Street, Sale 3850 Ph - (03) 5144 4166
Leongatha Office: 9b Bruce Street, Leongatha 3853 Ph - (03) 5662 4311
Bairnsdale Office: 7 Service Street, Bairnsdale 3875 Ph - (03) 5150 4500
Warragul Office: 70 Smith Street, Warragul, 3820 Ph - (03) 5624 0600
Morwell Office: 9-11 Hazelwood Road, Morwell 3840 Ph - (03) 5136 2400

VicRoads



Traralgon Office: 120 Kay Street, Traralgon, 3844 Ph - 13 11 71
Bairnsdale Office: 535 Princes Highway, Bairnsdale, 3875 Ph - 13 11 71
Leongatha Office: Anderson Street (Sth Gippsland Highway) Leongatha, 3953 Ph - 13 11 71
Morwell Office: 87 Princes Drive, Morwell, 3840 Ph - 13 11 71
Sale Office: 28 Princes Highway, Sale, 3850 Ph - 13 11 71
Warragul Office: 5/131 North Road, Warragul, 3820 Ph - 13 11 71



Water			
Issue/Activity	Organisation/s	Contact Details	Notes
Information regarding Water Restrictions <ul style="list-style-type: none"> • Current water restriction stage • What is permitted under particular stage • Exemption applications • Etc 	Urban Water Corporations	<i>East Gippsland Water: 5150 4444</i> <i>Gippsland Water: 1800 066 401</i> <i>South Gippsland Water: 5682 0444</i> <i>Westernport Water: 5956 4100</i>	
Water Testing	Environmental Service company/laboratory	<i>SGS Environmental Services</i> Ph: 5172 1555 <i>WaterEco Science</i> Ph: 5174 3890	
Regulations on Dams and Bores <ul style="list-style-type: none"> • Existing Bores for domestic and stock use • Existing Farm Dams • Construction of Dams or Bores <ul style="list-style-type: none"> • Licence to construct, alter, operate, remove or decommission • Works on waterways permit (when dam is on a waterway irrespective of size) • Licence to use water (take & use licence) • Other permits – check with local council 	SRW SRW SRW WGCMA/EGCMA SRW Shire Councils	Ph: 5139 3100 Ph: 5139 3100 Ph: 5139 3100 <i>WGCMA: 5175 7800</i> <i>EGCMA: 5152 0600</i> Ph: 5139 3100 <i>Bass Coast Shire: 5671 2211</i> <i>Baw Baw Shire: 5624 2411</i>	



<ul style="list-style-type: none"> • Impact on roadside or council infrastructure • Construction of Aesthetic Dams (take and use licence and/or licence to construct required) • Works on waterways permit for any works on a waterway that affect the bed and banks including construction of a stock crossing etc 	<p>VicRoads/Shire Councils</p> <p>SRW</p> <p>WGCMA/EGCMA</p>	<p><i>East Gippsland Shire: 5153 9500</i></p> <p><i>Latrobe City: 1300 367 700</i></p> <p><i>South Gippsland Shire: 5662 9200</i></p> <p><i>Wellington Shire: 1300 366 244</i></p> <p><i>VicRoads: 131 171</i></p> <p><i>Bass Coast Shire: 5671 2211</i></p> <p><i>Baw Baw Shire: 5624 2411</i></p> <p><i>East Gippsland Shire: 5153 9500</i></p> <p><i>Latrobe City: 1300 367 700</i></p> <p><i>South Gippsland Shire: 5662 9200</i></p> <p><i>Wellington Shire: 1300 366 244</i></p> <p>Ph: 5139 3100</p> <p><i>WGCMA: 5175 7800</i></p> <p><i>EGCMA: 5152 0600</i></p>	
<p>Transfers of water licences/entitlements</p>	<p>SRW</p>	<p>Ph: 5139 3100</p>	

<p>Stock and domestic access to water</p> <ul style="list-style-type: none"> • Access to water from a waterway/bore for stock and domestic purposes 	SRW	Ph: 5139 3100	
<p>Current water storage levels</p>	Urban Water Corporation websites	<p><i>East Gippsland Water:</i> www.egwater.vic.gov.au <i>Gippsland Water:</i> www.gippswater.com.au <i>South Gippsland Water:</i> www.sgwater.com.au <i>Westernport Water:</i> www.westernportwater.com.au</p>	
<p>Water saving rebates</p> <ul style="list-style-type: none"> • The applicant needs to download a claim form from the Our Water Our Future website and then send the completed form, along with the corresponding receipts to the appropriate Urban Water Corporation • Includes tanks, showerheads, grey water tank systems etc 	DSE Urban Water Corporations	<p>Visit www.ourwater.vic.gov.au and download rebate claim form or call 136 186</p> <p><i>East Gippsland Water:</i> 5150 4444 <i>Gippsland Water:</i> 1800 066 401 <i>South Gippsland Water:</i> 5682 0444 <i>Westernport Water:</i> 5956 4100</p>	
<p>Regulations on Water Tanks</p> <ul style="list-style-type: none"> • Installation – check out health, building and/or council regulations in local area • Health and safety guidelines 	Shire Councils Victorian Government Health Info website	<p><i>Bass Coast Shire:</i> 5671 2211 <i>Baw Baw Shire:</i> 5624 2411 <i>East Gippsland Shire:</i> 5153 9500 <i>Latrobe City:</i> 1300 367 700 <i>South Gippsland Shire:</i> 5662 9200 <i>Wellington Shire:</i> 1300 366 244</p> <p>www.health.vic.gov.au/environment</p>	

