

New Epping Community User's Guide

ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Wurundjeri Woi Wurrung people of the Kulin Nation as the Traditional Owners of the Country upon which New Epping is located. New Epping is at the heart of Wurundjeri Willam Country. We pay respect to Elders past and present, and express our deep gratitude for our interactions with Wurundjeri Elders to date.

We are committed to collaborating with First Peoples as we imagine and realise new places that hold space for their stories, connect with ancient landscapes, amplify their culture and realise their aspirations and continued connection with Country.

WELCOME

Welcome to New Epping.

On behalf of Riverlee, we are thrilled to welcome you to the New Epping community. We have developed this Community Users' Guide to help you get settled into your new neighbourhood or workplace in New Epping. Here you will find all the information you'll need about your community, local services and other helpful links to key websites, guides and tips on how to make the best of it in your new home or workplace.

In addition to this guide, we have also created a Community Resilience Plan, which specifically focuses on strengthening the local community's capacity to plan, prepare for and recover from future disasters, including bushfire, floods and storms.



New Epping Civic Heart artist's impression.

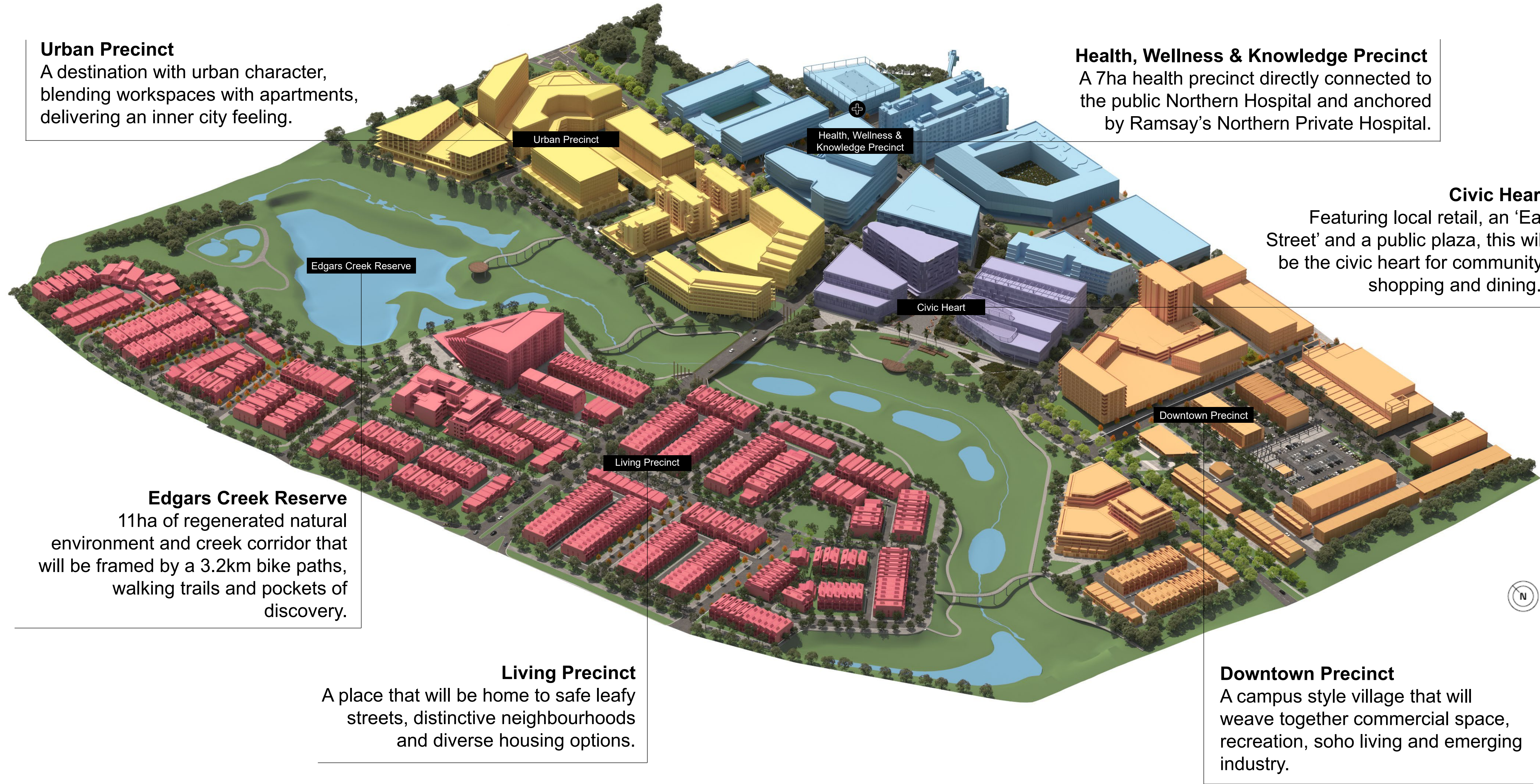
INTRODUCTION

Congratulations on becoming a part of the New Epping Community!

