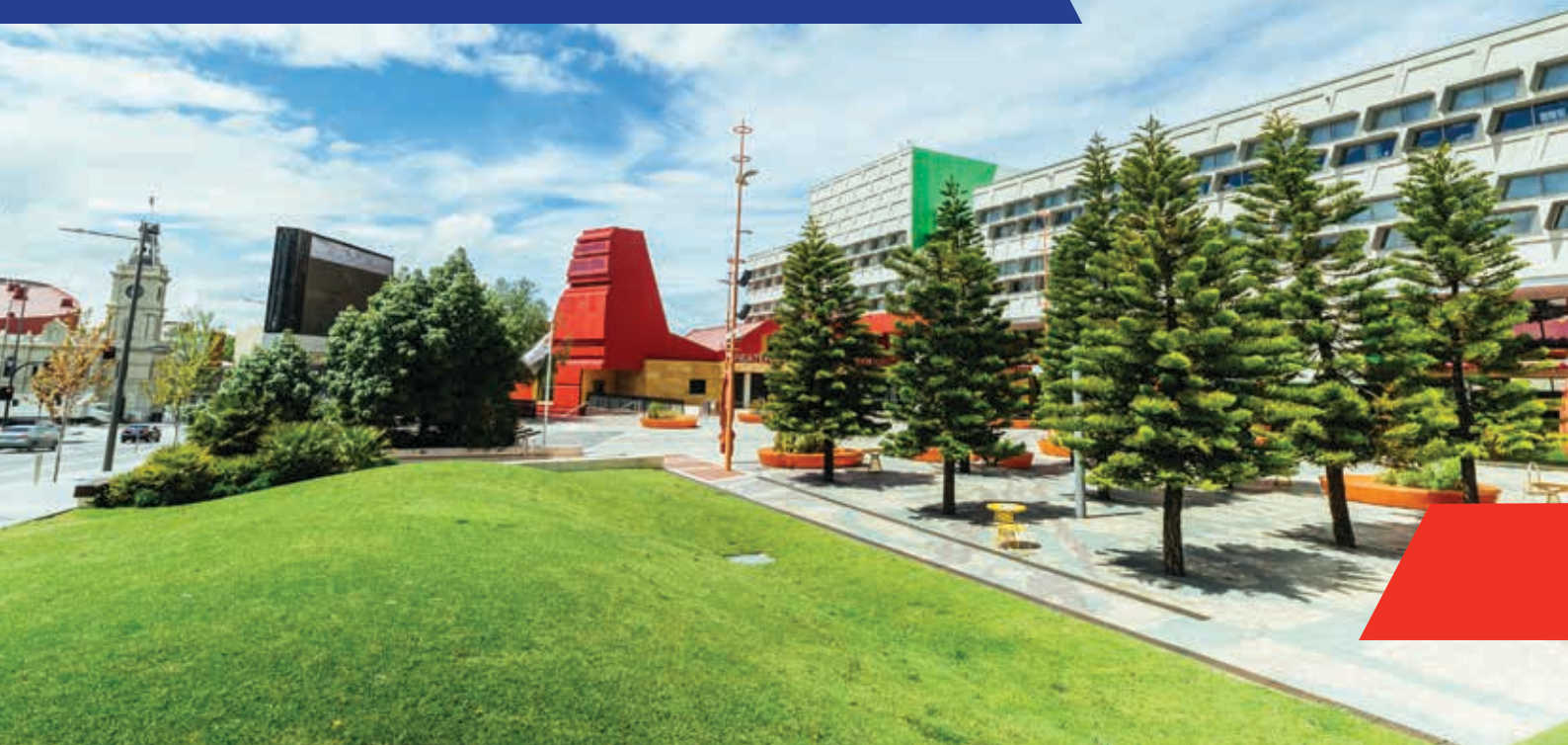




Welcome
to Greater Dandenong
| New residents' guide |



Welcome to your city



Greater Dandenong is a great place to live, work and play, where you will find wonderful neighbours, friends and colleagues.

It is a place where people from all cultures and nations are welcomed, involved and cared for. Achievements are recognised and proudly celebrated.

Greater Dandenong is the regional capital of the south-east and everyone contributes to building a sustainable future.

At Greater Dandenong City Council, we respect all members of our community and actively work to strengthen relationships. We strive for excellence in customer service, and continually seek to improve our services.

We act with integrity, professionalism and honesty to ensure everyone can rely on what we say and do.



Contact information

Phone: 8571 1000

Call centre hours:

Monday–Friday, 8.30am–5pm





Call centre diverts to an after hours service at other times (emergencies only).