<p>Irrigation enquiries</p> <ul style="list-style-type: none"> • Licencing/permit requirements for all sources • General information about irrigation and more specific information about different systems, crop requirements etc. • New Irrigation Developments 	<p>SRW</p> <p>DPI</p> <p>DPI</p>	<p>Ph: 5139 3100</p> <p>Ph: 5147 0800</p> <p>Ph: 5147 0800</p>	
<p>Blue Green Algae</p> <ul style="list-style-type: none"> • Initial reports of BGA or requests for information should go to the Regional Convening Agencies including DSE Traralgon (East and West Gippsland basins) and South Gippsland Water (South Gippsland basins). These Convening Agencies should then refer reports/requests to the appropriate managing authority for action according to the Regional Response plans for the region • SRW is only responsible for monitoring waters managed by SRW. Primarily, storages include Lake Glenmaggie, Blue Rock Lake, and Lake Narracan. 	<p>DSE</p> <p>South Gippsland Water</p> <p>SRW</p>	<p>Ph: 5172 2111</p> <p>Ph: 5682 0444</p> <p>Report a bloom on a SRW Water body: 5139 3100 <i>SRW BGA Info Line: 1300 781 806</i></p>	
<p>Grey Water usage</p> <ul style="list-style-type: none"> • General information • Information on setting up permanent grey water treatment and reuse system 	<p>EPA – search for publications no. 812, 884 & 746.1 on website</p> <p>EPA & Shire</p>	<p>Ph: 5173 9800 www.epa.vic.gov.au</p> <p><i>EPA: 5173 9800</i></p>	

<ul style="list-style-type: none"> EPA needs to approve system Permit required from local council 	Councils	<p><i>Bass Coast Shire: 5671 2211</i></p> <p><i>Baw Baw Shire: 5624 2411</i></p> <p><i>East Gippsland Shire: 5153 9500</i></p> <p><i>Latrobe City: 1300 367 700</i></p> <p><i>South Gippsland Shire: 5662 9200</i></p> <p><i>Wellington Shire: 1300 366 244</i></p>	
<p>Rainwater usage</p> <ul style="list-style-type: none"> A person can use rainwater for any purpose as long as it is collected from a roof or similar means 			
<p>Community Engagement</p> <ul style="list-style-type: none"> Community water quality monitoring program (target audience: people wishing to undertake volunteer monitoring of local streams) School Education Program (Target audience: Students and Teacher activities/workshops on catchment issues) Community Events (Target audience: community involvement in specific catchment related events) 	Waterwatch	<p><i>West Gippsland Waterwatch</i> Ph: 5175 7800</p> <p><i>East Gippsland Waterwatch</i> Ph: 5152 0600</p> <p>www.vic.waterwatch.org.au</p>	<p>Waterwatch <i>can not</i> answer questions from the public regarding water quality or water levels.</p> <p>Waterwatch can accept agency queries on water quality data</p>
<p>Drought</p> <ul style="list-style-type: none"> For drought assistance in sourcing emergency stock and domestic water 	Shire Councils	<p><i>Bass Coast Shire: 5671 2211</i></p> <p><i>Baw Baw Shire: 5624 2500</i></p> <p><i>East Gippsland Shire: 5153 9500</i></p>	

<ul style="list-style-type: none"> • For financial assistance • Assistance for the dairy industry 	<p>DPI</p> <p>Centrelink Rural Finance</p> <p>GippsDairy Drought Coordinators</p> <p>DPI</p>	<p><i>Latrobe City: 1300 367 700</i></p> <p><i>South Gippsland Shire: 5662 9277</i></p> <p><i>Wellington Shire: 1300 366 244</i></p> <p><i>Regional Drought Coordinator: 5624 2222</i></p> <p><i>Centrelink: 13 23 16</i></p> <p><i>Rural Finance: 5448 2600</i></p> <p>Ph: 5659 4373</p> <p><i>Regional Drought Coordinator: 5624 2222</i></p>	
<p>Works on Waterways</p> <p>Any construction or maintenance activity which affects waterway beds, banks, riparian vegetation and the quality or quantity of water, requires a permit from the CMA. Works include (but are not limited to):</p> <ul style="list-style-type: none"> • Bridges, Culverts*, Culverts with stream deviation, Stream realignments, Stormwater Outlets, River Mouth Openings, Bed & Bank Stabilisation, Vegetation Removal, Extractive industries, Fords**, and other works (E.g. jetties) 	<p>WGCMA/EGCMA – Planning Department</p>	<p><i>WGCMA: 5175 7800</i></p> <p><i>EGCMA: 5152 0600</i></p>	

