



GREATER SHEPPARTON CITY COUNCIL

Budget Development Consultation Conversation Report

2025-2026



GREATER
SHEPPARTON

Introduction

Each year Council prepares an Annual Budget which outlines how resources are prioritised to deliver important services and infrastructure to the community. The resources are essential for the Council to achieve its strategic objectives outlined in the Council Plan.

Purpose

The Conversation Report is prepared alongside the 2025/2026 Budget Document to close the loop with community members who offered their feedback during the budget community consultation period held from 15th November 2024 to 20th December 2024. It aims to ensure transparency by providing a demographic overview of who we heard from, including their locality, and specific community groups.

The report summarises the feedback received, highlights what has been included in the budget, and indicates where this can be found in the published 2025/2026 Adopted Budget document. It also outlines plans for feedback not included in the current budget and explains the reasons for those exclusions, both for the current and future budgets.

Council's Budget Process



15 November - 20 December 2024 **2025/2026 Budget Community Consultation**

The community was invited to provide feedback on the 2025/2026 Budget



February 2025 **2025/2026 Budget Consultation Hearing**

Community members who wished to present their feedback to Council were given the opportunity to do so.



March - May 2025 **Detailed development of the 2025/2026 Budget**

Council officers, Executive and Councillors worked together to develop the 2025/2026 Budget including operating and capital budgets.



June 2025 **2025/2026 Budget considered for adoption**

2025/2026 Budget Consultation Conversation Report Released

Provides the outcomes of the feedback received during the community consultation.





Budget Community Consultation Process

As part of the Annual Budget preparation, Council undergoes a community consultation phase in line with the [Community Engagement Policy](#).

The feedback received is then used by Council to inform the budget development process.

Promotion

To improve the visibility of the consultation process within the community, Council officers created a communication plan.

The plan used various methods to promote the Budget Development Consultation, ensuring inclusivity and accessibility to provide the community with maximum opportunities to contribute. The methods included:

Method	Description
Media Release	Issued pre-consultation press release
Council's Website	Provided regular updates on Council's website
Social Media posts	Used paid and boosted posts for wider reach
Internal Awareness	Posted on Intranet for staff awareness
Advertising	Ran Shepparton News and Shepparton Adviser ads across multiple dates
Billboards	Used Maude Street billboards for public information
Radio	Ran radio ads to promote budget consultation
Flyers	Distributed to community groups, sporting clubs and local organisations

Method of Engagement

2025/2026 Budget Development Community Consultation was conducted from 15th November 2024 to 20th December 2024.

