



New Resident Booklet

Welcome to the Hepburn Shire

July 2026

Welcome to the Hepburn Shire

You have chosen a beautiful part of the world to call home. Hepburn Shire Council (Council) acknowledges the Dja Dja Wurrung as the Traditional Owners of the lands and waters on which we live and work. On these lands, Djaara have performed age-old ceremonies of celebration, initiation and renewal. We recognise their resilience through dispossession and it is a testament to their continuing culture and tradition, which is strong and thriving. We also acknowledge the neighbouring Traditional Owners, the Wurundjeri to our south-east and the Wadawurrung to our south-west and pay our respect to all Aboriginal peoples, their culture, and lore. We acknowledge their living culture and the unique role they play in the life of this region.

As the new owner or renter of a home in our Shire, this booklet provides a helpful overview of your local area.

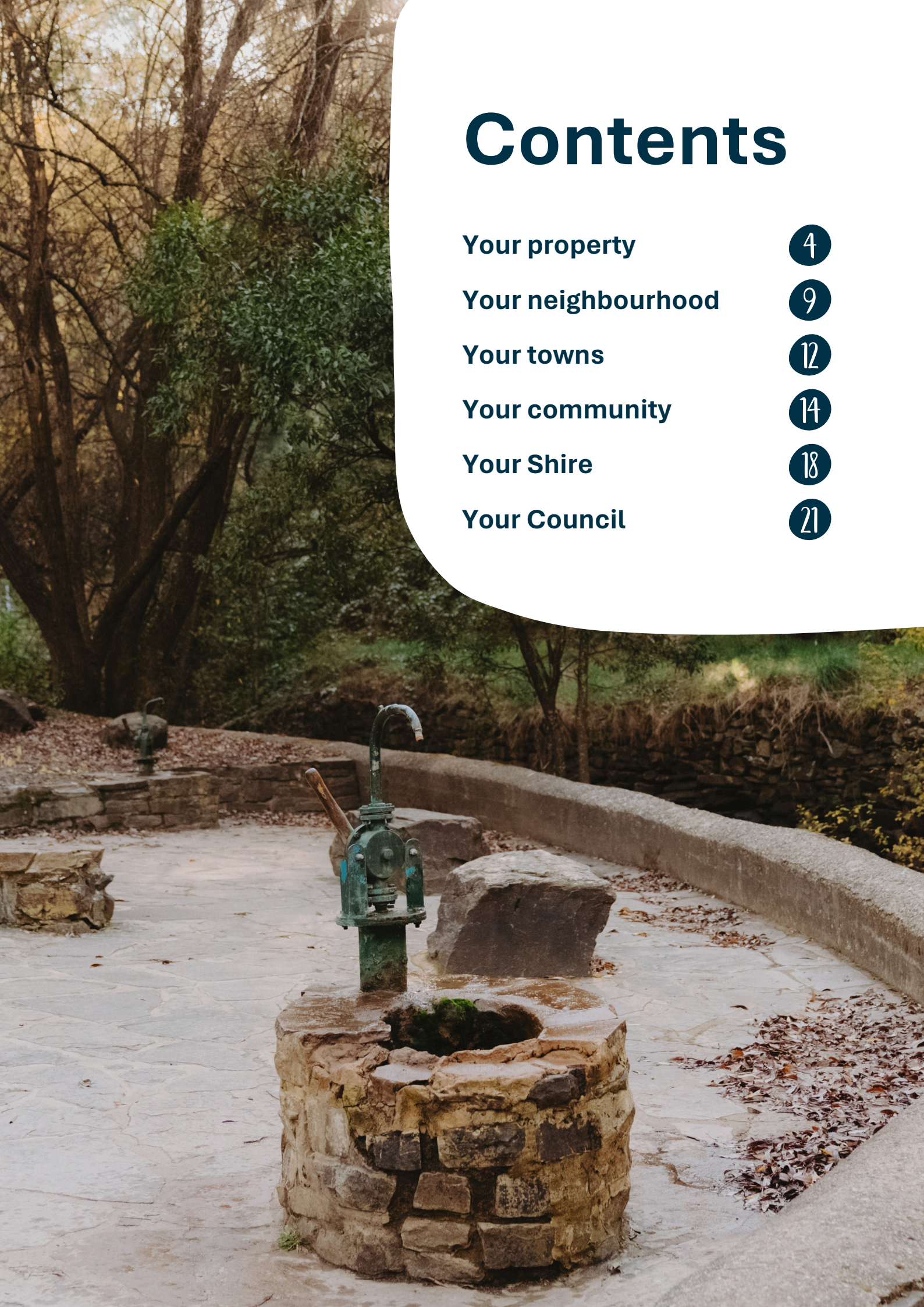
A range of exciting opportunities exist for new residents to get involved in activities across our vibrant communities.