<ul style="list-style-type: none">• All these works have the potential to impact on water quality and stream stability and require a permit from the appropriate Catchment Management Authority• *Culvert: a conduit used to enclose a flowing body of water. It may be used to allow water to pass underneath a road, railway, driveway or embankment.• **Ford: a place in a watercourse (most commonly a stream or river) that is shallow enough to be crossed by wading, on horseback, or in a wheeled vehicle			
---	--	--	--



River Health

Issue/Activity	Organisation/s	Contact Details	Notes
Riparian condition including: <ul style="list-style-type: none"> • Weeds • Erosion • Fencing • Stock • Pest Animals 	Land Manager DSE – Crown Land Management Parks Vic	Ph: 5152 0600 Ph: 5152 0600	
CMA works on streams <ul style="list-style-type: none"> • Willow Removal • Erosion Control • Fencing • Fish Passage structures • Etc 	WGCMA/EGCMA	<i>WGCMA</i> : Ph: 5175 7800 <i>EGCMA</i> : Ph: 5152 0600	
Environmental Water Reserve (EWR) <ul style="list-style-type: none"> • The EWR is an initiative of the state government's 'Our Water Our Future' action plan. The EWR is water that is legally protected through legislation for the long-term health of rivers. • Operational management of the EWR falls to the relevant Catchment Management Authority. • Further information on the EWR can be found on www.dse.vic.gov.au or by contacting your Catchment Management Authority 	WGCMA/EGCMA	<i>WGCMA</i> : Ph: 5175 7800 <i>EGCMA</i> : Ph: 5152 0600	

Land			
Issue/Activity	Organisation/s	Contact Details	Notes
Landcare	Local Landcare Networks	<i>Bass Coast Landcare Network Coordinator:</i> (03) 5678 2335 <i>Lake Wellington Landcare Network Coordinator:</i> (03) 5624 2257 <i>South Gippsland Landcare Network Coordinator:</i> (03) 5662 5759 <i>Yarram Yarram Catchments Landcare Network Coordinator:</i> (03) 5182 5073 <i>East Gippsland Landcare Network</i> (03) 5152 0600, (03) 5161 1365 <i>GippsLandcare Project Manager:</i> (03) 5175 7800	
Tree planting programs	Local Landcare Networks Greening Australia www.greeningaustralia.org.au Trust for Nature www.tfn.org.au	Contact details as above^ <i>West Gippsland:</i> 5662 4555 <i>State Office:</i> 9450 5300 <i>Head Office:</i> 9670 9933 <i>West Gippsland Regional Manager:</i> annew@tfn.org.au <i>East Gippsland Regional Manager:</i> robyne@tfn.org.au	

Land

Issue/Activity	Organisation/s	Contact Details	Notes
Removal of trees <ul style="list-style-type: none"> Permit required for native vegetation removal 	Shire Council	<i>Bass Coast Shire: 5671 2211</i> <i>Baw Baw Shire: 5624 2411</i> <i>East Gippsland Shire: 5153 9500</i> <i>Latrobe City: 1300 367 700</i> <i>South Gippsland Shire: 5662 9200</i> <i>Wellington Shire: 1300 366 244</i>	
Firewood Collection <ul style="list-style-type: none"> Permit required before collecting firewood from state forests 	DSE	Ph: 5172 2111	
Grazing of roadsides <ul style="list-style-type: none"> Permit required before stock allowed to graze roadsides 	Shire Council	<i>Bass Coast Shire: 5671 2211</i> <i>Baw Baw Shire: 5624 2411</i> <i>East Gippsland Shire: 5153 9500</i> <i>Latrobe City: 1300 367 700</i> <i>South Gippsland Shire: 5662 9200</i> <i>Wellington Shire: 1300 366 244</i>	
Heritage Listing <ul style="list-style-type: none"> Site contains information about how places are listed, listing criteria etc 	Department of the Environment & Water Resources	www.environment.gov.au Ph: (02) 6274 2349	
Hunting Enquiries	DSE	www.dse.vic.gov.au/hunting Ph: 5172 2111	