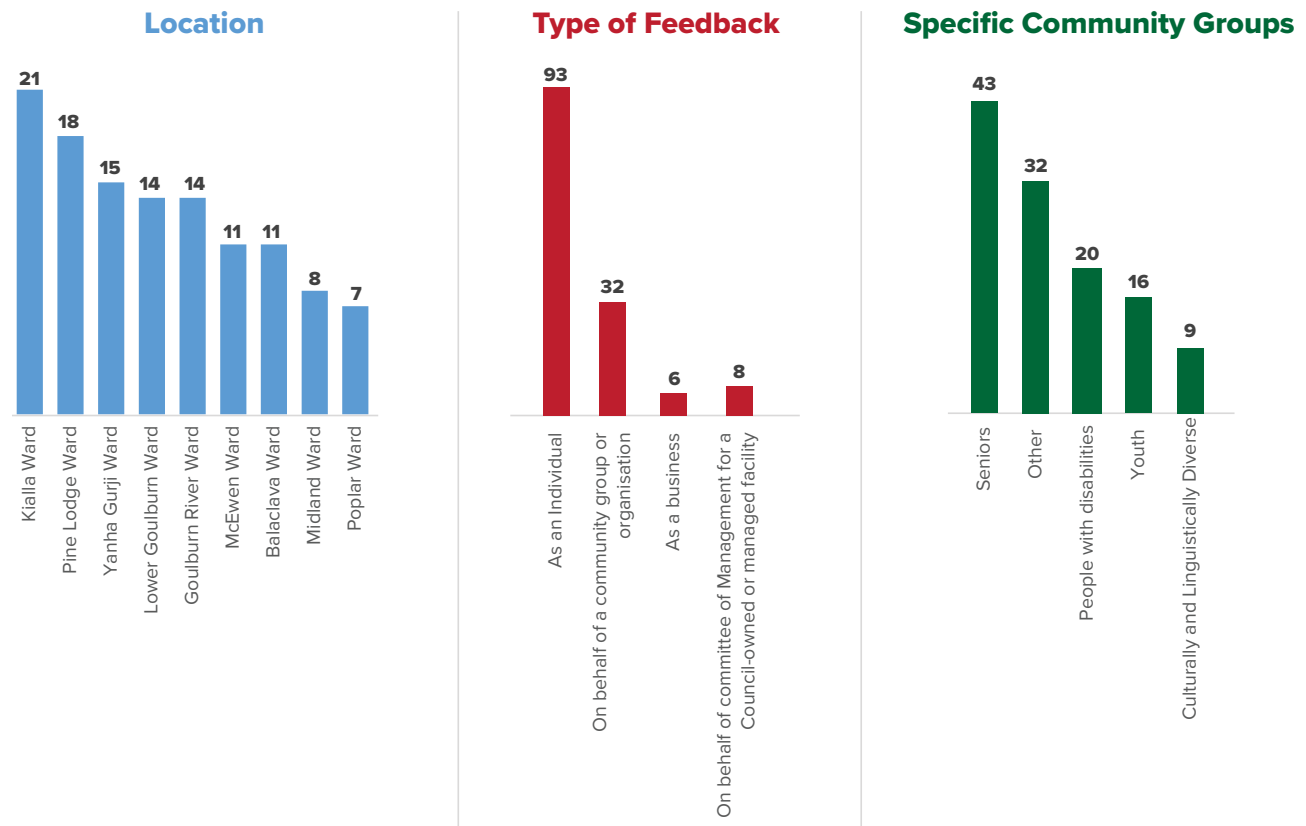
Budget feedback was received through the Shaping Greater Shepp website, which contained survey questions to gather the community's feedback on what priorities Council should focus on to inform the 2025/2026 Budget. Feedback was also received through email or post to Council.

Council received 132 pieces of feedback, 121 through the Shaping Greater Shepp website and 11 through Council email or post.

22 community members presented to Council in person at briefings held on Monday 24th February and Tuesday 4th March 2025.



Who did we hear from?



Alignment with the Adopted Budget

The 2025/2026 Budget has been developed with regard to the [Council Plan 2021-2025](#), [Greater Shepparton City Council Financial Plan](#), and the [Greater Shepparton City Council Asset Plan 2022-2032](#). These strategic plans, along with other supporting strategies and community feedback, provide a comprehensive framework that guides our budgetary decisions. These strategic documents are scheduled for updates to align with the strategic goals set by the newly elected Council.

The feedback outcomes section details how the community feedback has been integrated into the budget, ensuring the final document reflects the need and priorities of our community.

Feedback Outcome

Key Themes

Common themes that emerged related to:

- Capital Works, including upgrades, renewals, expansion and new projects
- Council's Operational Services
- Council's Advocacy



Theme 1: Capital Works

One of the most prominent themes that emerged from the community feedback is the importance of Capital works. The feedback highlighted the need for upgrades, renewals, expansion, and new capital works. A total of 46 distinct topics emerged, underscoring the community's diverse range of proposed initiatives and projects.

Council has assessed all feedback in alignment with the [Council Plan 2021-2025](#), the [Greater Shepparton City Council Financial Plan](#), and [Greater Shepparton City Council Asset Plan 2022-2032](#). This process ensures responsible management and long-term sustainability of community assets. The [Asset Plan 2022-2032](#) provides a strategic and financial outlook for asset management over the next decade, establishing key priorities and addressing all aspects of asset lifecycle management to support the community's evolving needs.

Below is a summary of how key themes from community feedback have been incorporated into the 2025/2026 Budget and Capital Works Program. For more detail on what is included in the 2025/2026 Capital Works Program, refer to section 4.5 of the 2025/2026 Budget Document.