Spanning 51 hectares of regenerated land, New Epping will be a community of residential neighbourhoods, commercial spaces, a health, wellness and knowledge precinct and a civic heart all connected by a central green spine. A place that puts people, their health, happiness and wellbeing first – this is a community that is defined by leading thinking in urban experience, wellness and sustainability. Welcome to the new urban north.

Greenstar Communities Certification: New Epping is targeting a 6 Star Green Star community, an internationally-recognised Australian sustainability rating and certification system that promotes the creation of sustainable places for everyone. The information contained in this document has been developed in consultation with a Green Star Accredited Professional.

MASTERPLAN



Urban Precinct
A destination with urban character, blending workspaces with apartments, delivering an inner city feeling.

Health, Wellness & Knowledge Precinct
A 7ha health precinct directly connected to the public Northern Hospital and anchored by Ramsay's Northern Private Hospital.

Civic Heart
Featuring local retail, an 'Eat Street' and a public plaza, this will be the civic heart for community, shopping and dining.

Edgars Creek Reserve
11ha of regenerated natural environment and creek corridor that will be framed by a 3.2km bike paths, walking trails and pockets of discovery.

Living Precinct
A place that will be home to safe leafy streets, distinctive neighbourhoods and diverse housing options.

Downtown Precinct
A campus style village that will weave together commercial space, recreation, soho living and emerging industry.

WHAT IS A COMMUNITY USER'S GUIDE

This Guide has been developed to help you better understand how to make the most of the sustainability initiatives, infrastructure and services provided in New Epping and its surrounds. The goal is to support you to live a happy, healthy and sustainable life in your new neighbourhood.

The guide recognises that whilst a range of amenities already exist, some are planned for in later stages of the community. This document does not contain any technical guidance or product specific information and its content is subject to change, noting that the project is evolving and will be delivered over an extended timeframe.

This document presents key service information, as well as providing guidance relating to the following key community assets:

- Heritage & environment – Protect it, enhance it: Discover the history of New Epping and ways in which we are trying to restore and protect its heritage and environmental value, and how you can get involved.
- Community development – Meet your new neighbours: Discover existing local community groups, community spaces, social networks and events you can join to engage with other community members.
- Healthy & active living – Let's get moving: Discover the local facilities that can assist you in living the healthy and active lifestyle, including parks, playgrounds, walking trails and local food gardens.
- Local services – Keeping it local: Discover all the shops, schools and other key services such as waste and recycling that are in your area.
- Local transport – Travel smart: Discover the many transport options available and ways to reduce your carbon footprint.
- Community resilience – Be prepared: Discover ways to plan, prepare for and recover climatic events including floods and storms.

SUSTAINABILITY IS IN OUR NATURE



NET ZERO TARGET

All new homes and commercial buildings at New Epping will maximise renewable energy generation and storage while eliminating operational carbon.



CONSERVATION

Along with an overall focus on protecting and preserving native flora and fauna, a dedicated conservation strategy has been developed for the endangered Growling Grass Frogs at New Epping.



REGENERATION

New Epping will occupy 51ha of regenerated land that was previously a quarry. This includes the regeneration of Edgars Creek and the surrounding wetlands.



PLANTINGS

A significant part of the regeneration of New Epping's natural landscape will be the planting of approximately 200,000 new plants.



NATURAL LIGHT & VENTILATION

New Epping's masterplan and building designs have been optimised to maximise daylight and natural ventilation in response to local environmental conditions.



ELECTRIC VEHICLES

Electric vehicle service infrastructure will be integrated into New Epping. As electric vehicle uptake increases, this will ensure a seamless transition for the community.

Key commitments underpin New Epping's vision for creating a sustainable future.



BIOPHILIC DESIGN

Biophilic design principles inform New Epping's built form, with a connection to nature a key design driver and buildings designed and sited to maximise health, wellness and sustainability outcomes.



SOLAR ROOFTOPS

Rooftop solar power has been proposed for all buildings at New Epping.



WATER REDUCTION

New Epping will adopt water efficiency measures that aim to reduce potable water usage by 30 per cent for most buildings.



EDUCATION

There will be ongoing education for commercial tenants and residents about the impacts of resource use and waste creation.



CONSTRUCTION WASTE

During the construction of New Epping, there will be a landfill diversion target of 90 per cent for all construction waste.



CONNECTED COMMUNITY

New Epping will foster social connection through shared community amenity such as community gardens and tool libraries.

NEW EPPING SUSTAINABILITY

HERITAGE AND ENVIRONMENT

Protect it, enhance it: Discover the history of New Epping and ways in which we are trying to restore and protect its heritage and environmental value, and how you can get involved.

What is available now?