Land

Issue/Activity	Organisation/s	Contact Details	Notes
<p>Litter</p> <ul style="list-style-type: none"> • Litter thrown from vehicles • Litter left from recycling/rubbish collection (large amount/occurs regularly) • Problems with litter coming from local landfills • Litter on railway lines • Litter in Stormwater system (pesticides, paint, litter etc) 	<p>EPA Litter Report Line</p> <p>Shire Councils</p> <p>EPA Pollution Waste Line</p> <p>Vic Track</p> <p>EPA Pollution Watch Line</p>	<p>www.epa.vic.gov.au/reporting Ph: 1800 352 555</p> <p><i>Bass Coast Shire: 5671 2211</i> <i>Baw Baw Shire: 5624 2411</i> <i>East Gippsland Shire: 5153 9500</i> <i>Latrobe City: 1300 367 700</i> <i>South Gippsland Shire: 5662 9200</i> <i>Wellington Shire: 1300 366 244</i></p> <p>Ph: 1800 444 004</p> <p>Ph: 9619 8850</p> <p>Ph: 1800 444 004</p>	

Vegetation

Issue/Activity	Organisation/s	Contact Details	Notes
<p>Weed issues</p> <ul style="list-style-type: none"> • Identification of weeds/reporting weeds • Sprays to Use – For advice about the chemical best suited for a particular situation, or details of regulations related to use of agricultural chemicals • Weed eradication - weed eradication is usually the responsibility of the land holder. However advice can be obtained by contacting your local Landcare networks' Pest Plant & Animal officer, your local council or DPI Pest Management Officer 	DPI	DPI office contacts – (click here) www.dpi.vic.gov.au/weeds	Catchment Management Authorities have no role to play in the identification or reporting of weeds
	DPI	<i>DPI Chemical Standards Officer</i> Ph: 9785 0173 or 9785 0191 www.dpi.vic.gov.au/chemicalstandards <i>Customer Service Centre: 136 186</i>	
	Local chemical reseller or rural supplier	Check local Yellow Pages	
	Shire Councils	<i>Bass Coast Shire: 5671 2211</i> <i>Baw Baw Shire: 5624 2411</i> <i>East Gippsland Shire: 5153 9500</i> <i>Latrobe City: 1300 367 700</i> <i>South Gippsland Shire: 5662 9200</i> <i>Wellington Shire: 1300 366 244</i>	
	DPI	DPI office contacts – (click here)	

Vegetation

Issue/Activity	Organisation/s	Contact Details	Notes
	Landcare	<p><i>Bass Coast Landcare Network Coordinator: (03) 5678 2335</i></p> <p><i>Lake Wellington Landcare Network Coordinator: (03) 5624 2257</i></p> <p><i>South Gippsland Landcare Network Coordinator: (03) 5662 5759</i></p> <p><i>Yarram Yarram Catchments Landcare Network Coordinator: (03) 5182 5073</i></p> <p><i>East Gippsland Landcare Network (03) 5152 0600, (03) 5161 1365</i></p> <p><i>GippsLandcare Project Manager: (03) 5175 7800</i></p>	
<p>Native Vegetation:</p> <ul style="list-style-type: none"> • What plants are native – Local councils' indigenous plants guides • What people should plant and where – Local councils indigenous plants guide 	<p>Shire Councils</p> <p>Shire Councils</p>	<p><i>Bass Coast Shire: 5671 2211</i></p> <p><i>Baw Baw Shire: 5624 2411</i></p> <p><i>East Gippsland Shire: 5153 9500</i></p> <p><i>Latrobe City: 1300 367 700</i></p> <p><i>South Gippsland Shire: 5662 9200</i></p> <p><i>Wellington Shire: 1300 366 244</i></p> <p>Details above^</p>	



Vegetation

Issue/Activity	Organisation/s	Contact Details	Notes
<ul style="list-style-type: none"> • Purchasing Native plants/trees <p>For additional information/advice about indigenous vegetation contact your local Landcare network.</p>	Local Nursery's	<p>A list of your local nurseries can be found in the Yellow Pages</p> <p><i>Bass Coast Landcare Network Coordinator:</i> (03) 5678 2335</p> <p><i>Lake Wellington Landcare Network Coordinator:</i> (03) 5624 2257</p> <p><i>South Gippsland Landcare Network Coordinator:</i> (03) 5662 5759</p> <p><i>Yarram Yarram Catchments Landcare Network Coordinator:</i> (03) 5182 5073</p> <p><i>East Gippsland Landcare Network</i> (03) 5152 0600, (03) 5161 1365</p> <p><i>GippsLandcare Project Manager:</i> (03) 5175 7800</p>	