Fax: 8571 5196

Email: council@cgd.vic.gov.au

Mail: PO Box 200, DANDENONG, VIC, 3175

Find us online:

-  greaterdandenong.vic.gov.au
-  facebook.com/greaterdandenong
-  twitter.com/greaterdandy
-  youtube.com/citygreaterdandenong

Customer service centres

Dandenong Civic Centre

225 Lonsdale Street, Dandenong

Parkmore Customer Service

Shop A7, Parkmore Shopping Centre, Keysborough

Springvale Community Hub

5 Hillcrest Grove, Springvale



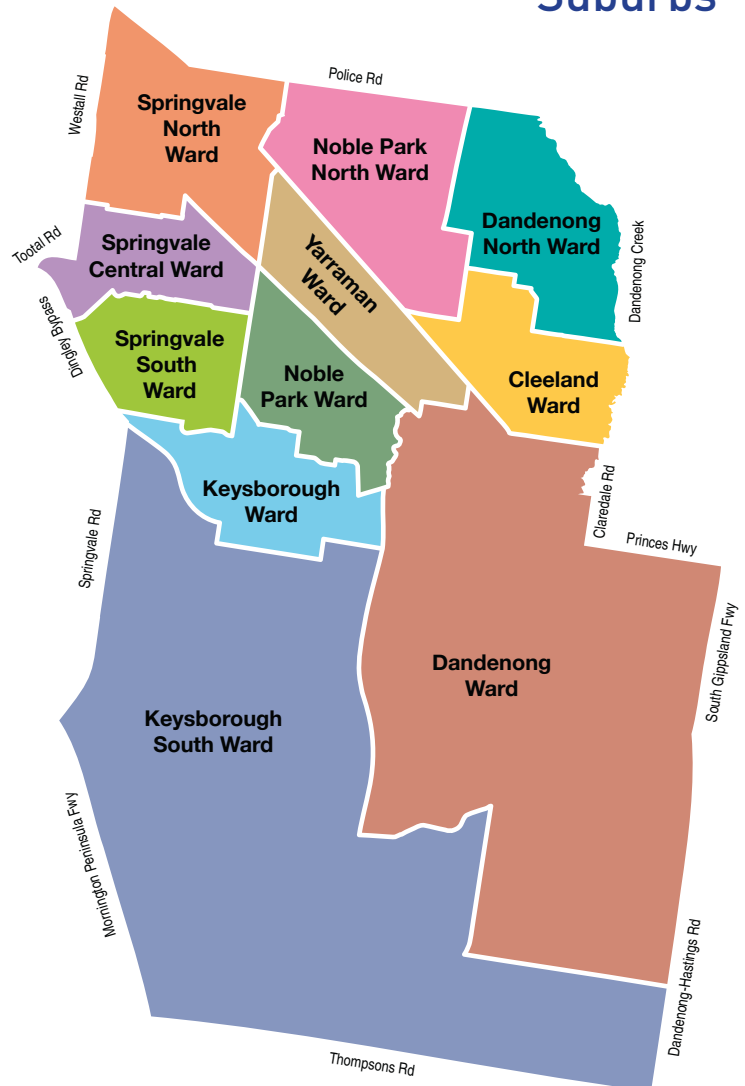
Interpreter services

Contact council in your own language through the TIS (Translating and Interpreting Service) by phoning 13 14 50.

The Victorian interpreter card and interpreter symbol help residents with low English proficiency access language services, and help staff identify the need for language assistance and book interpreters.

When you see this sign it means that language assistance is available. Show your interpreter card to customer service staff to request language assistance. If you don't have a card, ask for one at a customer service centre, or simply point to the sign.

Suburbs



National Relay Service

Users who are deaf or have a hearing or speech impairment can contact Council through the National Relay Service. To contact Council using the National Relay Service:

- TTY users:
phone 133 677 then ask for (03) 8571 1000
- Speak and Listen users:
phone 1300 555 727 then ask for (03) 8571 5153
- Internet relay users:
connect to relayservice.gov.au then ask for (03) 8571 1000

Your Council

Current Councillors



Dandenong Ward
Mayor Cr Jim Memeti
0434 560 239
Jim.Memeti@cgd.vic.gov.au



Noble Park Ward
Deputy Mayor
Cr Sophaneth (Sophie) Tan
0466 793 727
Sophie.Tan@cgd.vic.gov.au



Noble Park North Ward
Cr Lana Formoso
0435 530 536
Lana.Formoso@cgd.vic.gov.au



Springvale Central Ward
Cr Alice Phuong Le
0429 059 974
AlicePhuong.Le@cgd.vic.gov.au