Capital - Recreational, Leisure and Community Facilities

Feedback received confirmed the community's desire for Council to allocate budget to recreational, leisure and community facilities. Specific feedback was received in relation to the following assets:

- Shepparton Princess Park Community Pavilion
- Shepparton Little Athletics Centre
- Shepparton East Central Park Recreation Reserve Change Rooms
- Katandra West Recreation Reserve Lighting
- Tatura Howley Oval Lighting
- Dookie Youth SPOT program
- Tatura Youth SPOT program

Council prioritises the renewal and upgrade of capital works in alignment with the [Council Plan 2021-2025](#) and [Greater Shepparton City Council Asset Plan 2022-2032](#). This ensures that the community assets are well maintained and suitably meet current and future needs of the community. The 2025/2026 Capital Works Program allocates \$6.6 million for Recreational, Leisure and Community Facilities. Notable projects include the Princess Park Multi-Use Events Pavilion, Dookie Youth SPOTS Expansion, Toolamba Tennis Courts/Netball Courts, Dookie Rail Trail Detailed Design –Stage 3 and Hard Courts Renewals for Deakin Reserve, Shepparton North Tennis Courts, Central Park Netball Court and Katandra West Tennis Courts

The Council is advancing works for the Princess Park Community Pavilion in consultation with stakeholders. The 2025/2026 Capital Works Program includes funding for the design and construction of the Multi-Use Events Pavilion.

Council will continue to consult with the respective community stakeholders for the Little Athletics Centre to determine planning priorities for the upgrade of amenities currently listed in the [Shepparton Sports City Master Plan](#). Additionally, the Little Athletics Club is encouraged to apply for Council community grant funding, such as Our Sporting Future Fund. To address shading issues, Council plans to plant trees at the site. Council is also undertaking an accessibility audit for all its facilities which will inform future budget programs.

Year three of Council's four year capital budget includes new change room facilities at the Central Park Recreation Reserve in Shepparton East.

Council acknowledges the feedback regarding lighting upgrades at Katandra West Recreation Reserve and Tatura Howley Oval. While the 2025/2026 budget does not include lighting upgrades at these facilities, it does allocate funds for capital projects at recreation facilities within these communities. This includes the renewal of hard courts for tennis and netball at Katandra West tennis courts and renewal of fencing at Tatura Park.

The Congupna Recreation Reserve Oval lighting upgrade has been highlighted as a high priority in the [Congupna Recreation Reserve Masterplan](#) and will be considered for inclusion in the Council's 10-year Capital Works Plan.

Council recognises that youth recreation areas, including youth SPOTS, continues to be a priority for small towns including Tatura. Council is committed to providing leisure and recreation facilities to meet the diverse cultural, social, recreational and demographic needs of our community within available resources. While the 2025/2026 budget does not include expansion of SPOTS in Tatura, the 2024/2025 Budget included the renewal of the Tatura Skate Park, which was fully funded through the Local Roads and Community Infrastructure program. The 2025/2026 Budget does include expansions of SPOTS for Dookie and Tallygaroopna.

Capital – Buildings

Several pieces of feedback highlighted the need for building upgrades to ensure the facilities are fit for purpose, with a particular focus on:

- Tallygaroopna Soldiers Memorial Hall
- Congupna Recreation Reserve
- Australia Botanic Gardens Public Toilet
- Arts and Music groups facility
- Dhurringile Prison Estate development

The 2025/2026 Capital Works Program includes an allocation of \$2.6 million for expenditure on Buildings. This covers the Building Renewals program, which includes renewal works for the Tallygaroopna Memorial Hall, Merrigum Museum, Murchison Community Centre, Mooroopna Pool and Tatura Park. Additionally, it includes a budget for the Congupna Recreation Reserve change room renewal. The budget also allocates funds for Public Toilet Replacement Program, which will support the construction of two new prefabricated modular toilet facilities at Riverbank Garden Murchison and the Harry Bird Facility at the Victoria Park Lake.

The Australian Botanic Gardens are located on a floodway and Council are unable to install toilet facilities at this site.