Other

Issue/Activity	Organisation/s	Contact Details	Notes
<p>Pest Animals</p> <ul style="list-style-type: none"> Information notes on: foxes, pigs, rabbits and wild dogs <p>Additional information on rabbits, foxes and wild dogs is available from DSE</p>	DPI	Ph: 5172 2111 Other DPI office contacts – (click here)	
	DSE	Ph: 5172 2111 www.dse.vic.gov.au	
<p>Wildlife enquiries</p> <ul style="list-style-type: none"> Magpie issues 	DSE	Ph: 5172 2111 www.dse.vic.gov.au	
<ul style="list-style-type: none"> Native animals including possums, koalas etc 	DSE	Ph: 5172 2111 Other DSE office contacts – (click here)	
<ul style="list-style-type: none"> Injured Wildlife (Wild Life Victoria has a 24-hour emergency telephone service for people needing help with injured, sick or orphaned wildlife. WildLine operators are volunteers trained to give advice on what to do with native Australian animals in need of care.) 	DSE or Wild Life Vic	Ph: 5172 2111 Other DSE office contacts – (click here) <i>Wildlife Vic:</i> 0500 540 000 www.wildlifevictoria.org.au	

Other			
Issue/Activity	Organisation/s	Contact Details	Notes
<p>Fire Restrictions/Bushfire Information</p> <ul style="list-style-type: none"> • Victorian Bushfire Hotline • DSE Website – contains information and current conditions incl. a state wide situation map • CFA Website • VicRoads website – contains information on road closures due to bushfires • ABC Local Radio 		<p>Ph: 1800 240 667</p> <p>www.dse.vic.gov.au/fires</p> <p>www.cfa.vic.gov.au</p> <p>www.vicroads.vic.gov.au/trafficinfo</p> <p><i>Melbourne: 774 AM; Omeo: 720 AM; Sale: 828 AM; Latrobe Valley: 100.7 FM; Cann River: 106.1 FM</i></p>	
<p>Burning Waste</p> <ul style="list-style-type: none"> • Residential property – burning of waste in the open must be undertaken in accordance with council local laws 	Shire Councils	<p><i>Bass Coast Shire: 5671 2211</i></p> <p><i>Baw Baw Shire: 5624 2411</i></p> <p><i>East Gippsland Shire: 5153 9500</i></p> <p><i>Latrobe City: 1300 367 700</i></p> <p><i>South Gippsland Shire: 5662 9200</i></p> <p><i>Wellington Shire: 1300 366 244</i></p>	
<ul style="list-style-type: none"> • Permits to burn – applied for through Shire Local Laws Department 	Shire Councils		

Other			
Issue/Activity	Organisation/s	Contact Details	Notes
Dead Stock <ul style="list-style-type: none"> Removal of dead stock in a Paddock – EPA has guidelines for burying dead stock Removal of dead stock in a waterway – witnessing the dumping of dead stock and/or finding a carcass in a waterway should be reported to the EPA. If owner cannot be identified EPA to arrange removal and disposal of any dead stock in waterway by appropriate waterway manager (in the first instance it is the owner who is responsible) 	<p>EPA</p> <p>EPA</p>	<p>Ph: 5173 9800 www.epa.vic.gov.au</p> <p>Ph: 5173 9800</p>	
Air complaints/Odour <ul style="list-style-type: none"> Odour from industrial activity 	EPA	Ph: 5173 9800	
Noise <ul style="list-style-type: none"> Residential Noise – including loud music, early morning lawn mowing barking dogs etc. Industrial/Commercial Noise 	<p>Shire Council or local Police station (local numbers are under 'Police Victoria' in the local White Pages)</p> <p>EPA</p>	<p><i>Bass Coast Shire: 5671 2211</i> <i>Baw Baw Shire: 5624 2411</i> <i>East Gippsland Shire: 5153 9500</i> <i>Latrobe City: 1300 367 700</i> <i>South Gippsland Shire: 5662 9200</i> <i>Wellington Shire: 1300 366 244</i></p> <p>Ph: 5173 9800</p>	

Other

Issue/Activity	Organisation/s	Contact Details	Notes
<ul style="list-style-type: none"> Nightclub Noise – Liquor Licensing Victoria (Consumer Affairs Victoria)* issue Liquor Licences which include conditions relating to noise – <u>*operates during business hours.</u> <p>The police can also follow up on such complaints, therefore <u>after hours</u> the police should be called first.</p> <ul style="list-style-type: none"> Motor Vehicle Noise – noisy vehicles can be reported to the Traffic Operations officer at local Police Stations Traffic Noise – noise from general traffic flow 	<p>Liquor Licensing Victoria/Consumer Affairs Victoria</p> <p>Local Police Station</p> <p>Local Police Station</p> <p>VicRoads or Shire Councils</p>	<p>Ph: 1300 55 818 81</p> <p>Local White Pages – under ‘Police Victoria’</p> <p>Local White Pages – under ‘Police Victoria’</p> <p><i>VicRoads: 13 11 71</i></p> <p><i>Bass Coast Shire: 5671 2211</i></p> <p><i>Baw Baw Shire: 5624 2411</i></p> <p><i>East Gippsland Shire: 5153 9500</i></p> <p><i>Latrobe City: 1300 367 700</i></p> <p><i>South Gippsland Shire: 5662 9200</i></p> <p><i>Wellington Shire: 1300 366 244</i></p>	
<p>Fishing</p> <ul style="list-style-type: none"> Illegal Fishing – if you suspect illegal fishing, call the Fisheries Offence Reporting Line 	<p>Fisheries Offence Reporting Line</p>	<p>Ph: 13 34 74 (13 FISH)</p> <p>www.dpi.vic.gov.au/fishing</p>	