Cleeland Ward
Cr Rhonda Garad
0435 107 584
Rhonda.Garad@cgd.vic.gov.au



Dandenong North Ward
Cr Bob Milkovic
0435 237 051
Bob.Milkovic@cgd.vic.gov.au



Springvale South Ward
Cr Loi Truong
0466 004 618
Loi.Truong@cgd.vic.gov.au



Keysborough South Ward
Cr Isabella Do
0427 161 104
Isabella.Do@cgd.vic.gov.au



Springvale North Ward
Cr Sean O'Reilly
0422 523 258
Sean.OReilly@cgd.vic.gov.au

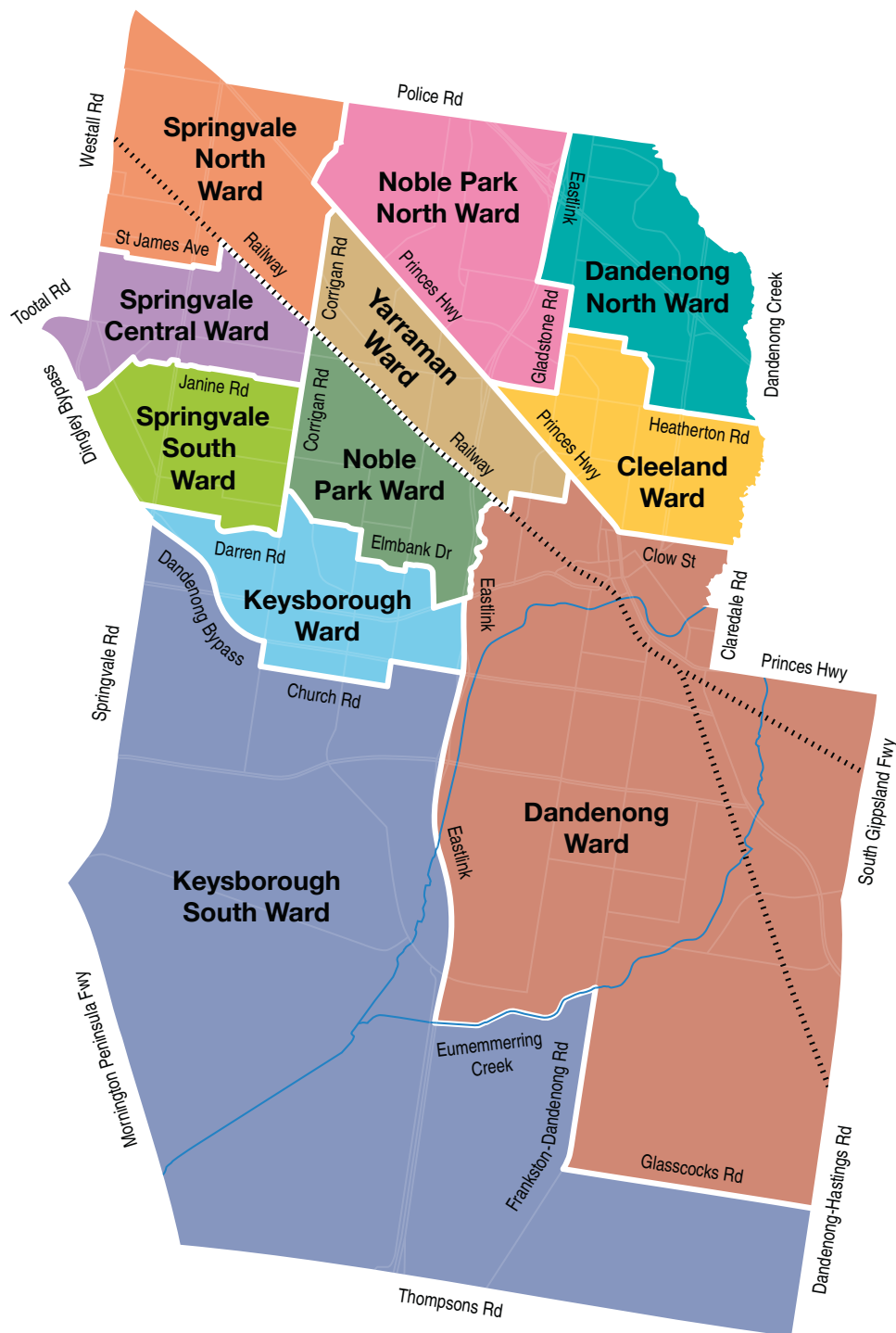


Keysborough Ward
Cr Melinda Yim
0428 331 557
Melinda.Yim@cgd.vic.gov.au



Yarraman Ward
Cr Phillip Danh
0473 482 153
Phillip.Danh@cgd.vic.gov.au

Ward Map



Council meetings

Council meetings are held on the second and fourth Monday of each month at 7pm at the Dandenong Council Chambers.