Checklist

- ☐ Update your enrolment details with the Victorian Electoral Commission at www.vec.vic.gov.au/enrolment
- ☐ Change your driver's licence details with VicRoads at www.vicroads.vic.gov.au
- ☐ Register your dog or cat so you can be reunited if they become lost at www.hepburn.vic.gov.au/pet-registration
- ☐ Follow us on social media for updates on what's happening in the Shire at www.hepburn.vic.gov.au/social-media
- ☐ Sign up to Hepburn Life, Council's monthly eNews at www.hepburn.vic.gov.au/newsletters
- ☐ Find out how to stay up to date with warnings and information at www.hepburn.vic.gov.au/warnings



A photograph of a stone well with a green hand pump, set in a park-like environment with trees and a stone wall in the background. The well is constructed from stacked stones and has a circular opening in the center. The pump is mounted on top of the well. The ground around the well is paved with light-colored stones. In the background, there are trees with autumn-colored leaves and a stone wall.

Contents

Your property

4

Your neighbourhood

9

Your towns

12

Your community

14

Your Shire

18

Your Council

21

Your property

Bins

Township properties:

- 120 L red-lidded (or dark green) general rubbish/landfill bin collected fortnightly
- 120 L lime green-lidded food and garden organics bin collected weekly
- 240 L yellow-lidded mixed recycling bin collected fortnightly

Rural properties (who receive a kerbside service):

- 140 L red-lidded (or dark green) general rubbish/landfill bin collected fortnightly
- 240 L yellow-lidded mixed recycling bin collected fortnightly
- 2 x transfer station vouchers

Other properties who do not receive a kerbside service are eligible for transfer station vouchers, visit www.hepburn.vic.gov.au/transfer-stations

To find out when your bins are collected, visit www.hepburn.vic.gov.au/bins



Transfer stations

There are three transfer stations for depositing selected waste and recyclables:

- **Creswick Transfer Station** - Ring Road, Creswick
- **Daylesford Transfer Station** - 16 Ajax Road, Daylesford
- **Trentham Transfer Station** - 145 Blackwood Road, Trentham

To find out what you can take to transfer stations, visit www.hepburn.vic.gov.au/transfer-stations



Nature strip maintenance

If you live in an urban area, it is your responsibility to maintain your nature strip. If you have a Council footpath along your boundary, trees and vegetation need to be trimmed clear of the sides and 2.5 m above.

However, you will need to get prior permission from Council before you do any of the following:

- Remove trees or native vegetation.
- Landscape or plant trees or other vegetation.

If your nature strip plantings and use comply with Council's "planting on nature strip guidelines", no additional approvals are required.

Works and activity on your property

Land in Hepburn Shire

While living in Hepburn Shire provides access to beautiful landscapes and culture, the environment and our heritage require extra care.

Council's Planning and Building teams manage planning and environmental controls and regulate for safety.

Planning and building rules are in place to protect you, your visitors and the land and waters of the Shire.

Check VicPlan

Search VicPlan, the Victorian Government's online planning portal, by entering your property address to generate a report showing planning controls that may apply. Visit <https://mapshare.vic.gov.au/vicplan>

VicPlan can identify planning controls and environmental considerations, including:

- bushfire risk
- native vegetation
- environmental overlays
- heritage overlays
- flooding or land management considerations.

Planning and building permits

A planning permit or building permit may be required, depending on the circumstances, for works, such as:

- construction, altering or demolishing a building
- removing native vegetation
- building sheds, garages or carports
- decks, verandahs, pergolas or retaining walls
- installing swimming pools or spas
- tiny homes and small second dwellings.