Council has been in contact with the Shepparton Music Academy to provide alternative options for their request of a standalone facility for the arts and music group.

At the April 2025 Council meeting, council noted the Dhurringile Prison Estate options assessment report for the development of the site. The Council decision noted challenges arising from the restriction on commercial return that the community use restriction placed on any purchase during the First Right of Refusal process and chose to withdraw the tentative expression of interest to the First Right of Refusal Process to purchase the Dhurringile Estate. Council will support where possible, and outside of the First Right of Refusal Process, suitable private investment opportunities that could benefit the region.

Capital – Roads and Bridges

Council received feedback highlighting the importance for road and bridge maintenance. Specific areas highlighted included:

- Road repairs
- Roadside grass and tree maintenance
- Andrew Fairly Ave/Lockwood Rd/Old Dookie Rd intersection traffic signals
- Old Dookie Road and Dobson's Estate intersection
- Watt Road and Toolamba bridges

Roads are maintained in alignment with the [Council's Road Management Plan](#), which outlines how Council will inspect, maintain and repair the road network including roadside grass and tree maintenance. Currently, Council is gathering up-to date road condition data for the sealed road network. This data will inform the necessary repairs and renewal programs in the next four years.

The 2025/2026 Budget includes \$16.2 million allocated for Roads. Notable projects include the Road Sealing and Kerb and Channel Renewal Programs. It also includes the Gravel Resheeting program, partially funded through the Road to Recovery Federal Grant. Additionally, the budget covers the Local Area Traffic Management Shepparton Inner North project, fully funded under the TAC Safe Local Roads and Streets Program.

Council acknowledges the feedback regarding the Andrew Fairly Ave/Lockwood Rd/Old Dookie Rd intersection traffic signals, which are managed by the Department of Transport and Planning (DTP). Recently, Council advocated for and facilitated improvements to the traffic light phasing.

Council will be conducting safety assessments for the Old Dookie Road and Dobson's Estate Intersection. Latest traffic data will be reviewed and inform planning for necessary safety improvements. Council is collaborating with the Department of Transport (DTP) to explore alternative solutions, including potential speed limit reductions and other measures to enhance safety.

Bridge maintenance follows an annual review process to ensure repairs align with renewal plans. The 2025/2026 budget includes \$58,000 for design of major culverts over waterways.

Council has undertaken Level 2 inspections for both Watts Road and Toolamba Bridges. Based on the assessments, both bridges have been included in the long-term capital works plan.

Capital – Footpaths and Cycleway

Council received feedback relating to expansion and creation of new footpaths and shared paths. Key topics highlighted include:

- Mooroopna and Tatura shared path
- New footpath Brown Street Tatura
- Footpath Accessibility
- New footpath Carson Street Shepparton

The 2025/2026 budget includes \$2.4 million for footpaths and cycleways. Notable projects include the Yanha Gurtji Shared path project, for the construction of a shared sealed path connecting KidsTown to Gemmill's Swamp which is fully funded by the State Government's Community Support Package. Additionally, the 2025/2026 Budget includes footpath renewals, Silkwater Plains Shared Path, for construction of new shared path from Murton Road to O'Reilly Road along Ross Street, and an Accessible Parking and Pedestrian Facilities Program with works planned for McLennan Street Mooroopna, Robinson Street Murchison and Douglas Street Tatura.

At this time, a shared path between Mooroopna and Tatura is not included in Council's long-term capital works plan.

Council's Path Connectivity Program serves as a guiding framework for development, upgrades, extensions, and accessibility improvements. Carson Street, Shepparton and Brown Street, Tatura have been included in future years of the Path Connectivity Program. The Path Connectivity program is budgeted to recommence in 2026/2027.

Additionally, Council will continue to review its cycling strategy, incorporating bike and walking paths into future updates for potential inclusion in the Path Connectivity Program and budget considerations.