- New Epping has been designed to integrate community members with place, history, and nature.
- From a cultural heritage perspective, we are committed to ongoing consultation with the traditional owners of the land, the Wurundjeri Woi Wurrung people of the Kulin Nation, and are engaged in a design process to embed cultural knowledge into the precinct. So far, this has translated in:
 - The expression of Wurundjeri cultural narratives through landscape design, including in parks such as woorike jellicka, which has been designed to teach park visitors about the use of Banksia by the Wurundjeri, and the animals and ecology it supports. The park also commemorates budding young Wurundjeri artists.
 - Commitment to the future involvement in the design of the Edgars Creek corridor and trails, showcasing stories of environmental excellence and connection with country through interpretative signage, stories, and structures.

- From an environmental perspective, we are committed to regenerate and protect the natural environment of the site. So far, this has translated in:
 - Over 20 per cent of the whole precinct being set aside for regeneration and biodiversity efforts, including the Edgars Creek Reserve as well as bike paths, walking trails and other outdoor pockets of discovery.
 - Streetscapes with high levels of tree canopy cover, which are passively irrigated to ensure excellent growth and health of vegetation.



NEW EPPING SUSTAINABILITY

What will be available in the future?

- Regenerating New Epping – The regeneration of the Edgars Creek Reserve and the surrounding wetlands represents 11ha of regenerated natural environment, linking with regional efforts for enhancing the environmental value of the creek. This represents over 20% of New Epping and will provide for substantial outdoor amenity and natural habitat for a number of local species as a significant feature of the site. A significant part of the regeneration of New Epping's natural landscape will be the planting of approximately 200,000 new plants.
- Protecting New Epping – Along with an overall focus on protecting and preserving native flora and fauna, a dedicated conservation strategy has been developed to support the endangered Growling Frass Frog at New Epping by reinvigorating its habitat. Further enhanced by a range of native vegetation types, species, colour and texture including differing planting form to amplify the local flora environment and fauna habitat within New Epping.
- Embedding cultural knowledge in New Epping – The creation of a culturally safe and responsive development built on listening and a shared sense of ownership. Embracing sustainability and celebrating cultural heritage, our landscape will preserve nature, conserve resources, and honour the stories that shape New Epping's identity. With a collaborative approach, we aim to create a landscape that reflects the dreams and needs of our community - a place where people belong, nature thrives, and memories are made.

How can I make the most of it?

- Take the time to learn about the history and environmental features of your new neighbourhood by learning about the cultural heritage and local wildlife of New Epping and its surrounds
- Activate your new local social networks with others that share an interest in the natural environment and cultural heritage.



COMMUNITY DEVELOPMENT

Meet your new neighbours – Discover existing local community groups, community spaces, social networks and events you can join to engage with other community members.

What is available now?

- Your new neighbourhood is highly integrated with a range of community services, including:
 - Friends of Edgars Creek – nature
 - Aurora Community Association – community
 - Whittlesea Food Collective – food
 - Creeds Farm – community garden
 - Edge Youth Services – youth
 - Whittlesea Community Connections – Aboriginal programs and support services
 - Uke Got Rhythm – music
 - Lalor and District Men's Shed – community
 - May Road Senior Citizen Centre – senior citizens. More can be found here.
 - Wellways – disability services. More can be found here.

- Social media groups:
 - Emergency Relief Networks: From us 2 U | Sikh Community Connections
 - Community group: Macedonian Orthodox Community | Greek Cypriot Cultural & Theatrical
 - Community sport: The Himalayan Club | Epping Football Club | Epping Netball Club | Epping Cricket Club | Epping City FC (soccer)
- New Epping Community Groups
 - Haven; Home Safe connects the Stage 1 Residents with a variety of education programs.
 - The New Epping Community Reference Group provides an opportunity for appointed spokes people to provide comment and feedback on key initiatives to help shape the future community.
- To get local news and events, find your nearest parks, schools, pools, services and more, visit the City of Whittlesea's website via My Neighbourhood or My Directory. You can also visit <https://askizzy.org.au/> to find local support services.

COMMUNITY DEVELOPMENT

What is available in the future?

- The culture of a community is found in the diversity, character and life of its neighbourhoods. New Epping includes a mix of housing types, commercial and community infrastructure. This will attract a unique mix of people that will foster a strong sense of identity and belonging.
- The New Epping community will be supported with a variety of community connection opportunities, including:
 - New Epping Vision Centre – A place for the community to connect and learn about the New Epping Project and community initiatives.
 - A Neighbourhood House – A place for general community meeting spaces made available for hire
 - A sustainability and First Nations education trail – Engage culturally and learn about landscape with programs to get involved in the regeneration efforts for the community.
 - Cycling groups with access to repair stations.

How can I make the most of it?

- Moving into a new neighbourhood or workplace can be a little daunting! Joining a local club, attending local events or being a frequent user of local community assets is a great way to get to know people in your area and help you create a sense of belonging.
- If you can't find a group that suits your needs but have a great idea for a program, advocacy campaign, event or longer-term project, check out the Community Activate Toolkit prepared by the City of Whittlesea to help you create your own!



HEALTHY & ACTIVE LIVING

Let's get moving: Discover the local facilities that can assist you in living the healthy and active lifestyle, including parks, playgrounds, walking trails and local food gardens.