Property activity permits

Most activities other than living on residential land require planning permits, for example:

- a contractor's depot
- subdivision
- home-based business generating visitation.

Visit www.hepburn.vic.gov.au/planning to find out more.

Septic tanks

Onsite wastewater management systems (septic tanks) are generally used in areas where a reticulated sewer is not available.

To check whether your property is in a sewered area, please contact Central Highlands Water or Coliban Water, depending on where you live.

Before you install, replace, alter or use an onsite wastewater management system, you must obtain the required permit from Council.

Your septic system is an important part of your property. Regular maintenance helps protect your household, your land and the environment, and can help you avoid costly repairs.

If you have a septic tank, you must comply with the Victorian Environmental Protection Authority's (EPA) general environmental duty, which requires you to eliminate or minimise risks of harm from pollution or waste so far as reasonably practicable. This means your septic tank must be designed, operated, and maintained in a way that prevents pollution, consistent with EPA obligations for septic tanks.



Paying your rates

Property owners pay rates in four instalments due:

- 30 September
- 30 November
- 28 February
- 31 May.

Rates notices are sent to you prior to each instalment date. Register with Council to receive your rates notices via email at www.hepburn.vic.gov.au/rates

Please note that Council does not offer a pay in full option. However, Council does provide ratepayers with the option to pay their rates across 10 instalments on the third Friday of each month from September to June if the rates balance is current. An application form is available on the website.

Your details

Ratepayers are required to notify Council in writing if there are changes to your residential, mailing or email addresses. Failure to do so may lead to you not receiving your rates notice. Interest and legal costs can then be incurred if payments are not made or are late due to you not receiving your rates notice because your details are incorrect. Please note that, legally, changes to details need to be in writing. We cannot accept changes verbally.

Municipal rates concession

Victorian home owners with eligible concession cards can claim a deduction on council rates. Visit www.services.dffh.vic.gov.au/municipal-rates-concession for more information.

Your neighbourhood

Roads and footpaths

Council manages around 1,500 km of roads throughout the Shire with the arterial roads managed by the Department of Transport and Planning. All roads are not equal, and it is important to understand the category of the road you live on and the level of maintenance it will receive.

Council also manages and maintains an extensive network of footpaths and trails. A complete list of managed roads and footpaths is available on our website and if you notice something that needs following up, you can report it at www.hepburn.vic.gov.au/request

Emergencies

Living safely and responsibly in Hepburn Shire starts with understanding your property, knowing local risks and when to contact Council.

Hepburn Shire is made up of approximately 50 per cent natural vegetation, which means bushfire is a real risk across the Shire.

You can help reduce fire risk by keeping the area around your home well maintained and free of combustible material before the declared Fire Danger Period (FDP). Visit the CFA website for information about what you can and can't do during the FDP and to learn about the Australian Fire Danger Rating System at www.cfa.vic.gov.au

It is important to know that you cannot rely on our volunteer fire service to come to your home to alert or protect you. You need to plan for what you will do in case of a fire or on an Extreme or Catastrophic fire danger day.

Some parts of the Shire are also prone to flash flooding. Stay informed by monitoring flood watches and warnings, especially if you live near a drain, waterway or low-lying area.

It is important to understand the risks that may affect your home, your safety and your livelihood.

Having a written emergency plan can help you prepare, respond and recover more effectively. Council shares preparedness information on its website and Facebook page.

For emergency warnings and advice, visit www.emergency.vic.gov.au or download the VicEmergency app.



Fire danger

Bushfires are part of life in Victoria, and everyone has a role to play in reducing risk.

Council has responsibilities under the *Country Fire Authority Act 1958* to support fire prevention across the Shire. Landowners also have a legal responsibility to maintain their property and reduce fire hazards.

By keeping your property well maintained, you help protect your household, your neighbours and the wider community.

Visit the CFA website for practical information about preparing your property for the fire season, www.cfa.vic.gov.au



Wildlife

Wildlife is a valued part of living in the Shire and animals are often seen on local roads, particularly in rural areas.

Please drive carefully, stay alert and slow down where needed.