Capital – Drainage

Council received feedback highlighting the need for drainage upgrades in various locations within the municipality including:

- Corio St between Knight and Rea Street
- Congupna drainage
- Isabel Pearce Kindergarten Town Sewage
- Stormwater drains

Council remains committed to maintaining and upgrading drainage infrastructure to improve efficiency and reliability as part of sustainable asset management. The 2025/2026 Budget has \$4.2 million allocated for Drainage Capital Works. Notable projects include Lenne Street Drainage Upgrade Stage 2 works, partially funded through the Disaster Ready Funding Round 2. Additionally, it includes Marungi Street Urban Drainage Pipes and Pits Renewal, and Localised Drainage Upgrade program aimed to investigate, design and install improved drainage infrastructure in local towns.

Council is actively addressing drainage concerns across the municipality. An internal working group will develop an action plan for Corio Street between Knight and Rea Streets. The Congupna drainage issue remains a priority within the Council's investigation program and is being monitored for future inclusion in drainage improvements. Additionally, Council officers are investigating possible options for the connection of Isabel Pearce Kindergarten to town sewage, however the project is not currently included in Council's long-term capital works plan.

Council continues to capture Stormwater pipe condition data. This assessment follows a risk-based approach, targeting drainage hotspots and prioritising assets based on age to inform future maintenance and renewal strategies. Council has a regular maintenance schedule, and the community is encouraged to report any issues.

Capital – Parks, Open Space and Streetscapes

Community feedback has highlighted the need for Council to allocate budget for Parks, Open Space, and Streetscapes. Key topics highlighted include:

- Playground upgrades
- Riviera Park - Settlers Drive Kialla upgrade
- Tatura Park Playground extension
- Mooroopna Playground renewals
- Playground Shade installation
- Tatura Robert Mactier VC Memorial Gardens
- Off-Leash dog park in Mooroopna

The 2025/2026 Budget includes an allocation of \$748,000 for Parks, Open Space and Streetscapes capital works. Notable projects include Playground and Border Renewals program, which includes works for Kialla Park, Kialla West, All Abilities Playground, Frank McNamara and softfall at various playground locations. Additionally, the budget includes funds for the Parks Renewals, aimed at rejuvenating turf areas, mulch and borders within parks across the municipality.

Council received feedback regarding the upgrade of playgrounds, including those at Riviera Park-Settlers Drive Kialla, Mooroopna, and Tatura. The 2025/2026 Budget does not include allocation for upgrades to playgrounds at these sites, as the current playgrounds meet the classifications within Council's adopted [Play Space Strategy 2020-2030](#). The Play Space Strategy 2020-2030 provides guidelines that Council follows to determine the play space requirements for parks throughout the municipality, based on the classification of the park. Council continues to maintain play spaces and undertake necessary renewals based on asset condition data, in alignment with the [Play Space Strategy 2020-2030](#).

In previous years, Council funded and delivered a new playground at Tatura Park in response to community feedback. Additionally, in 2024/2025, Council installed shade sails at various locations, including Gange Street Mooroopna and Tatura Park, funded through the Local Roads and Community Infrastructure Fund. Looking ahead, two new playgrounds are planned for Tatura as part of the Silkwater Estate and Tatura Waters future developments.

Council will continue to collaborate with the Tatura community to explore options for the Tatura Robert Mactier VC Memorial Gardens. Unfortunately, due to the extent of contamination at the site, Council is unable to deliver the requested works.

Council recognises the requests for Off-leash dog Park in Mooroopna. Year four of Council's four year capital budget includes allocation for a new off leash dog park in Mooroopna. Council is considering this project in its future planning for redevelopment of the former Mooroopna Harness Racing Club site, with consideration for external funding options.

Capital – Other Infrastructures

Council received feedback relating to other infrastructure such as:

- Tables and Chairs installation at Victoria Park Lake
- Heritage signage at Victoria Park Lake
- Town entry signage and expansion of War Memorial Dookie
- Mooroopna Bowls Club roof
- Shepparton Senior Citizens recognition boards
- Shepparton Search and Rescue carpark upgrade and footpath renewal

The 2025/2026 Budget includes \$619,000 for other infrastructure, which includes the renewal of outdoor signage, seats, picnic tables and bins in various locations. Additionally, the budget includes Street Trees and Guard Railing on Major Culverts.