All Council meetings can be viewed live on the web at greaterdandenong.vic.gov.au/council-meetings

Greater Dandenong – a snapshot

Great people

- Over 150,000 residents from 157 birthplaces
- 51 per cent of residents from non-English speaking backgrounds
- Over 95,000 people employed locally
- Over 400 local community groups and service clubs

Great place

- Land area of 129.5 square kilometres
- 170 parks and reserves
- Recognised as the capital of the south-east

Great place to work

- Over 114,000 local jobs
- Over 19,000 registered businesses

Visit the local job portal:

worklocalgreaterdandenong.com.au

Great times

- Art events and festivals held monthly
- Over 200 active sports clubs
- Largest basketball and volleyball stadium in the southern hemisphere
- Victoria's largest Lunar New Year festival

Great shops

- A bustling Dandenong Market
- Modern shopping complexes at Dandenong and Keysborough
- Over 50 Asian restaurants and specialty supermarkets
- Renowned cultural precincts



Social statistics

At Council, we provide a wide range of information about social conditions in Greater Dandenong and Victoria at socialstatistics.com.au. The data can assist individuals, groups and organisations with research and help understand our communities.

Council magazine

Find out about the latest news in our monthly publication *Greater Dandenong Council News* which is delivered to your home at the start of each month. To have it sent to you electronically, visit greaterdandenong.vic.gov.au/greater-dandenong-council-news



Council Plan and Annual Budget

The *Council Plan* is developed every four years. This document describes the Council's goals and objectives and will guide service delivery, innovation and good governance.

The *Annual Budget* provides details on Council's financial position and financial management for the year ahead. You can view both documents at greaterdandenong.vic.gov.au or at our customer service centres and libraries.

Your Services

We provide a range of services to improve quality of life for all residents. We are committed to ensuring that people have access to quality services that address the many needs of individuals and families of all ages.

The information below provides a brief outline of some of these services and where you can get more information.

Family and children's services



Maternal & Child Health Services

Child health and development checks from birth until school age, as well as parent education groups. To make an appointment at your nearest centre phone 8571 1880.

Family Day Care

A child-minding service that provides a 'home away from home' for your child. Phone 8571 1805 for more information.

Family Support and Counselling

Support and counselling service available to Greater Dandenong residents with children 0-18 years. For more information phone 8571 1817.

Kindergartens

Bookings for four-year-old kindergarten sessions are coordinated by Council. Assistance is available for children with special needs. For booking or eligibility information phone 8571 1817.

Child care

A number of private and community-based child care centres operate in Greater Dandenong. Phone 9767 0829 for more information.

Playgroups

Playgroups are non-profit groups that give parents and children an opportunity to socialise. For information on playgroups near you phone 1800 171 882 or visit playgroup.org.au

Toy libraries

The Dandenong and Springvale toy libraries provide hundreds of high quality, educational and fun toys to suit babies, toddlers and preschool children.

Youth Services

Council has a bunch of great things for young people to do! Arts, music, sports and dance programs as well as event management and leadership training opportunities – Greater Dandenong Youth Services has something for everyone.



As well as programs and recreational groups to participate in, young people sometimes need personal assistance on a one-to-one basis, in a trusting and confidential environment. Greater Dandenong Youth Services also offers support groups and services plus free confidential individual or family counselling.

For more information contact Youth Services on 9793 2155, visit youth.greaterdandenong.vic.gov.au

Aged and disability services

Community Care

Support services to assist older residents and residents with a disability to remain active and supported in their home and community through home care, personal care, food services, respite services, social support and home maintenance.

For residents over 65 years of age who would like to access these services please register through My Aged Care on 1800 200 422. A trained assessor will talk to you about your specific care needs.

For residents under 65 years of age please contact Community Care on 8571 5503 to discuss your eligibility to access these services.

Community transport service

Quality transport for the frail, elderly, and those with poor mobility (see page 15 for details).



Accessible Parking Permits

To apply for an Accessible Parking Permit, visit accessibleparking.vic.gov.au

Immunisation services

Immunisation is a free service provided by the Council to protect the health and wellbeing of your children. Immunisation not only protects your child from serious diseases, but also other children in the community.



For information on the types of vaccinations Greater Dandenong administers, immunisation dates and times go to greaterdandenong.vic.gov.au/immunisation

Doing Business in Greater Dandenong

If you have plans to establish, relocate or expand a business or you're considering a major development, Greater Dandenong is the location to be.

Council recognises the important role businesses play in our municipality. That's why we have a dedicated Business Development and Investment team to support you.