If you find an injured or orphaned native animal, contact Wildlife Victoria's Emergency Response Service on (03) 8400 7300 or report it online at www.wildlifevictoria.org.au/report-a-wildlife-emergency

Pet ownership

Responsible pet ownership helps keep your pet, your neighbours and the broader community safe.

If you own a dog or cat, you must:

- register every dog and cat you own
- keep your dog under effective control when walking it
- make sure your dog does not bark causing a noise nuisance
- make sure your dog or cat does not stray onto another person's property
- prevent your dog from chasing or attacking people or other animals
- follow Council's local laws, including leash requirements.

You may be fined for breaches relating to dogs and cats. You will also need to pay a release fee if your animals are found wandering and are impounded by Council.

If you own livestock, you must make sure your animals are securely confined to your property with adequate fencing.



Report an issue to Council

Please contact Council on (03) 5348 2306 if you need to report:

- lost or wandering animals
- dog attacks
- dangerous dogs
- fire hazards on private property or Council land
- fallen trees, debris or dead animals on Council roads.

After-hours emergency numbers

- Animal control: 0419 587 955 for dog attacks, found dogs or livestock on road only
- Other Council emergencies: 0419 583 573

You can report all non-urgent issues online at

www.hepburn.vic.gov.au/request or by phoning (03) 5348 2306.

Your towns



Population

The Shire has a population of 16,824 people with a land area of 1,473 km². The Shire's median age is 52, with nearly 54 per cent of the population aged over 50.

Nearly 43 per cent of the population is located in Daylesford and surrounds, 31 per cent is located in Creswick and surrounds, 13 per cent is located in Clunes and surrounds and 12 per cent is located in Trentham and surrounds.