As part of the 2024/2025 renewal program, three metro picnic tables are planned to be installed at the Victoria Park Lake before 30 June 2025. The Victoria Park Lake Master Plan does not currently include installation of heritage signage at the Victoria Park lake.

Council will continue to collaborate with the Dookie community to improve the town entrance and expansion of the war memorial. Council plans to conduct an assessment on the condition of the town entry signs across the municipality and will develop a renewal program to be considered for inclusion in the 10-year capital works plan.

Council acknowledges the feedback regarding the Shepparton Senior Citizens Recognition Boards. The committee is encouraged to explore funding options through Council's community matching grants, as the request aligns with the grants policy. Additionally, the request for Mooroopna Bowls Club Roof is a low priority in the Mooroopna Recreation Reserve Masterplan and will be considered for future inclusion in the long-term capital works program, with renewals based on condition data.

Investment in upgrading the Shepparton Search and Rescue car park service level is not supported at this time, noting Council has in recent years supported the construction of a significant fence and expansion of the lease footprint. The footpath will be condition assessed and programmed for renewal with regard to intervention levels and renewal prioritisation.



Theme 2: Council's Operational Service

Council received feedback highlighting a common theme regarding its operations.

A total of 10 topics were identified, proposals and comments related to:

Topic	Respondent's Feedback
Rates	• Rates are high • Lower Rates for business
Waste	• Kerbside collection • Proposal for hard rubbish collection and tip vouchers
Environmental Management	• Adequate funding for environmental management • Additional funding for RiverConnect program • Funding for flood program, emergency services • Request to nominate a disaster planning group
Tourism and Economic Development	• Proposal for Council to develop a long-term plan to provide economic development and growth for small towns • Proposal to provide opportunities for small towns to develop and expand • Support establishment of a Recreational Vehicle (RV) site
Community/Event Grants	• Funding allocation for community development • Funding for Christmas decoration • Request to increase funding for Carols by Candlelight
Word and Mouth Committee	• Request to reactivate Word and Mouth Committee to empower youth • Request to have more youth-directed events
Female Leadership Program	• Funding to develop and implement a dedicated female leadership program
Community Safety	• Request to install CCTV security cameras near St George's Rd or a Speed hump
Animal Management	• Discounted fees for disability pensioners for pet registrations • Lack of compliance and enforcement and impounding of domestic animals
Parking	• Proposals to have free parking in the CBD • Proposals to allocate longer parking time for shoppers • Proposal to expand parking spaces • Proposal to provide parking meters that are card readable

The Council remains dedicated to continuously evaluating its services to ensure alignment with the evolving needs of the community. By regularly reviewing internal operations, the Council strives to optimise resource allocation and deliver services with maximum efficiency and effectiveness. This commitment is reflected through comprehensive service planning, rigorous budget assessments, fostering a culture of continuous improvement, and systematically revising strategies, policies, and procedures.

The following summary outlines how the community feedback regarding Council's Operations has been addressed in the 2025/2026 Budget.

Council's Operations: Rates

Council's ongoing financial sustainability is vital for ensuring the continued delivery of services and effective management of local infrastructure. Rates make up 59% of Council's budgeted revenue and are essential for funding essential services and infrastructure that benefit the entire community. Council is committed to balancing service needs with the financial impact on residents. Council rates are set in compliance with the rate cap set out by the Minister for Local Government.

Given the current economic constraints, there is a heightened expectation for Council to respond to financial hardships. Council understands the impact paying rates and charges may have on some members of the community, and is able to accept payment plans should this be the case. Council also has a [Financial Hardship Policy](#), to assist those ratepayers experiencing difficulty making payment.

The Council is currently developing the 2025-2029 Revenue and Rating Plan which will replace the existing [Revenue and Rating Plan 2021-2025](#). This will outline key revenue streams and establish the methodology for determining rates. As a major source of funding, rates play a critical role in ensuring the Council's ability to deliver essential services that meet the needs of the community.

Council's Operations: Waste Services

Council is continuously evaluating its waste services to provide for reliable, effective, sustainable and affordable waste management services that meet community needs, protects public health and the environment.