What is available now?

Your new neighbourhood has terrific access to a range of shops, services, and infrastructure to support a healthy and active lifestyle

- Key fresh food destinations:
 - The New Epping local convenience— your very own local convenience centre, with a variety of grocers, convenience stores and local shops, fresh produce, daily essentials and healthy grab-and-go options.
 - Pacific Epping (750m) – shopping centre with a Woolworths and Coles, as well as a fantastic fruit and veg shop; Fresh Fruit World, and deli; Sacca's Fresh.
 - Aurora Village (4.4km) – shopping centre with a Coles and 15+ speciality stores, including a couple of great delis.
 - Grounders Cafe - Fresh food café located In Stage 1 Residences, 30 Granstone Boulevard
- Key gym and health facilities in Epping less than 2km from New Epping:
 - Crunch Fitness Epping, Bodylab Fitness Club, Morakot Muaythai Gym, Fernwood Fitness, Anytime Fitness Epping, CrossFit 3076, Atomic Gym.

- Key active and passive open space:
 - In New Epping: woorike jellicka (park) designed in collaboration with Wurundjeri. The park includes a nature play inspired play structure, flying glider, seating opportunities, a drink fountain and a shared path. Don't forget to also take your dog to
 - In the surrounds: Huskisson Recreation Reserve, VR Michael Reserve, Craigieburn Grasslands, Cooper St Grasslands, Merri Creek Parklands, Darebin Creek Parklands, The Lakes Reserve, Plenty Gorge Parklands, Greenvale Reserve, Broadmeadows Valley Park, Jacana Reserve, Gresswell Forest, Plenty River, Darebin Creek Forest Park.
 - Don't forget to also go check out the Lyndarum Wetland, which is approximately 4km from New Epping. This park has an area of 14.6ha and its facilities include a playground, fitness equipment, a dog-off leash area, walking and bike tracks, a lake and wetlands.
- Walking and cycling trails:
 - Quality cycling and walking paths that are universally accessible, safe, well maintained and well-lit, designed to support an active lifestyle, with public bike racks in each sub-precincts and key destinations within the precinct.
 - There are also plenty of walking trails in your neighbourhood and municipality, including the Epping-Lalor walking track, the Darebin creek trail and many others. For more information, visit [Victoria Walks](#).

HEALTHY & ACTIVE LIVING

What will be available in the future?

- New Epping has been designed and programmed to promote wellness, community care and healthy living. This includes a range of facilities that will assist you in living a healthy and active lifestyle, including:
 - A 3.2km nature loop will weave through the centre of New Epping, providing great access to the Edgars Creek Reserve and an idea place to walk, run, cycle, relax and socialise.
 - A sustainability trail, showcasing stories of environmental excellence and connection with country
 - A number of parks, playgrounds, nature play activities, barbecue facilities and spaces for reflection will also be nestled within New Epping's neighbourhoods.
 - An array of productive landscapes for the community.
- New exciting infrastructure being delivered in neighbouring suburbs also includes:
 - [Wollert Community Farm](#)— A place for the local community to connect, learn and prosper through environmental and agricultural activities. The Farm is being completed in stages, with stage one to be launched in 2024.

How can I make the most of it?

- New Epping has been designed to facilitate active lifestyles by providing a multitude of opportunities to connect with nature, walk or cycle to your favourite places, and simply enjoy the benefits of a well-designed and well-connected neighbourhood. There is something for everyone, explore New Epping and find your favourite corner!
- A new home or workplace is a great opportunity to form new positive health habits, why not mark the move to New Epping with a new gym membership or a weekly bike ride to the full range of regional open space?



LOCAL SERVICES



Retail

1. Melbourne Market
2. Epping Plaza
3. Westfield Plenty Valley
4. Bunnings Epping
5. Costco Wholesale Epping
6. Epping North Shopping Centre
7. Lalor Plaza Shopping Centre
8. The Stables Shopping Centre
9. Central South Morang
10. Rivergum Village
11. DFO Uni Hill
12. Campbellfield Plaza
13. Northland
14. Preston Market



Restaurants

15. Abruzzo Lab
16. Little Narai of Epping
17. Taste of Thai Thomastown
18. Katik Turkish
19. West Wok
20. Burgies Campbellfield
21. Haweli Indian Restaurant



Recreation

22. Craigieburn Grasslands
23. Cooper St Grasslands
24. Merri Creek Parklands
25. Darebin Creek Parklands
26. The Lakes Reserve
27. Plenty Gorge Parklands
28. Greenvale Reserve
29. Broadmeadows Valley Park
30. Jacana Reserve
31. Grasswell Forest
32. Bundoora Park Golf Course
33. Plenty River
34. Heidelberg Golf Course
35. Yarra Valley Country Club
36. Darebin Creek Forest Park