The Business Permit Support Service has been created to help navigate the permit and registration process. This is the first and best contact at Council before you begin your journey. You can find out what you may require by completing the online Business Permit Checklist.

There are many opportunities to explore in Greater Dandenong, come take advantage.

Contact the Business Development and Investment team via phone 8571 1550 or email business@cgd.vic.gov.au or visit greaterdandenong.vic.gov.au/business



Libraries

Greater Dandenong Libraries offer a wide range of reading, educational and leisure experiences with branches at Springvale and Dandenong.

Whether you're looking for the latest novel or children's book, ebooks, online resources, materials in over 20 community languages, DVDs, newspapers, language or literacy assistance, internet access or some fun and educational activities, the friendly staff at the library are here to help.

It is free to join the library and membership is available to all Victorian residents upon proof of current residential address.

Little Libraries:

41 Menzies Avenue, Dandenong North

Springvale Library:

5 Hillcrest Grove

Dandenong Library:

225 Lonsdale Street

Phone: 1300 630 920

Email: cgdlibraries@cgd.vic.gov.au

Web: greaterdandenonglibraries.com

Opening hours: Monday to Friday: 9am–9pm
Saturday: 10am–5pm
Sunday: 12pm–5pm
Selected public holidays:
2pm–5pm

Home library service

The City of Greater Dandenong Libraries provides a free home delivery service to residents unable to visit one of our branches in person. The Home Library Service is provided to eligible individuals in their own homes, to hostels and nursing homes.

Your Home

Pets

At Council, we have a range of services catering for pet owners including discounted registration fees for desexed pets and local regulations to protect your pet.



Microchipping pets

All pets are required to be microchipped prior to registration. Please provide proof of microchipping at the time of registration.

Register your pets

All cats and dogs over three months of age must be registered. New residents can make an application for registration prior to microchipping their pet. Please provide proof of microchipping within 28 days, to allow completion of the registration.

Pets must wear registration tags at all times. For registration costs and forms go to greaterdandenong.vic.gov.au/pet-registration or phone 8571 1000.

Desexing your pet

Consider having your pet desexed to avoid unwanted puppies or kittens. It's also healthier for your pet. Registration discounts are available for desexed pets and pensioners can also get a discount on the cost of desexing.

Lost pets

If you lose your pet or find a lost animal phone Council on 8571 1000, the pound on 9702 8055 or the Australian Animal Protection Society on 9798 8415.

Laws for animal owners

It is your responsibility to care for your pet and make sure it is not a nuisance to other people or animals.

There are a range of local laws that relate specifically to the number of animals on a property, confining your pet, animal noise, etc. If you have a pet please go to greaterdandenong.vic.gov.au/pets-and-animals

Dog off-leash areas

All dogs must be on a leash at all times when not on your property, unless in a designated off-leash area.



Rates

Rates are the annual levy Council charges property owners to fund the works and services it provides. All rateable properties are valued by Council's Property Revenue department.

Property owners will receive rates notices payable in four installments throughout the year.

For more information on rates go to greaterdandenong.vic.gov.au/rates or phone 8571 1000.





Waste services

We provide a complete domestic waste service, including:

- weekly garbage collection
- fortnightly recycling collection
- fortnightly garden waste collection
- one 'at call' hard waste pickup per year.

Households are entitled to one hard waste collection per year and must call to book the service. To book a hard waste collection phone 9721 1915.

Visit greaterdandenong.vic.gov.au/waste for information on when your bins are collected, what should be put in each bin and other important waste information.