Council's current waste collection structure is outlined in the [Kerbside Landfill Waste Recycling and Organic Collections Policy](#). This document was developed in accordance with the principles of the *Local Government Act 2020* and incorporates changes to the kerbside services that align with the new State Government policy direction as set out in Recycling Victoria: A New Economy 2020-2030. The objective of the policy is to reduce waste to landfill.

Insights from the recent red bin survey have highlighted opportunities to reduce Red lid bin usage and provided alternatives to the weekly red bin collection. For detailed survey results, please refer to [Red Bin Results](#). In addition, the Council offers a comprehensive Waste Education Program aimed at supporting the community to minimize waste sent to landfill and to learn more, refer to the Waste Education Program section on the Council's website [Council's Waste Education Program](#).

Council's Operations: Environmental Management

Council has responsibilities under the State Emergency Management Plan for flood mitigation and ensures priorities in this area align with the State Emergency Management Plan (SEMP). The 2025/2026 Budget has an allocation of \$1.18 million of expenditure in Emergency Management and Flood Recovery to support their key initiatives.

Council chairs the existing Greater Shepparton Municipal Emergency Management Planning Committee which oversees the [Municipal Emergency Management Plan 2024-2027](#) and sub plans relevant to the identified risks within the municipality. Council also anticipates supporting a number of local communities to develop their own community emergency action plans in the short to medium term.

The Greater Shepparton Municipal Emergency Management Plan 2024-2027 (GSMEMPC) supports municipal planning with links to Regional and State planning. Community members can access the [GBCMA Flood Intelligence Portal](#) to understand flood risks using floor level surveys. Sub-plans include the [Municipal Flood Emergency Plan](#) 2024-2027 (MFEP), Fire Management Strategy, and Heatwave Plan. The MFEP outlines internal flood response processes & details are updated after each event, and is being reviewed alongside the Goulburn Broken River Flood Study.

The Council remains committed to fostering community engagement and environmental stewardship through the continuation of the RiverConnect program. It remains a priority for the Council, with funding contributions matched by the Goulburn Broken Catchment Authority. —

Council's Operations: Tourism and Economic Development

The Economic Development Strategy, currently under development, is a key initiative to drive regional growth in Greater Shepparton over the next five years. It focuses on fostering economic, community, and employment growth by leveraging its core pillars: Economic Development, Visitor Economy, and Major Events. The proposed Economic Development Strategy outlines the Recreational Vehicles (RV) Development Plan, which proposes targeted actions to enhance RV site infrastructure.

The community can send in location requests for Moooving Art Cows. If a suitable site is identified, the visitor economy team can assess the possibility of relocating a Moooving Art Cow. Requests can be sent via email to council@shepparton.vic.gov.au or by contacting 03 5832 9700. Each request will be reviewed as part of the rotation schedule across Greater Shepparton City Council.

Council's Operations: Community Development

Council acknowledges the need to build strong, sustainable and resilient communities across Greater Shepparton. To achieve, this Council provides Community Grants that support local initiatives aimed at improving community facilities, social connections, arts and culture, mental and physical health, new businesses, heritage, public events and general liveability in Greater Shepparton, in accordance with the [Council Plan 2021-2025](#) objectives. Information regarding the various community grant programs on offer can be found on [Council's](#) Website.

Regarding reactivating Word and Mouth Committee, Council's Youth Committee (2022-2024) funded by the Victorian Governments FReeZa program and supported by Council, successfully delivered 18 youth-focused events. With renewed FReeZa funding, a new committee will be established to build on this success. Over the next three years, this committee will deliver approximately nine youth-led events, ensuring the continued growth of dynamic and meaningful opportunities for young people to contribute to community in Greater Shepparton under [Youth Development](#).

Council officers have been in contact with the stakeholders regarding their feedback on the Female Leadership Program. The Council's [Community Leadership Program](#) continues to attract strong female participation, including women from culturally and linguistically diverse backgrounds. In support of this initiative, the Women's Charter provides an annual \$2,000 annual Lift-off Scholarship to assist a female participant in their leadership journey.