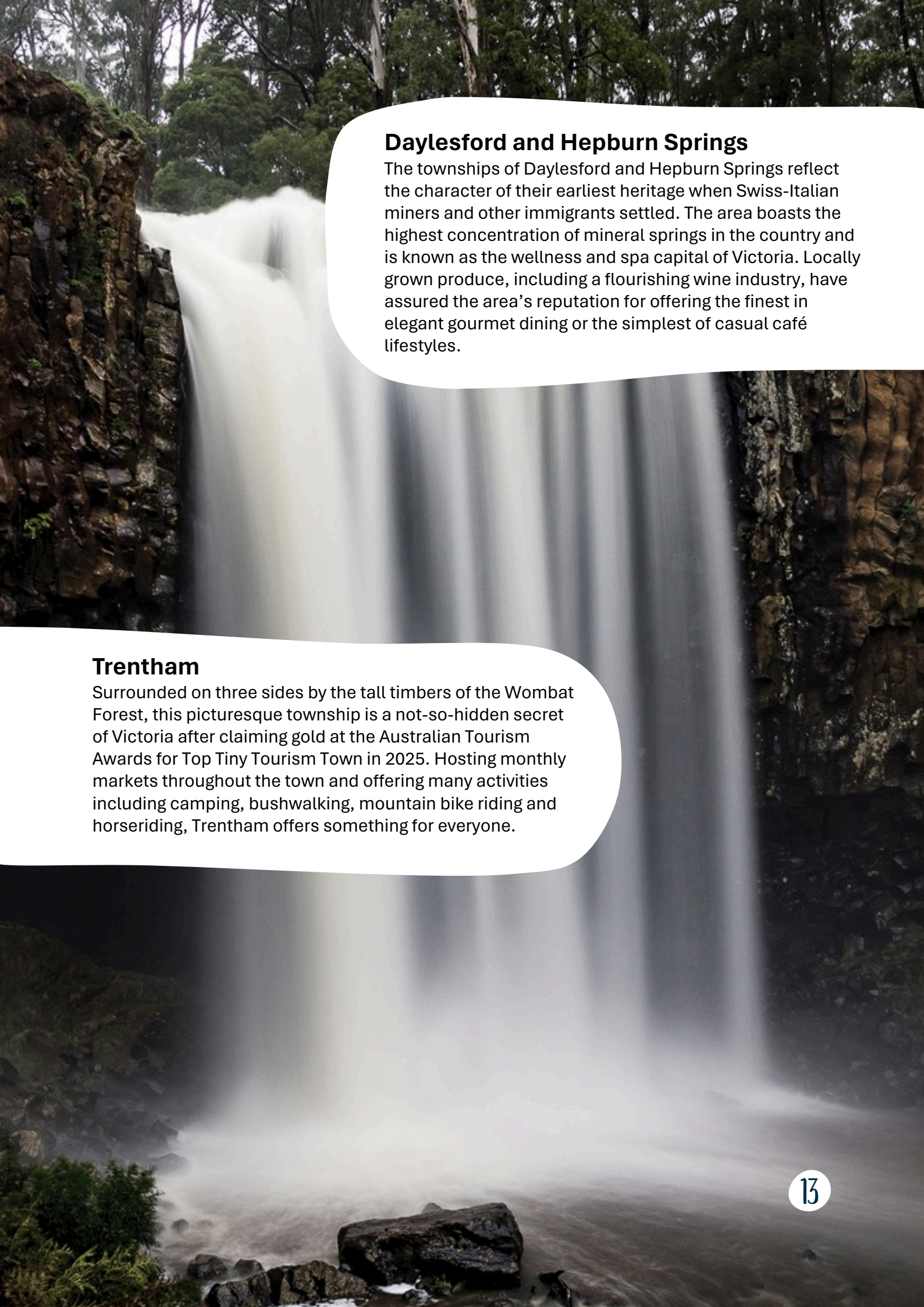
Clunes

Nestled in a valley, one could be forgiven for thinking that this glorious town has been cocooned in a time warp where its magnificent gold rush features and wide verandahs retain the illusion of yesteryear. It is little wonder that the streetscape is often used for many films, television and advertising productions and is the home of the Clunes Booktown Festival which is held in March each year.

Creswick

Located 15 minutes north of Ballarat, Creswick is a historic gold mining township set amidst tall eucalyptus and pine forests. The township has rich heritage with many buildings of the gold era still standing today helping to balance a relaxed community lifestyle for both residents and visitors with plenty of accommodation, tourist attractions and local events. Creswick is also home to Djuwang Baring, a premier 60 km mountain bike trail which weaves its way through state forests, regional parks and pine plantations.





Daylesford and Hepburn Springs

The townships of Daylesford and Hepburn Springs reflect the character of their earliest heritage when Swiss-Italian miners and other immigrants settled. The area boasts the highest concentration of mineral springs in the country and is known as the wellness and spa capital of Victoria. Locally grown produce, including a flourishing wine industry, have assured the area's reputation for offering the finest in elegant gourmet dining or the simplest of casual café lifestyles.

Trentham

Surrounded on three sides by the tall timbers of the Wombat Forest, this picturesque township is a not-so-hidden secret of Victoria after claiming gold at the Australian Tourism Awards for Top Tiny Tourism Town in 2025. Hosting monthly markets throughout the town and offering many activities including camping, bushwalking, mountain bike riding and horseriding, Trentham offers something for everyone.

Your community

As a resident of Hepburn Shire, you have access to many free or low-cost services in our community.

Maternal and child health

This free service provides support to all families with young children aged from birth to pre-kindergarten at key stages of their growth and development. The service is delivered through Central Highlands Rural Health with locations in Clunes, Creswick, Daylesford and Trentham.

Childcare services

There are three childcare centres located in Clunes, Creswick and Daylesford, with other associated services available including family day care, after school care and holiday/vacation programs.

Kindergarten and schools

Council does not directly provide preschool, kindergarten, primary or secondary school services to the community. There are a range of these services available across the Shire to support local children and students.

Visit www.hepburn.vic.gov.au/education to find out more.

Youth

Council delivers a range of projects to support the community and the development of young people aged 12-24. This includes the Amplify music and events program, school holiday activities and leadership programs.