Other			
Issue/Activity	Organisation/s	Contact Details	Notes
<ul style="list-style-type: none"> Other fishing matters – the DPI website has detailed information on recreational fishing, commercial fishing, fishing education etc 	DPI	www.dpi.vic.gov.au/fishing Ph: 5172 2111 Other DPI office contacts – (click here)	
Paint <ul style="list-style-type: none"> Disposal of paint – contact Sustainability Victoria (SV) or local councils for information regarding household chemical collection days Chemcollect can also be contacted regarding the disposal of paint 	Sustainability Victoria/Shire Councils	<i>SV – Ph: 8626 8700</i> www.sustaniability.vic.gov.au – click on the 'Detox your Home' section <i>Bass Coast Shire: 5671 2211</i> <i>Baw Baw Shire: 5624 2411</i> <i>East Gippsland Shire: 5153 9500</i> <i>Latrobe City: 1300 367 700</i> <i>South Gippsland Shire: 5662 9200</i> <i>Wellington Shire: 1300 366 244</i> <i>Chemcollect: 1800 008 182</i>	
Chemicals <ul style="list-style-type: none"> Spraying of agricultural chemicals/poisons – requires a permit 	DPI	DPI Chemical Standards Officers Ph: 9785 0173 or 9785 0191 Other DPI office contacts – (click here)	

Other			
Issue/Activity	Organisation/s	Contact Details	Notes
<ul style="list-style-type: none"> Commercial asbestos removal 	Victorian Workcover Authority	Ph: 1800 136 089 www.workcover.vic.gov.au	
<ul style="list-style-type: none"> Transport of Asbestos – commercial and domestic 	EPA	Ph: 5173 9800	
Effective Engagement Training <ul style="list-style-type: none"> For information on professional training giving benefits for facilitators of projects involving community and stakeholders. 	DSE	Ph: 5172 2111 Other DSE office contacts – (click here)	
Indigenous Cultural Awareness <ul style="list-style-type: none"> General information on the DSE approach to empowering Indigenous communities to participate in land, water and biodiversity management (Indigenous Partnership Framework) 	DSE	Ph: 5172 2111 Other DSE office contacts – (click here)	
Community Engagement - Community of Practice forums <ul style="list-style-type: none"> For information on the established bi-monthly forum that enables processes for professional connections, ongoing dialogue and co-mentored relationships between CE practitioners and facilitators from many organisations 	DSE & Department for Victorian Communities (DVC)	Ph: 5172 2111 Other DSE office contacts – (click here) <i>DVC:</i> Ph: 5174 7308 (T'gon Office) www.dvc.vic.gov.au	

Other			
Issue/Activity	Organisation/s	Contact Details	Notes
<p>Drains, Footpaths and Kerbs</p> <ul style="list-style-type: none"> • Shire Councils conduct routine condition assessments and maintenance on its footpath and kerb network. • Contact your local shire council if you wish to make a report of hazardous footpath or kerb 	Shire Councils	<p><i>Bass Coast Shire: 5671 2211</i></p> <p><i>Baw Baw Shire: 5624 2411</i></p> <p><i>East Gippsland Shire: 5153 9500</i></p> <p><i>Latrobe City: 1300 367 700</i></p> <p><i>South Gippsland Shire: 5662 9200</i></p> <p><i>Wellington Shire: 1300 366 244</i></p>	
<p>Road Maintenance</p> <ul style="list-style-type: none"> • Shire councils are responsible for the monitoring and maintenance of the Local Roads within the corresponding municipality • This includes all roads <i>other than</i> freeways, highways, main roads, tourist roads and forest roads for which VicRoads is responsible for. 	<p>Shire Councils</p> <p>VicRoads</p>	<p><i>Bass Coast Shire: 5671 2211</i></p> <p><i>Baw Baw Shire: 5624 2411</i></p> <p><i>East Gippsland Shire: 5153 9500</i></p> <p><i>Latrobe City: 1300 367 700</i></p> <p><i>South Gippsland Shire: 5662 9200</i></p> <p><i>Wellington Shire: 1300 366 244</i></p> <p>Ph: 13 11 71</p>	
<p>Native Title</p> <ul style="list-style-type: none"> • The <i>Native Title Act (Commonwealth) 1993</i> recognises and protects the native title rights and interests of Aboriginal and Torres Strait Islander people across Australia. The Native Title Act provides a way of acknowledging the existence of native title and sets out procedures those managers of Crown land must comply with. 	DSE	<p>Native Title Coordinator</p> <p>71 Hotham Street, Traralgon</p> <p>Telephone: 5172 2151 Fax: 5172 2100</p> <p>E-mail: ron.kelly@dse.vic.gov.au</p>	