Education

37. Epping Primary School
38. Epping Secondary College
39. Epping Views Primary School
40. Al Siraat College
41. Melbourne Polytechnic
42. Lalor North Secondary College
43. Lalor North Primary School
44. RMIT University Bundoora Campus
45. Parade College
46. La Trobe University
47. RMIT University Brunswick Campus
48. Lalor Gardens Primary School
49. St Lukes Primary School
50. Thomastown East Primary School
51. Northern Centre For Health Education & Research



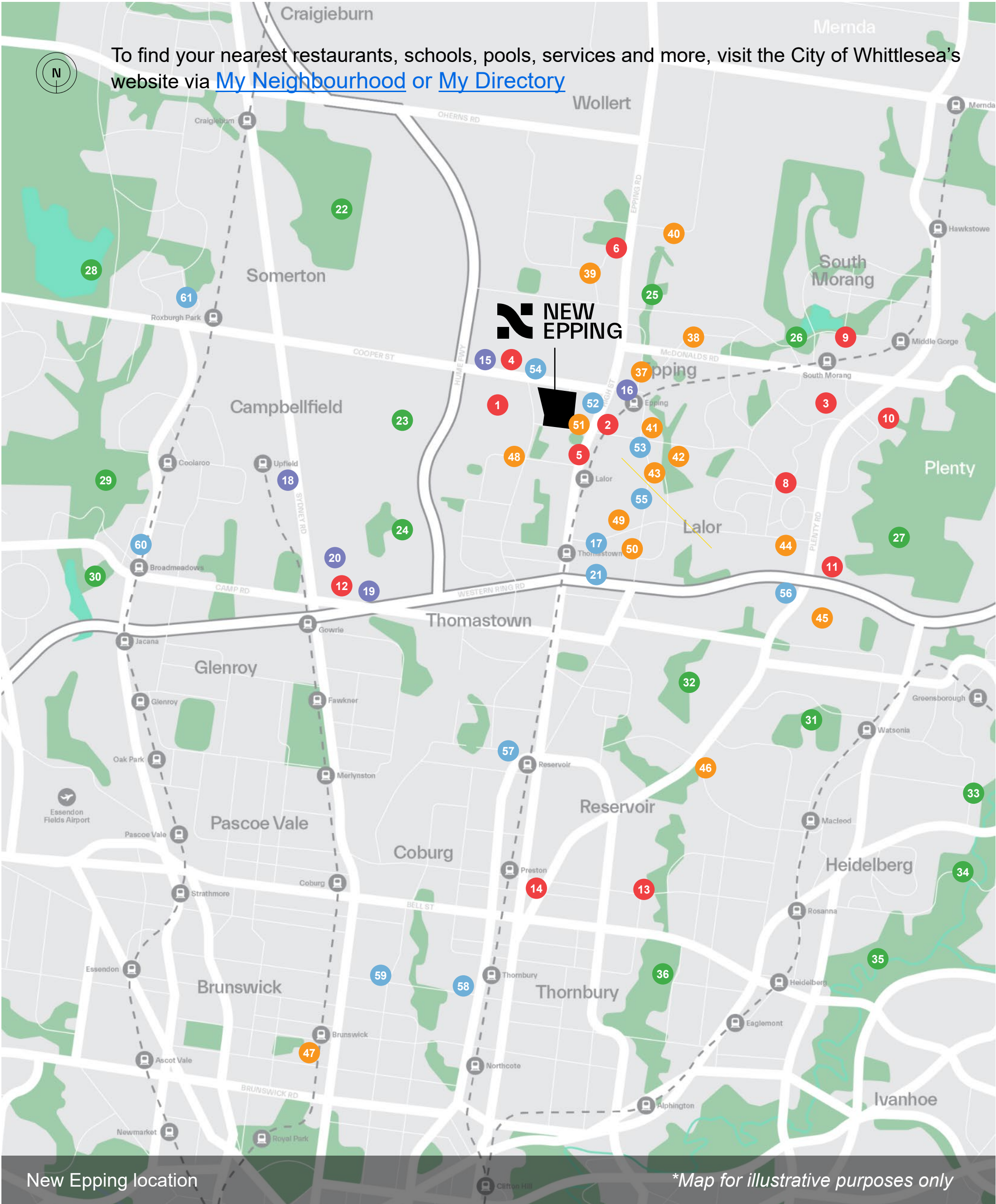
Medical

52. Northern Hospital Epping
53. Northend Medical Centre
54. Epping Private Hospital
55. Rochdale Medical Centre
56. Northpark Private Hospital
57. Reservoir Private Hospital
58. Brunswick Private Hospital
59. John Fawcner Private Hospital
60. Broadmeadows Hospital
61. Roxburgh Park Hospital



Connectivity

357 Bus Stop	1mins
Epping Train Station	5mins
Hume Freeway	5mins
Western Ring Road	5mins
Essendon Field Airport	10mins
Melbourne Airport	19mins
Melbourne CBD	30mins



LOCAL SERVICES

- In terms of recycling, the City of Whittlesea provides waste collection services for the following:
 - Rubbish / General waste
 - Recycling
 - Glass
 - Green waste
 - Hard rubbish – for household items that are broken or cannot be reused.