AMPLIFY



Libraries

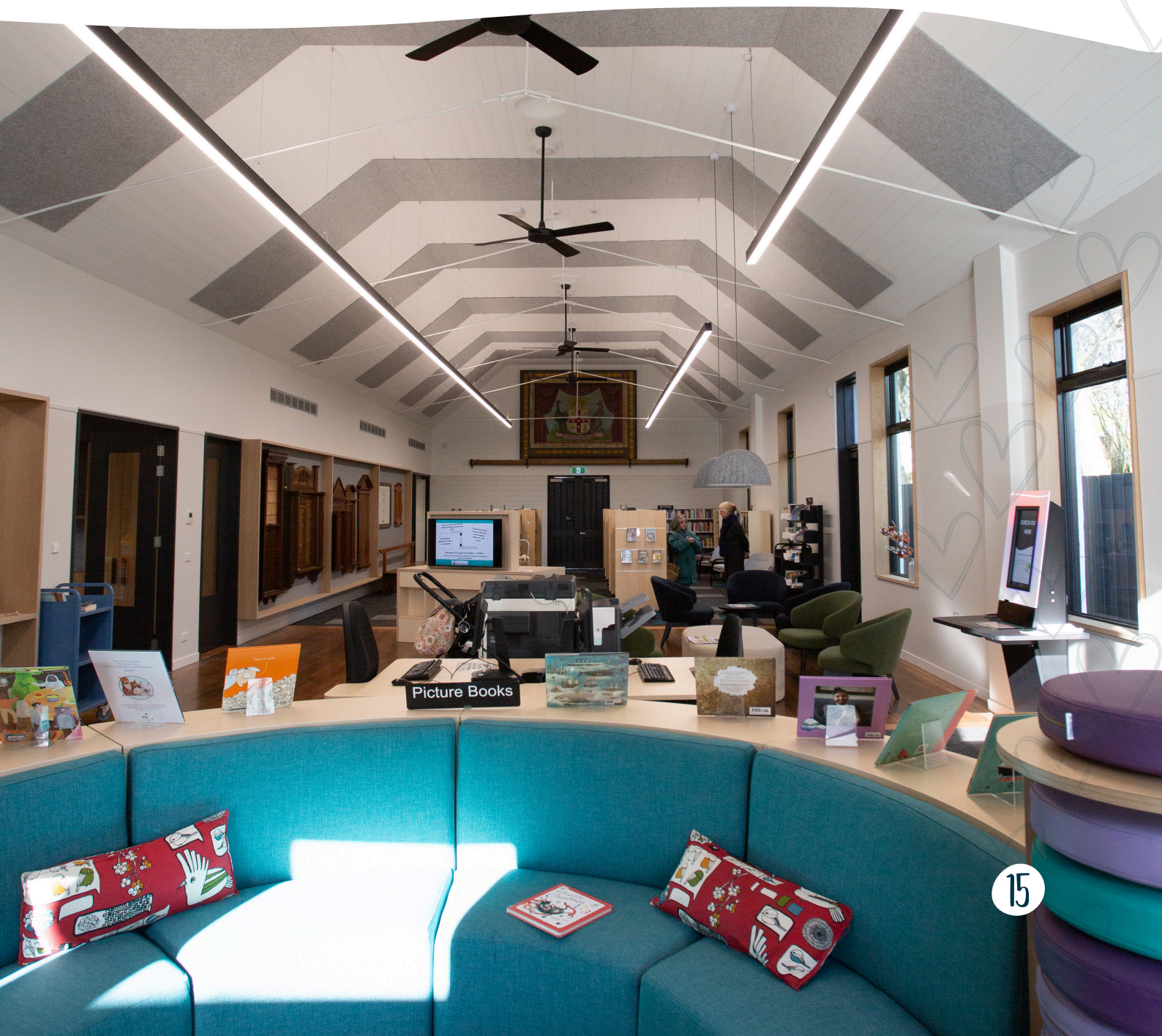
Council manages four libraries throughout our Shire in Clunes, Creswick, Daylesford and Trentham.

Hepburn Libraries is a member of the shared library services provided by Central Highlands Libraries, allowing members to access items from collections across Victoria.

Our libraries offer story and rhyme time, school holiday programs, home library services, book clubs and education programs for children and adults.

Our libraries also offer open access, where inducted library members can access the library outside of staffed hours between 8 am and 8 pm daily (excluding lunch closure times). Contact your local library to find out more.