Other			
Issue/Activity	Organisation/s	Contact Details	Notes
<ul style="list-style-type: none"> Any activity on Crown land where native title is not considered to be extinguished (see explanation of extinguishment) may impact on native title. The construction of new buildings and other facilities, issue of any new lease or licence and any major earthworks may impact on native title. 		Native Title Project Officer 71 Hotham Street, Traralgon Telephone: 5172 2170 Fax: 5172 2100 E-mail: pat.lambert@dse.vic.gov.au	
Cultural Heritage <ul style="list-style-type: none"> Aboriginal Affairs Victoria (AAV) is the Victorian Government's central point of advice on all aspects of Aboriginal affairs in Victoria. This policy advice may relate to services provided by other State Government agencies, Commonwealth departments, or to services delivered within the Aboriginal community. AAV can assist with many indigenous enquiries including: <ul style="list-style-type: none"> Cultural Heritage Places Aboriginal Heritage Legislation Information Cultural Heritage Permits A list of services is available from the AAV website (details above) 	AAV	574 Main Street Bairnsdale 3875 Telephone: 5152 0600 www.dvc.vic.gov.au/aav	



Bass Coast Shire: (PI = Phillip Island)

- | | | |
|--------------------|-------------------|------------------------|
| Bass | Grantville | Summerland (PI) |
| Beachcomber (PI) | Inverloch | Smiths Beach (PI) |
| Cape Paterson | Kilcunda | Sunset Strip (PI) |
| Cape Woolamai (PI) | Newhaven (PI) | Surfbeach (PI) |
| Corinella | Pioneer Bay | Ventnor |
| Coronet Bay | Rhyll (PI) | Wimbledon Heights (PI) |
| Cowes Central (PI) | San Remo | Wonthaggi North |
| Cowes East (PI) | Silverleaves (PI) | Wonthaggi Township |
| Cowes West (PI) | | |

Baw Baw Shire

- | | | |
|---------------|---------------------|--------------|
| Aberfeldy | Gainsbrough | Ripplebrook |
| Ada | Gentle Annie | Rokeyby |
| Althone | Hallora | Seaview |
| Amor | Health Hill | Shady Creek |
| Bona Vista | Hill End | Tanjil |
| Bravington | Icy Creek | Tanjil South |
| Buln Buln | Jacob Creek | Tarago |
| Carnigal | Jericho | Thaloo |
| Childers | Jindivick | Thorpdale |
| Cloverlea | Lardner | Toombon |
| Coalville | Lillico | Toorong |
| Coopers Creek | Loch Valley | Trafalgar |
| Crossover | Longwarry | Trida |
| Darnum | Modella | Vesper |
| Drouin | Neerim | Walhalla |
| Ellinbank | Neerim East & South | Warragul |
| Erica | Nilma | Westbury |
| Ferndale | Noojee | Willow Grove |
| Fulmina | Rawson | Yarragon |

Latrobe City

- | | | |
|-----------|------------|-----------------|
| Boolarra | Gormondale | Traralgon |
| Callignee | Moe | Traralgon South |
| Churchill | Morwell | Tyers |
| Driffield | Newborough | Yallourn North |
| Glengarry | Toongabbie | Yinnar |

East Gippsland Shire

Allenvale
Anglers Rest
Bairnsdale
Bell Bird Creek
Bemm River
Benambra
Bendoc
Bindi
Brookville
Brumby
Bruthen
Buchan
Cann River

Cape Conron
Eagle Point
Ensay
Errinundra
Fernbank
Glenadale
Hill Side
Johnsonville
Kalimna
Lake Tyers
Lakes Entrance
Lindenow
Lucknow

Mallacoota
Marlo
Metung
Nicholson
Nowa Nowa
Omeo
Orbost
Paynesville
Swifts Creek
Tambo Crossing
Wy Yung
Yalmy

South Gippsland Shire

Bena
Buffalo
Dumbalk
Fish Creek
Foster
Koonwarra
Kongwak
Korumburra
Leongatha

Loch
Meeniyan
Mirboo North
Nyora
Poowong
Port Franklin
Port Welshpool
Sandy Point
Stony Creek