To find out when you next bin collection is visit [My Neighbourhood](#).

- Private collection – some New Epping buildings have private waste services. You can find out more about what is collected by contacting your Owners Corporation.
- For more information, visit the [A-Z guide to waste and recycling](#) or Sustainable Victoria resources on how to [reduce, recycle and avoid waste at home](#)
- Other key information can be found via the links below:
 - [Bins and Waste](#)
 - [Donating or selling unwanted household items](#)
 - [Battery drop-off spaces](#)
 - [How to find e-waste drop off points](#)

What will be available in the future?

- A range of new services are planned within the New Epping Community.
- New Epping has been designed to enable residents to live locally and meet most of their everyday needs (employment, education, recreation) within a twenty-minute walk, cycle, or public transport trip from home.
- In particular, the New Epping will bring new energy to the north via community events, public art, vibrant recreation, local conveniences and a flavour-filled eat street. This local eat street in the Civic Heart will be a key destination in Melbourne's North to meet, eat and play. This will cater for everything from daily encounters and routines to special events with family, friends and colleagues.
- A locally accessible, health, wellness and knowledge precinct, underpinned by the new Northern Private Hospital which is connected via footbridge to the existing Northern Hospital Combined with the current Northern Health Precinct, this will form the largest health hub in Melbourne's north and cater to the full spectrum of health needs.

LOCAL SERVICES

How can I make the most of it?

- Even the smallest acts can make a big impact when establishing a sustainable lifestyle in a new location. There are many things that you can do that are small, yet powerful when it comes protecting on our environment.
- Living locally – One of the easiest ways to lower your carbon footprint is to live and shop locally, and what a location to do so! New Epping has been designed to enable residents to live locally and meet most of their everyday needs (employment, education, recreation) within a twenty-minute walk, cycle, or public transport trip from home. Take the time to explore your neighbourhood and find your new favourite local shops and restaurants.
- Waste & recycling – The benefits of reducing your waste and recycling better
 - Checking what goes into your bins – and what doesn't!
 - Food and garden waste – Composting or making the best of your green bin
- For more tips, check out the [Small acts with a big impact](#) campaign by Sustainability Victoria.



LOCAL TRANSPORT

Travel smart: Discover the many transport options available and ways to reduce your carbon footprint.

What is available now?

- Your new neighbourhood is well located to public transport and other active transport services. It has been designed to enable you to meet most of your everyday needs (employment, education, recreation) within a twenty-minute walk, cycle, or public transport trip from home.

Walking

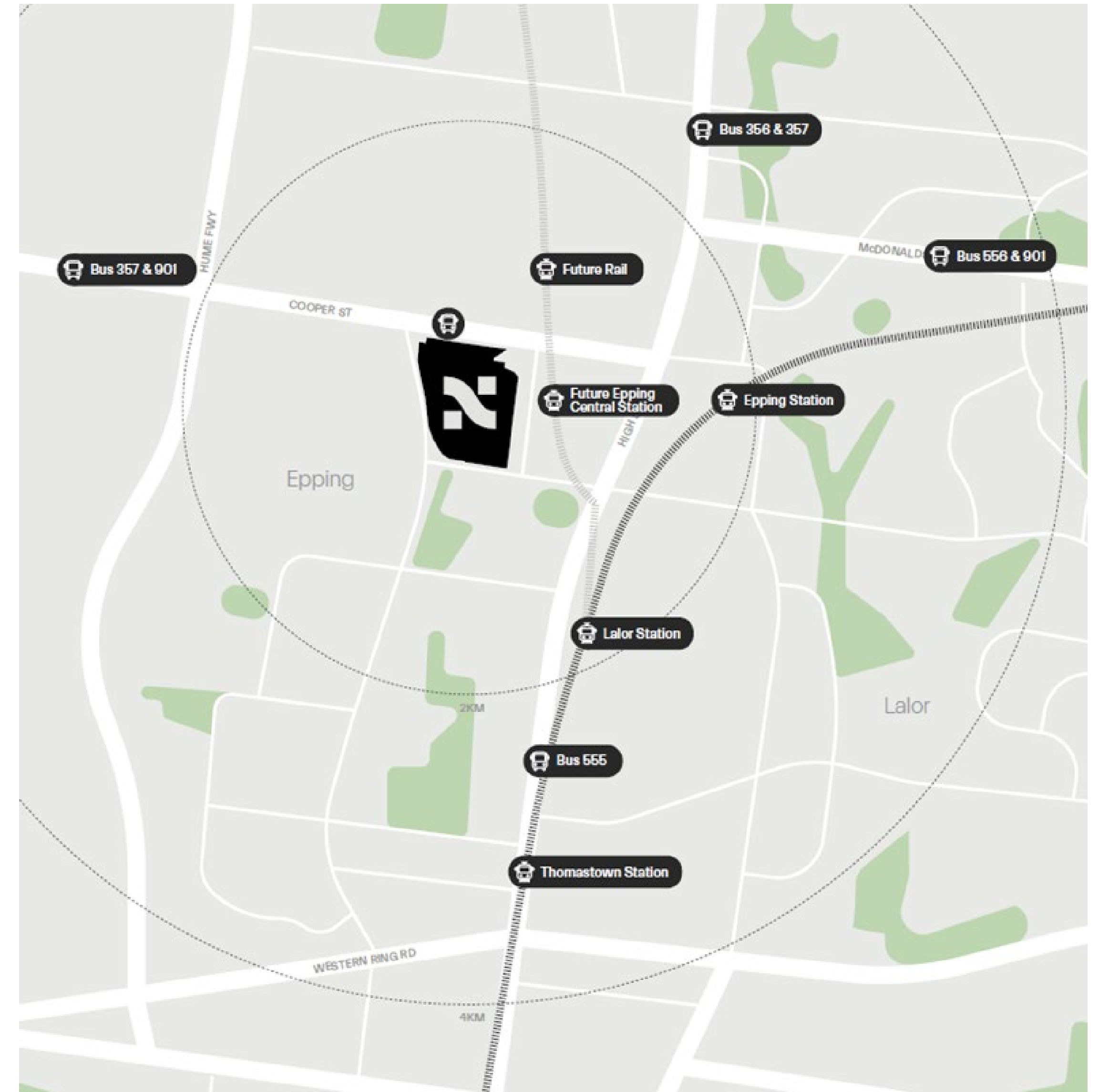
- Walking is a fantastic a mode of transport to get to local shops, services, jobs, visit friends and access public transport.
- Internal streets and active transport networks in New Epping have been designed to universally accessible and integrate with neighbouring street networks to provide safe and convenient access through key junctions and to all key destinations.
- There are also excellent walking tracks in your neighbourhood that are worth checking out. For more information, visit the city of Whittlesea's [Walking maps](#).