For hours of operation and regular programs, visit www.hepburn.vic.gov.au/libraries



Older people

Older people requiring support at home should contact My Aged Care on 1800 200 422 or visit www.myagedcare.gov.au for an assessment.

While waiting for an assessment, My Aged Care may provide a referral code for immediate services under the Commonwealth Home Support Program system.

Services can include:

- domestic assistance
- personal care
- flexible respite
- social support.

For further information, call Benetas on 1300 788 338.

Seniors

Forty-six per cent of Hepburn Shire's residents are above the age of 65. Because of this, Council has developed the 'No Barrier' Positive Ageing Strategy 2022–2030. The strategy aims to promote preventative measures that counter the negative effects of age-related decline through its objectives.

Positive ageing is the ability to maintain a positive outlook, feeling good about yourself, keeping fit and healthy and fully engaged in life as you age.

Find more information at www.hepburn.vic.gov.au/older-people

Volunteer

Much like any other community, Hepburn Shire has many volunteers who contribute to the community in a variety of ways. There are local groups to join, and formal, regular volunteering opportunities.

Find out more at www.hepburn.vic.gov.au/volunteer



Business support

Council is dedicated to supporting, attracting and developing local business, investment in the Shire and promoting local tourist attractions, encouraging visitors and increased expenditure.

When starting up a new business you may need different permits to get your business up and running. Contact our Economic Development team for information and assistance.

If you are looking for a local business, Council has a business directory which can be viewed online at www.hepburn.vic.gov.au/business-directory

Community groups

Various groups exist across the Shire and provide opportunities for residents to connect with one another, get involved with local projects and contribute to their community.

For further information visit www.hepburn.vic.gov.au/community-directory

Reconciliation Action Plan

Council recognises and values the unique relationship of the Dja Dja Wurrung People to their traditional Country.

Council's vision for reconciliation is to promote unity, respect and understanding between Aboriginal and Torres Strait Islander peoples and other community members.

With our Reconciliation Action Plan (RAP), Council seeks to ensure reconciliation is at the core of our organisation and a foundation for all our services.

To download a copy of the RAP, visit www.hepburn.vic.gov.au/reconciliation



Public transport

Various public transport options are available within Hepburn Shire, whether you're catching a train from Melbourne to Ballarat, or a bus from Daylesford to Woodend, please visit www.transport.vic.gov.au for more information.

LGBTIQA+ inclusion

We are proud of our Shire's diversity.

Four of the top 10 localities for Victorian same-sex couples are right here in Hepburn Shire: Hepburn Springs, Daylesford, Hepburn and Glenlyon.

Council recognises and celebrates the important contribution that our LGBTIQA+ people, businesses and visitors bring to the life of our Shire.

We have adopted a Rainbow Action Plan that commits to creating a safe and welcoming community for all LGBTIQA+ people and rainbow families.

Read the Plan and more at www.hepburn.vic.gov.au/lgbtiqa



People with a disability

Council works in partnership with the community to improve the wellbeing, safety, social independence, and inclusion in the community of people living with disability.

Find helpful, local information at www.hepburn.vic.gov.au/local-info

Our Disability Action Plan guides our actions in removing barriers and making adjustments to help provide an equitable experience for people living with disability.

Read the Plan and more at www.hepburn.vic.gov.au/disability

Your Shire

Hepburn Shire is a diverse community and is renowned for indulgence, relaxation and its spectacular mineral springs, heritage buildings, parks, reserves and native forests. Located in central Victoria and ideally situated within easy access to Melbourne, Ballarat and Bendigo, it is a fabulous place to visit, live and work.

Events, markets and attractions

The Hepburn Shire is known for its delicious food and wine, mineral springs, wellness retreats, beautiful walking trails and annual events and festivals.

There are a variety of markets that take place throughout the Shire, including the weekly Daylesford Sunday Market and a host of monthly markets in Creswick, Clunes, Glenlyon and Trentham.

Our region hosts a huge range of events throughout the year, including community-run festivals, book fairs, LGBTIQA+ festivals and artisan masterclasses.