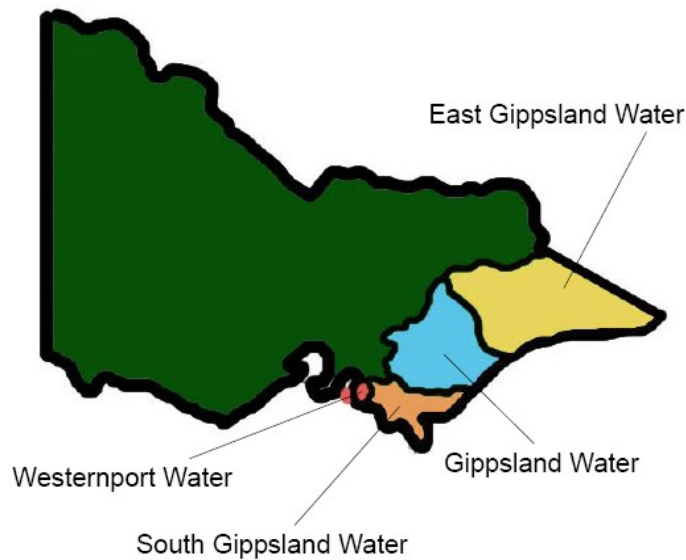
Tarwin Lower
Toora
Venus Bay
Walkerville
Waratah Bay
Welshpool
Yanakie

Wellington Shire

Alberton
Briagolong
Coongulla
Cowwarr
Dargo
Golden Beach

Heyfield
Licola
Loch Sport
Longford
Maffra
Port Albert

Rosedale
Sale
Seaspray
Stratford
Yarram



Gippsland Water – Major Towns

Churchill	Moe	Seaspray
Drouin	Morwell	Stratford
Erica	Newborough	Traralgon
Heyfield	Rosedale	Warragul
Mirboo North	Sale	

South Gippsland Water – Major Towns

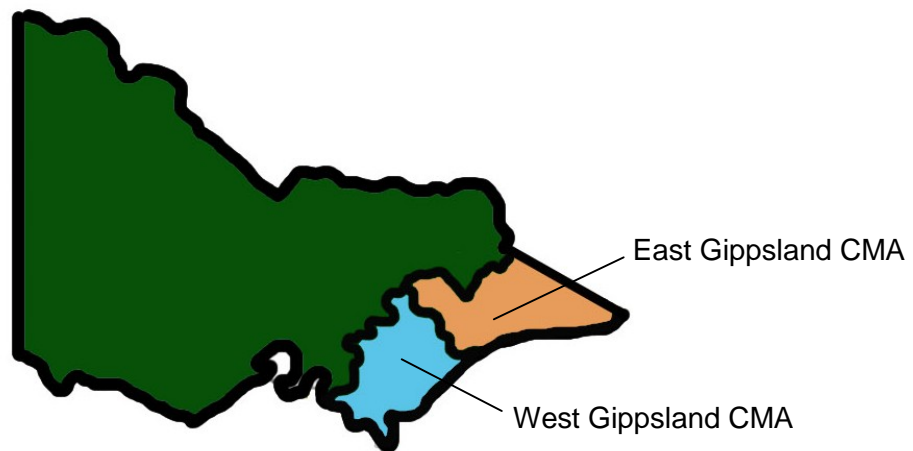
Alberton	Koonwarra	Port Albert
Cape Paterson	Korumburra	Port Franklin
Devon North	Leongatha	Port Welshpool
Dumbalk	Loch	Toora
Fish Creek	Meeniyah	Welshpool
Foster	Nyora	Wonthaggi
Inverloch	Poowong	Yarram

Westernport Water – Major Centers

Cowes	San Remo
-------	----------

East Gippsland Water

Bairnsdale	Lakes Entrance	Omeo
Bemm River	Lindenow	Orbost
Bruthen	Mallacoota	Paynesville
Buchan	Marlo	Raymond Island
Cann River	Metung	Sarsfield
Dinner Plain	Newlands Arm	Swan Reach
Eagle Point	Newmerella	Swifts Creek
Johnsonville	Nicholson	
Lake Tyers Beach	Nowa Nowa	



East Gippsland CMA Region

Municipalities: East Gippsland Shire including - the city of Bairnsdale along with the coastal towns of Paynesville, Metung, Lakes Entrance, and Mallacoota and the hinterland towns of Dargo, Bruthen, Buchan, Omeo, Swifts Creek, Orbost, Cann River and Genoa.

River Basins: Mitchell, Tambo, Snowy and Far East Gippsland

West Gippsland CMA Region

Municipalities: Latrobe City, Wellington Shire, Baw Baw Shire, South Gippsland Shire, Bass Coast Shire & small areas of Mansfield & East Gippsland Shire.

River Basins: Latrobe, Thomson and South Gippsland