Cycling

- Both the Epping and Lalor railway stations, as well as key destinations and the majority of surrounding suburbs such as Lalor, Epping and Thomastown are within a 20-minute bike ride from New Epping. This makes cycling a really easy and time-efficient way to get to work, and access shops and other services.
- Primary cycling routes near New Epping are located on High Street (north-south access to the east of the site connecting through to Melbourne CBD), and on Deveny Road, located on the southern site boundary and connecting to High Street in the east and continuing south along Edgars Road to Barry Road to the southwest. Other routes are located along Cooper Street, a key east-west route for the area, and north of Cooper Street along the corridor reserved for the potential extension of the railway line from Lalor to Wollert.
- Cycling is also a great way to discover your neighbourhood and its many trails, such as the Darebin Creek trail and Galada Tamboore Pathway.
- For more information on cycling routes in your neighbourhood and surrounds, visit bike.map.net.

LOCAL TRANSPORT

- **Bus** – There are two bus routes running along the northern and western boundaries of New Epping, including:
 - Route 357 (Wollert West to Thomastown station via Epping Station)
 - Route 555 (Northland Shopping Centre via Lalor, Thomastown and Reservoir)
 - Route 556 (Epping Plaza Shopping Centre via Keon Park)
 - Route 901 (Smart bus service from Frankston to Melbourne Airport)
- You can catch several other bus routes via Epping Plaza (approximately 350m east of the site), and along the eastern edge of the Northern Hospital. Plan your journey via [Public Transport Victoria](#).
- **Rail** – New Epping is a short distance from the Epping and Lalor Railway Stations, both on the Mernda line and located approximately 1.5km (east) and 1km (southeast) from New Epping; the equivalent of a 5–10 minute bike ride or 20 minute walk. Once at either station, you can be in Melbourne CBD in approximately 40 minutes. Plan your journey via [Public Transport Victoria](#).
- **Cars**
 - New Epping is a 5 minute drive to both the Hume Freeway and Western Ring Road, and a 35 minute drive to the CBD.
 - **EV** – Need to recharge your car? There are two dedicated EV chargers located in the Private Hospital carpark, as well as a number of EV charging stations in proximity to New Epping. View locations [here](#).
 - **Car share** – Need a car, van or ute? You can use car share services such as [Uber Car Share](#) to find available cars that match your needs.



LOCAL TRANSPORT

What will be available in the future?

- A 3.2km nature loop will weave through the centre of New Epping, providing great access to the Edgars Creek Reserve and an idea place to walk, run, cycle, relax and socialise. Central to the amenity of your new neighbourhood and the regeneration efforts, it will inspire connection, education, well-being, and a strong sense of belonging.

How can I make the most of it?

- Swapping the car for walking, cycling or e-biking or scooting even just one day a week can make a significant impact on your carbon footprint (private vehicles are the highest impact travel option).
- Similarly, ditching your car for public transport is a great way to reduce your carbon footprint and commuting costs. You can also enjoy a less stressful journey by letting someone else do the driving.
- Increasing your active mobility can not only significantly lower your carbon footprint, it also has multiple physical and mental health benefits. Why not add the nature loop to your daily commute?