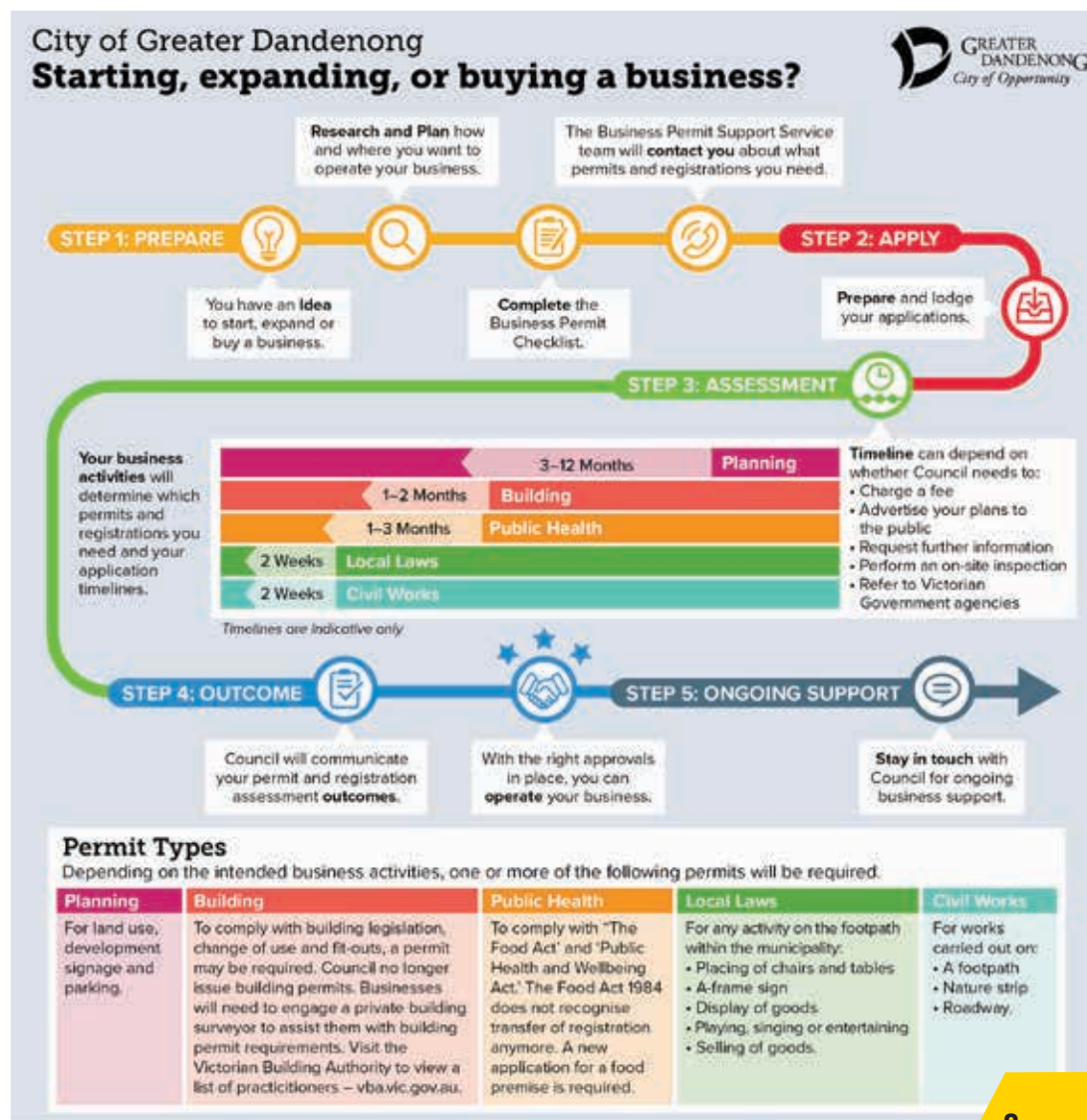
Household chemical disposal

Sustainability Victoria offers a free disposal service for household chemical waste in Greater Dandenong on a regular basis. For upcoming dates visit sustainability.vic.gov.au

Building and planning permits

Planning to build or renovate? You may need a building or planning permit. A building permit is required before most building work. It is wise to check whether a planning permit is also needed as a building permit cannot be issued before required planning permits.

For information on building and planning permits go to the building/planning section of greaterdandenong.vic.gov.au or contact Council on 8571 1000.



Your Environment

Parks and reserves

We maintain over 30 sports reserves, 50km of bike paths, 100 parks and four bushland areas covering approximately 600 hectares. These open spaces offer a huge range of things to see and do, for all of the community, including bushwalking, bike riding, recreational areas, picnic areas, local flora and fauna.

Some of our key parks and reserves are listed below. For more go to greaterdandenong.vic.gov.au or phone 8571 1000.

Alex Wilkie Nature Reserve

Mackay Street, Springvale South

Coomoora Woodland Flora & Fauna Reserve

Serpentine Avenue, Keysborough

Dandenong Creek Reserve

Steven Street, Dandenong

Dandenong Wetlands

Stud Road, Dandenong North

Falkiner Reserve

Falkiner Crescent, Dandenong

Fotheringham Reserve

Pyke Street, Dandenong

Frederick Wachter Reserve

Bloomfield Road, Keysborough

Greaves Reserve

Off Bennet Street, Dandenong

Lois Twohig Reserve

Carlton Road, Dandenong North

Pencil Park

Hidden Grove Boulevard, Keysborough

Police Paddocks

Cnr Stud & Brady Roads, Dandenong North

Spring Valley Reserve

Clarke Road, Springvale

Tatterson Park

Westbrook Drive, Keysborough

Tirhatuan Park

Kriegel Way, Dandenong North

Wachter Reserve

Bloomfield Road, Keysborough

Warner Reserve

Flynn & Short Streets, Springvale



Playgrounds

Greater Dandenong has over 100 playgrounds providing a safe and stimulating recreational experience for children of all ages.