Regarding installation of CCTV, the [Safer City Camera Project](#) was developed around identified high risk pedestrian areas, where reported and non-reported crime was evident, together with locations of community concern due to poor safety perceptions and areas of congregation. Council will shortly receive a report that reviews the effectiveness of the current network, which is in addition to ongoing evaluation of operations to identify improvements or changes.

Council's Operations: Animal Management

Council's Animal Management team supports the community through the provision of several services that support our animal community and its owners and regulate the municipality through Council's Community Living Local Law #1 and other state legislation.

These regulatory functions, governed by several Acts, are delivered to ensure a harmonious Greater Shepparton community and include:

- Animal registration and renewal, permit development and property checks to ensure responsible pet ownership for cats and dogs
- Monitoring and administering Animal Business Registrations
- Managing the Animal Shelter operations for the community working towards optimal rehouse
- Management of customer enquiries, including investigations, infringements, warnings and prosecutions for non-compliance with the Domestic Animals Act

Animal Registration fees help fund Council's Animal Management service. This includes Animal Rangers who respond to various animal-related emergencies around the clock, seven days a week. The fees also support the Shepparton Animal Shelter, where around 2,000 animals receive care each year. Council's webpage contains details on [Registrations for Dogs and Cats](#), includes fees and discount eligibility.

The State legislation provides the framework regarding how Council's Animal Rangers investigate nuisance domestic animals such as barking dogs. Council has multiple avenues for lodging a complaint regarding nuisance domestic animals, depending on the situation. For details on how to lodge a request, please contact the Council at their office, by telephone, via email, or by visiting Council's website on <https://greater-shepparton.com.au/>.

Council's Operations: Building, Planning and Compliance

Greater Shepparton provides a variety of parking options to meet the needs of visitors, workers, and residents. These include on-street parking as well as private and public off-street car parks, ensuring ease of access and convenience. Parking in the Central Business District (CBD) is managed in line with the Council's adopted [Car Parking Strategy](#), featuring timed spaces for convenient access to shops, retailers, and essential services.

As outlined in Section 3.21 of the Shepparton CBD: [Car Parking Strategy](#), the CBD has 2,830 parking spaces, with 41% dedicated to short-term on-street parking (30 minutes to two hours) and 28% allocated to long-term off-street parking (three hours or more). Additional free all-day parking is available outside the commercial area.

To achieve the strategy's objectives, including the adoption of smart parking technologies, Council is actively reviewing parking systems to enhance the overall user experience. Furthermore, Council supports mobility needs by providing Accessible Parking Permits through an application process. For detailed information, residents can visit the Council's website: [Accessible Parking Permits](#).

Council is committed to develop the small Towns and actively engages with community to support small town developments. As part of this, Structure Plans are being prepared for Toolamba and Tatura to enable growth and provide housing choice and lifestyle opportunities.





Theme 3: Council's Advocacy

Council received feedback requesting advocacy on various topics. 3 key topics emerged, including requests for advocacy regarding:

- Access to affordable Housing
- Vic Road Improvements
 - GV Highway and Union Road Intersection
 - Murchison – Tatura Road Repairs
 - Rushworth – Tatura Road Repairs
 - Congupna – Repairs between primary school and 100km sign
 - Public Transport Connectivity to Tatura and Bus Shelters
- Disability Friendly Autonomous Bus Services

Council will advocate for feedback that align with its strategic goals as outlined in the [2021-2025 Council Plan](#).

What's next

The 2025/2026 Budget was adopted by Council at the June 2025 Ordinary Council meeting. The Budget document can be viewed on Council's website <https://greaterShepparton.com.au/>.



CONTACT US

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Join the conversation:   

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TTY users: 133 677 then ask for (03) 5832 9700.

Speak & Listen users: (speech-to-speech relay) 1300 555 727 then ask for (03) 5832 9700.

Internet relay users: Connect to the National Relay Service via www.relayservice.com.au and then ask for (03) 5832 9700.

A hearing loop is also available at Council's customer service centre and Council meeting rooms.



Interpreter service available.