Signature events

Council supports four signature events around the Shire:

- ChillOut Festival www.chilloutfestival.au
- Clunes Booktown Festival www.clunesbooktown.org.au
- The Great Trentham Spudfest www.trenthamspudfest.org.au
- CresFest www.cresfest.com.au



Arts and culture

With a vibrant arts community there are opportunities to visit artist studios and exhibitions, participate in workshops or create your own. Council also offers an exhibition space for local artists and currently has four public art pieces installed around the Shire, find out more at www.hepburn.vic.gov.au/arts-culture

Hepburn Shire has a rich cultural history which began with our Traditional Owners and has been enriched by migration during Victoria's gold rush era. Our cultural diversity is celebrated through festivals and events and is preserved through museums and historical societies.



Visitor information centres

A good first port of call when arriving at a new place is to stop by the local visitor information centre (VIC). Council operates four VICs in Clunes, Creswick, Daylesford and Trentham.

The VICs are staffed by a team of dedicated volunteers who are passionate about their community. Here you can find out what to see and do, learn about upcoming events and have a chat to locals to find out a range of information about your new home.

Visit our tourism website at www.visithepburnshire.com.au or subscribe to the weekly What's On eNews to find out what's happening near you at www.hepburn.vic.gov.au/newsletters

Sport and recreation

Council supports the community in sport and recreation, including planning and coordinating recreation facilities and programs within the Shire.

A variety of sporting and active recreation clubs operate within each local community. Residents can access information online, at our hubs and libraries or at neighbourhood houses.

Parks and playgrounds

Council supports play for everyone across the Shire. With 25 playspaces including skate, scoot, BMX, outdoor activity (fitness) equipment and a dog park, Council recognises the social, physical and cognitive benefits of active play. Find a park near you at www.hepburn.vic.gov.au/parks

Pools and splash park

Seasonal outdoor community pools in Clunes, Daylesford and Trentham open on the first weekend of December (weather permitting).

- Clunes Pool, Ligar Street
- Creswick Splash Park, opposite IGA Creswick
- Daylesford Pool, 63A Central Springs Road
- Trentham Pool, cnr Camp and Market streets

Pools close on Christmas Day, New Year's Day and when Bendigo/Ballarat's next day Bureau of Meteorology weather prediction is below 21 degrees.

Annual community pool season dates, unforeseen closures and events are promoted regularly through our website and social media platforms.

Visit www.hepburn.vic.gov.au/pools for more information.

Your Council

Councillors

Council has seven Councillors elected every four years by the community to represent them on local public issues.

Every year Councillors elect a Mayor and Deputy Mayor to serve for 12 months.

Find out more about Councillors at www.hepburn.vic.gov.au/councillors

Council meetings

Ordinary Meetings of Council are held on the fourth Tuesday of every month, excluding January, commencing at 6 pm. These meetings are open to the public and are recorded and livestreamed via Council's YouTube channel.

Council meetings are held in the Council Chamber at 24 Vincent Street, Daylesford.

Council may hold Special or Statutory Council Meetings to consider issues, such as:

- submissions regarding Council's budget and council plan
- election of the Mayor and Deputy Mayor and Civic Reception.

Executive Leadership Team

Our Chief Executive Officer (CEO) is responsible for establishing and maintaining an organisational structure that ensures the decisions of Council are implemented, its strategic objectives are delivered and provides timely advice to Council.

The Council delegates the powers, duties and functions of the Council to the CEO. The CEO is the only direct employee of the Council, and all Council's 180 other employees (approx.) report through their respective managers to the CEO.

Find out more about the Executive Leadership Team at www.hepburn.vic.gov.au/elt



Participate Hepburn

As a resident of Hepburn Shire, Council will often ask for your feedback on projects and initiatives. We do this using our Participate Hepburn online community engagement platform. We encourage you to have your say and help shape the future of our Shire.

Visit www.participate.hepburn.vic.gov.au

Contact us

PO Box 21 Daylesford, Victoria 3460

(03) 5348 2306

shire@hepburn.vic.gov.au

www.hepburn.vic.gov.au

Offices

- The Warehouse – Clunes, 36 Fraser Street
- Creswick Hub, 68 Albert Street
- Daylesford, cnr Duke and Albert streets
- The Mechanics Trentham, 66 High Street



Notes

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