These playgrounds are located throughout the city and are generally situated in parks and reserves close to other amenities.

For more information contact Council on 8571 1000.

Your Environment



Off-leash parks

We recognise the clear health and social benefits in owning a pet and encourage responsible dog ownership.

It is so important to keep your dog healthy and happy so we've created areas where you can exercise your dog off-leash.

Parks/reserves with off-leash areas

- Barry J Powell Reserve, Noble Park North
- Birkley Court Reserve, Noble Park North
- Fabian Reserve, Keysborough
- Fotheringham Reserve, Dandenong
- Frederick Wachter Reserve, Keysborough
- Greaves Reserve, Dandenong
- Lois Twohig Reserve, Dandenong North
- Robert Booth Reserve, Dandenong
- Roth Hetherington Reserve, Keysborough
- Spring Valley Reserve, Springvale South
- Springvale Reserve, Springvale
- Tatterson Park, Keysborough
- Tirhatuan Park, Dandenong North
- Warner Reserve, Springvale

For more information on dog off-leash parks, including rules of use, go to greaterdandenong.vic.gov.au/off-leash-parks

Environment events

Join in the fun at our environmental activities, workshops and seminars. Do your bit to help the local environment, learn more about environmental issues from expert presenters and meet others who share your interest.

All are welcome but bookings are essential for some events as places are limited. For more information go to greaterdandenong.vic.gov.au/events or phone 8571 1702.

Laws and regulations

One of our key functions is to assist our community to live together in peace and harmony. At Council, we make local laws to assist in achieving this goal.

Local laws may be made in response to changes to state or federal laws in consultation with the community, based on local needs.

Our Local Laws staff work to educate the community and promote compliance. This helps ensure Greater Dandenong is a pleasant place to live, work and visit.

For information on our local laws including parking infringements, permits and residential amenity matters go to greaterdandenong.vic.gov.au and search 'laws and regulations'.



Your Leisure



Leisure and sporting facilities

Noble Park Aquatic Centre (NPAC)
9 Memorial Drive,
Noble Park
9546 7955 or
nobleparkaquaticcentre.com.au

NPAC features a heated outdoor 50m pool, indoor warm water pool, splash play area and refurbished waterslide.

Dandenong Oasis

Cnr. Heatherton Road and Cleeland Street,
Dandenong, 9767 3100 or dandenongoasis.com.au

Greater Dandenong's premier indoor swimming pool and health club.



Dandenong Stadium
270 Stud Road, Dandenong
8789 7980 or
dandenongstadium.com.au

Home of the Dandenong Basketball Association, Volleyball Victoria Incorporated and the Victorian Primary School Basketball League.

Springers Leisure Centre
400 Cheltenham Road, Keysborough
9701 5900 or springerslc.com.au

A state of the art leisure facility with a range of multi-purpose uses, including basketball, badminton and futsal.

Sports clubs

Greater Dandenong has an extensive range of sporting clubs for the community. Whether your interest is social, fitness, health or just something to do, there is sure to be a sporting club for you.

Shopping

Greater Dandenong is home to a number of fantastic shopping precincts.

There are approximately 1000 businesses in central Dandenong which includes the Dandenong Plaza and the iconic Dandenong Market. Dandenong is known as a destination for food lovers and is home to a large range of international cuisine.



Sensational Springvale is one of Melbourne's best shopping destinations for fresh produce, Asian goods and restaurants. The Springvale Homemaker Centre on the corner of Westall Road and Princes Hwy, Springvale is one of the largest Homemaker centres in the southern hemisphere.

Greater Dandenong is also home to 43 small shopping areas comprising a total of 398 shops. Supporting our local shops is a great way of keeping money in the local economy.

Dining

In Greater Dandenong, you will find some of Melbourne's greatest places to eat. To highlight this we have put together a brochure series called

Great Bites. The brochures feature restaurants and cafes from Dandenong, Noble Park and Springvale and are only a sample of the wonderful food in the area, so explore and see what Greater Dandenong has to offer.





Festivals and events

More than 60 festivals and events are held each year in Greater Dandenong, so there's always something exciting to see or do.

Run by both Council and the community, local festivals and events include multicultural celebrations, music performances, charity galas, children's activities and the Dandenong Show. They provide enjoyable, affordable entertainment for all, so come along and join in the fun.