COMMUNITY RESILIENCE PLAN

Be prepared: Discover ways to plan, prepare for and recover climatic events including floods and storms.

Careful planning and consideration of the most effective response to incidents and scenarios is essential. Development of an emergency plan is recommended for all community members, steps to guide the development of an emergency plan are provided in this document as part of the New Epping Community Resilience Plan

Resources:

The City of Whittlesea is your primary, and most up-to-date source of information for New Epping. Emergency plans for the municipality can be accessed [here](#).

The web site contains useful links associated with emergency plans listed below:

- [Whittlesea Municipal Emergency Management Plan](#)
- [Whittlesea Municipal Fire Management Plan 2020-2023](#)
- [Plenty Gorge Precinct Fire Management Agreement](#)
- [Plenty Gorge Precinct Fire Management Agreement](#)
- [Whittlesea Neighbourhood Safer Place Plan](#)
- [Whittlesea City Council Municipal Flood Emergency Plan May 2022](#)
- [Thomastown and Lalor Local Flood Guide](#)
- [Whittlesea Local Flood Guide](#)
- [2023 City of Whittlesea Extreme Heat Sub-Plan](#)
- [Public places within the City of Whittlesea with air conditioning.](#)

To prepare for any emergencies that might occur, the following resources can help you understand the risks and what to do in an emergency event:

- Visit the [Emergency Prepare website](#) for resources available in multiple languages
- Understand the emergency risks through the [Municipal Emergency Management Plan](#)
- Understand the new [Australian Fire Danger Rating System \(AFDRS\)](#)
- Understand if you are at risk of overland floods ([SES- State Emergency Service](#))
- Find out how to prepare for storms and floods ([Plan and stay safe – ses.vic.gov.au](#))
- Find out how to prevent home fires, bushfires and grassfires ([Plan & Prepare | Country Fire Authority or Fire Rescue Victoria](#))
- Find out how you can prepare and what to do in a heat wave ([Extreme heat and heatwaves – health.vic.gov.au](#))
- Think about what to do with your pet if you have one ([Pets and emergencies](#))
- Understand where your Neighborhood Safer Place is ([Neighbourhood Safer Places | Country Fire Authority](#)).

EMERGENCY CONTACTS

Emergency Type	Contact
Life-threatening emergencies	000 (triple zero): mobiles (000 and 112)
Victoria Police / fire / ambulance	000 (triple zero): mobiles (000 and 112)
Whittlesea Municipal Emergency Management Officer (MEMO)	9217 2170 (24/7)
State Emergency Services (SES) for flood and storm response	132 500 ses.vic.gov.au
The Northern Hospital	(03) 8405 8000 185 Cooper Street, Epping, VIC 3076 Northern Hospital Virtual Emergency Department
Health emergencies	Emergency Nurse on Call: 1300 60 60 24 Health Direct: 1800 022 222
Epping Police Station (non-emergency)	(03) 9409 8100 Email: EPPING.UNI@police.vic.gov.au
Yarra Valley Water (water or sewerage fault and emergencies)	13 27 62
SP AusNet – Electricity (electrical service delivery and faults)	13 17 99
SP AusNet – Gas (gas service delivery and faults)	13 67 07
Communications	Telstra: 132 203 Optus: 131 344
Weather warnings and predictions	Bureau of Meteorology 1300 659 217
Mental health support	Beyond Blue: 1300 22 4636 Lifeline: 13 11 14 Suicide Call Back Service: 1300 659 467 Kids Helpline: 1800 55 1800 Mental Health Hubs: 1300 375 330 Mental health resources and support services
Animals in emergencies	Wildlife Victoria: 8400 7300 Agriculture Victoria

KEY COMMUNITY CONTACTS

Community Contact	Contact
City of Whittlesea Council	(03) 9217 2170 (24 hours) info@whittlesea.vic.gov.au
Health	1300 650 172 Health.vic health.vic.gov.au
Bureau of Meteorology	1300 659 217 Australia's official weather forecasts & weather radar - Bureau of Meteorology (bom.gov.au)
City of Whittlesea Municipal Emergency Planning (MEMP) Executive Officer	resilience.management@whittlesea.vic.gov.au
wat djerring Animal Facility	8401 6200 AnimalFacility@whittlesea.vic.gov.au

Communication channels to help you stay informed:

Radio

- Emergency broadcaster for weather and warning updates- ABC Local Radio 774 AM
- Designated commercial and local radio stations- Stereo 974 97.4

Television

- FM and SKY NEWS television

Warnings

- Standard Emergency Warning Signal- a wailing siren sound at the beginning of serious warnings on radio and TV.
- Mobile App – stay informed with VicEmergency Victoria main website for incident information and warnings. The VicEmergency App is available for download on the Apple Store or Google Play.

For further details on
New Epping, email:

hello@newepping.com.au