For information on upcoming events, check out the online event calendar at greaterdandenong.vic.gov.au/events

Cultural tours

Greater Dandenong has become the destination for people who love food and culture. There are a number of tours available to explore the area in the company of an expert, including the precinct around Thomas Street, Little India, Food Lovers and Sensational Springvale, as well as special events run during the Melbourne Food and Wine Festival. For more information go to greaterdandenong.vic.gov.au/tours or phone 8571 1000.



Public art

Greater Dandenong has more than 70 public art pieces. The collection features permanent and temporary pieces that invite locals and visitors to engage with and reinterpret their environment in new and challenging ways. For more information go to greaterdandenong.vic.gov.au/arts or phone 8571 1000.

Cultural facilities

Greater Dandenong runs a number of cultural facilities that support our vibrant arts and entertainment scene.

Drum Theatre

**226 Lonsdale Street,
Dandenong
drumtheatre.vic.gov.au
8571 1666**

The Drum Theatre (formerly Dandenong Town Hall) hosts more than 200 performances and 100,000 visitors annually. The theatre has a fully equipped stage, backstage facilities, function rooms and offers a range of high quality performances to enjoy.



Walker Street Gallery & Community Arts Centre

**Cnr Walker & Robinson Streets,
Dandenong
9706 8441**

The Walker Street Gallery, our home of the visual arts, celebrates and enhances our great city with its diverse range of high-quality, free exhibitions every month.



Heritage Hill Museum and Historic Gardens

**66 McCrae Street, Dandenong
9793 4511**

Take a trip back in time and discover Dandenong's unique social history through a visit to Heritage Hill's three historic buildings and 1.5 acres of landscaped gardens. Heritage Hill provides visitors an opportunity to appreciate cultural heritage through public programs, exhibitions, wedding hire, corporate functions, events or even just a simple picnic in the gardens.



Your Community

Community grants and funding Volunteering

The Community Grants Program provides opportunities for Council to work in partnership with the community for the benefit of Greater Dandenong. We provide financial assistance to community groups and individuals to undertake projects and activities in the city to help foster this partnership.

For more information on the Community Grants Program go to greaterdandenong.vic.gov.au/grants

Community centres and neighbourhood houses



We support eight Neighbourhood Houses and Community Centres. They offer a wide range of courses, programs and activities for the community. These include playgroups, craft and activity groups, computer classes, literacy classes, dance and exercise. Join in to make new friends, gain new skills and share experiences. For more information go to greaterdandenong.vic.gov.au

Paddy O'Donoghue Centre **18-34 Buckley Street, Noble Park**

The Paddy O'Donoghue Community Centre, set in the heart of the bustling community of Noble Park, provides everything from childcare through to education and social outlets for older residents. Local community groups also run a variety of activities including chess club, gymnastics and dance groups. The centre's rooms are available for hire. For more information contact the centre on 8571 1436.

Volunteering with the City of Greater Dandenong provides you with an opportunity to share your time, talents and abilities in a supported and professional environment.

By joining our volunteer staff of more than 220 individuals, you can learn new skills and expand your circle of friends while making a valuable contribution to the community.

For more information on volunteering opportunities go to greaterdandenong.vic.gov.au/volunteer or contact Council on 8571 1000.



Stay up-to-date

Want to know what's happening in your community? Greater Dandenong has a number of free e-newsletters to keep you up to date on a range of topics including events, the arts, food and culture and more.

Find out more and sign up at greaterdandenong.vic.gov.au

Getting out and about

Driving

The Monash Freeway, Eastlink tollway, Princes Highway, Dandenong-Frankston Road, South Gippsland Highway and Dingley Bypass all run through Greater Dandenong, with major intersections in all suburbs.

For Eastlink toll costs visit eastlink.com.au

Public transport

A number of train and bus services operate throughout Greater Dandenong. The train stations in Greater Dandenong are Dandenong, Yarraman, Noble Park, Sandown Park and Springvale.

Metropolitan Transport—trains, trams and buses

metlinkmelbourne.com.au or 13 16 38

Country Train Services—VLine

viclink.com.au or 13 61 96

SmartBus services in Greater Dandenong

Route 901 (Frankston to Melbourne Airport)

Route 902 (Chelsea to Airport West)

ptv.vic.gov.au/using-public-transport/smartbus



Specialised Community Transport Service

Council's community transport service provides quality transport for frail, elderly, and people with poor mobility in the Greater Dandenong community. Residents need to be assessed to access this service.

For more information contact Council on 8571 5503.





(03) 8571 1000

@ council@cgd.vic.gov.au

greaterdandenong.vic.gov.au



TTY: 133 677

Speak and listen: 1300 555 727
Online: relay.service.gov.au



TIS: 13 14 50

Acknowledging
Bunurong Country

Follow us:

