



Merri-bek
City Council

Your Guide to Council Services

Explore the services Merri-bek City Council offers



Acknowledgment of Country

Merri-bek City Council acknowledges the Wurundjeri Woi-wurrung people as the Traditional Custodians of the lands and waterways in the area now known as Merri-bek. We pay respect to their Elders past, present, and emerging, as well as to all First Nations communities who significantly contribute to the life of the area.

Disclaimer

This booklet provides a list of Council services as a general guide only.

We want to help our community to find the information about Council's services easily.

While we aim to keep the information accurate and up to date, the services and contact details may change over time.

Published June 2025

Accessible to everyone

We are committed to ensuring our communications are accessible to everyone in our community. If you require this booklet in an alternative format please contact us at communications@merri-bek.vic.gov.au or **9240 1111**



About Merri-bek

The City of Merri-bek spans approximately 51 square kilometres in Melbourne's inner north, encompassing the suburbs of Brunswick, Brunswick East, Brunswick West, Coburg, Coburg North, Fawkner, Glenroy, Gowanbrae, Hadfield, Oak Park, Pascoe Vale, and Pascoe Vale South, as well as parts of Parkville, Fitzroy North, and Tullamarine.

It is a diverse and dynamic municipality known for its vibrant multicultural communities, and active public spaces.

In 2021, 34.5% of people in Merri-bek used a language other than English at home and a total of 56,427 people living in Merri-bek were born overseas.

The most common languages spoken other than English are Italian, Arabic, Greek, Urdu Nepali, Turkish, Spanish, Hindi, Mandarin and Vietnamese.

Merri-bek features a rich mix of residential neighbourhoods, bustling shopping strips, and green open spaces.

The municipality is also home to significant cultural, educational and recreational landmarks including Coburg Lake Reserve, the Moonee Ponds Creek and Merri Creek parklands, the award-winning Glenroy Community Hub, and the newly redeveloped Oak Park and Fawkner aquatic centres.

The city's character is shaped by its lively precincts and thriving shopping strips - like Sydney Road, Lygon Street and Melville Road.

Council operates youth spaces, leisure centres, maternal and child health centres, and aged care services, ensures that residents across life stages are supported.

It is "community rich" in cultural expression, with Council actively investing in public art, festivals, and creative programs to celebrate the diverse and engaged community.

Council's commitment to quality public infrastructure and accessible community services makes Merri-bek a place where everyone can belong, thrive and contribute.

Speak with us in your language

Per saperne di più nella tua lingua, chiama il numero **9280 1911**

Για να μάθετε περισσότερα στη γλώσσα σας, καλέστε το **9280 1912**

لمعرفة المزيد بلغتك، اتصل بالرقم **9280 1913**

اپنی زبان میں مزید جاننے کے لیے، پر کال کریں۔ **9280 1917**

तपाईंको भाषामा थप जान्नुको लागि, **9280 1910** मा कल गर्नुहोस्

Kendi dilinizde daha fazla bilgi edinmek için **9280 1914**'ü arayın.

For more information visit merri-bek.vic.gov.au/your-language

如需了解更多您语言版本的信息, 请致电 **9280 0750**

Para saber más en tu idioma llama al **9280 1916**

Để tìm hiểu thêm bằng ngôn ngữ của bạn, hãy gọi **9280 1915**

अपनी भाषा में और अधिक जानने के लिए, **9280 1918** पर कॉल करें

To speak with us in a language not listed here, please call **9280 1919**

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Ageing well services for older people

The services under this category include:

Support services to help you live and age well

- Personal care
 - Help around the home
 - Delivered meals
 - Door-to-door transport
 - Outdoor maintenance
 - Access and support lively
-
- Social connection, activities and programs
-
- Support for carers
-
- Age well planning program to navigate my aged care services and provide valuable information about services and support
-
- Living and ageing well resources

For more information about each service, you can



Visit: www.merri-bek.vic.gov.au/olderpeople



Email: info@merri-bek.vic.gov.au



Call: 9240 1111

Scan the QR code for quick access



Subscribe to the Living and Ageing Well e-newsletter

If you want to stay up to date with news and upcoming events for older people.

Please scan the QR code or visit www.merri-bek.vic.gov.au/agenews

Animals and pets

The services under this category include:

<ul style="list-style-type: none">• Pet registration
<ul style="list-style-type: none">• Pet ownership
<ul style="list-style-type: none">• Pet desexing
<ul style="list-style-type: none">• Problems with pets and wild animals
<ul style="list-style-type: none">• Lost and found pets
<ul style="list-style-type: none">• Keeping multiple pets
<ul style="list-style-type: none">• Animal management fines
<ul style="list-style-type: none">• Dog parks and amenities

For more information about each service, you can



Visit: www.merri-bek.vic.gov.au/animals-and-pets



Email: info@merri-bek.vic.gov.au



Call: 9240 1111 and press 6

Scan the QR code
for quick access



Arts Merri-bek

The services under this category include:

<p>Festivals and major events</p> <ul style="list-style-type: none">• Coburg Night Market• Carols by the Lake• Fawkner Festa• Brunswick Music Festival• Glenroy Festival• Festivals Merri-bek Development Program	<p>Artists programs and supports</p> <ul style="list-style-type: none">• Arts venues and permits• Grants and opportunities
<p>Counihan Gallery</p> <ul style="list-style-type: none">• Visit the Counihan Gallery• Exhibitions, public programs and events• Exhibit at the Counihan Gallery• Learning at the Counihan Gallery• Access and inclusion at the Counihan Gallery	<p>Public art and collections</p> <ul style="list-style-type: none">• Public art in Merri-bek• Merri-bek Art Collection

For more information about each service, you can

Scan the QR code for quick access

 **Visit:** www.merri-bek.vic.gov.au/arts

 **Email:** arts@merri-bek.vic.gov.au

 **Call:** 9240 1111



Subscribe to the Arts Merri-bek e-newsletters

If you want to stay up to date about Counihan Gallery exhibitions, major events, festivals, arts grants, Brunswick Music Festival, Coburg Night Markets and arts related program and initiatives.

Please scan the QR code or visit www.merri-bek.vic.gov.au/follow-arts-merri-bek

Business Merri-bek

The services under this category include:


<ul style="list-style-type: none">• Business permits
<ul style="list-style-type: none">• Starting or taking over a business
<ul style="list-style-type: none">• Business support and programs
<ul style="list-style-type: none">• Make your business accessible
<ul style="list-style-type: none">• Coworking and maker spaces
<ul style="list-style-type: none">• Business parking permits
<ul style="list-style-type: none">• Why Merri-bek for business?
<ul style="list-style-type: none">• Find a local business
<ul style="list-style-type: none">• Contact Economic development for business support

For more information about each service, you can

Scan the QR code for quick access

 **Visit:** www.merri-bek.vic.gov.au/building-and-business/business/

 **Email:** business@merri-bek.vic.gov.au

 **Call:** 9240 1111



Subscribe to the Business Merri-bek e-newsletter

If you want to stay up to date about business grants, business initiatives, and other information of interest to our local business community.

Please scan the QR code or visit www.merri-bek.vic.gov.au/bnews

Children and families

The services under this category include:

<ul style="list-style-type: none">• Maternal and child health related services
<ul style="list-style-type: none">• Immunisation services
<ul style="list-style-type: none">• Kindergartens and childcare
<ul style="list-style-type: none">• Kindergarten Outreach Support Program for Culturally and Linguistically Diverse (CALD) children and families
<ul style="list-style-type: none">• Family day care
<ul style="list-style-type: none">• School holidays programs
<ul style="list-style-type: none">• Resources for education professionals
<ul style="list-style-type: none">• Parent information
<ul style="list-style-type: none">• Playgroups
<ul style="list-style-type: none">• Library programs and activities for children
<ul style="list-style-type: none">• Finding park and nature reserves for nature-based play

For more information about each service, you can

Scan the QR code for quick access



Visit: www.merri-bek.vic.gov.au/children-and-families



Email: info@merri-bek.vic.gov.au



Call: 9240 1111



We provide resources and information sessions on a range of topics for parents and carers, including a sleep and settling program, new parent support and early years services. For more information, please scan the QR code or visit www.merri-bek.vic.gov.au/parent-information

The services under this category include:

- Merri-bek Community Connectors

Multicultural services and social cohesion

- Information on services and resources for international students
- Migrant settlement in Merri-bek
- Merri-bek social cohesion projects
- Back your neighbour and status resolution support services
- Translated Council information

- Reconciliation

- Citizenship ceremonies

For more information about each service, you can



Visit: www.merri-bek.vic.gov.au/diversity



Email: info@merri-bek.vic.gov.au



Call: 9240 1111

Scan the QR code
for quick access



Grants and awards

The services under this category include:

- Arts grants - Flourish arts grants program

Annual Community Grants Program

- Community strengthening grant - funding up to \$7,000
- Organisational establishment grant - funding up to \$10,000
- Facility improvement grant
- Facility Improvements for Smaller projects - funding up to \$10,000
- Facility Improvements for larger projects - funding up to \$40,000

All Year Round Grants

- Community participation grant for individuals - funding up to \$750
 - Community participation grant for groups - funding up to \$3,000
 - Membership activity grants - funding up to \$3,000 per year for 3 years
- Merri-bek community awards

For more information about each service, you can



Visit: www.merri-bek.vic.gov.au/community-grants



Email: communitygrants@merri-bek.vic.gov.au



Call: 9240 1111

Scan the QR code
for quick access



Halls and meeting rooms for hire

We have a range of excellent venues for community to hire. This includes halls that seat over 100 people to small meeting rooms and exhibition spaces.


<ul style="list-style-type: none">• Coburg Town Hall• Brunswick Town Hall
<ul style="list-style-type: none">• Brunswick halls and meeting rooms
<ul style="list-style-type: none">• Coburg halls and meeting rooms
<ul style="list-style-type: none">• Fawkner halls and meeting rooms
<ul style="list-style-type: none">• Glenroy and Gowanbrae halls and meeting rooms
<ul style="list-style-type: none">• Glenroy community hub and meeting rooms
<ul style="list-style-type: none">• Pascoe Vale halls and meeting rooms

For more information about venues available to hire across Merri-bek, please

Scan the QR code for quick access

 **Visit:** www.merri-bek.vic.gov.au/halls-and-meeting-rooms

 **Email:** info@merri-bek.vic.gov.au

 **Call:** 9240 1111



Language services

The services under this category include:

<ul style="list-style-type: none">• Interpreting services - Speak with us in your language
<ul style="list-style-type: none">• Other ways to request an interpreter
<ul style="list-style-type: none">• Council's Language Aides
<ul style="list-style-type: none">• Use Merri-bek website in your language
<ul style="list-style-type: none">• Learn about projects in Merri-bek in your language
<ul style="list-style-type: none">• Requesting a translation
<ul style="list-style-type: none">• Information on National relay services

For more information about each service, you can

Scan the QR code for quick access



Visit: www.merri-bek.vic.gov.au/your-language



Email: communications@merri-bek.vic.gov.au



Call: 9240 1111



If you want to receive Council news and updates in your language, please email us at communications@merri-bek.vic.gov.au to be included in our Broader Community Network mailing list.

Merri-bek Libraries

The services under this category include:

Visit us at Merri-bek Libraries <ul style="list-style-type: none">• Brunswick Library• Coburg Library• Glenroy Library• Fawkner Library• Campbell Turnbull Library	<ul style="list-style-type: none">• Borrow items from libraries• Printing and computer services• Community language collections• Community language e-resources• Bilingual books and DVDs• eBooks, eMagazines, and eAudiobooks
Multicultural Events <ul style="list-style-type: none">• Conversation Cafe• Chatty Cafe• Community language storytimes	<ul style="list-style-type: none">• Home Library services• Seed Library• Library activities and events• School holidays activities• Merri-bek Libraries Makerspaces• Glenroy Hub jam room

For more information about each service, you can



Visit: www.merri-bek.vic.gov.au/libraries



Email: info@merri-bek.vic.gov.au



Call: 9240 1111

Scan the QR code for quick access



Joining Merri-bek Libraries is free.

You can join the library by presenting proof of your name and current address in person by visiting one of our libraries near you or online.

Subscribe to Libraries e-newsletter

If you want to stay up to date about Library events, school holidays program and receive the latest library news and activities.



Please scan the QR code or visit www.merri-bek.vic.gov.au/join-library

Parking and roads

The services under this category include:

Parking permits and fines

- Residential parking permits
- Business parking permits
- Visitor and services permit
- Accessible parking permits
- Parking fines
- Request changes to parking restrictions in your street

Roads, footpaths, drains and lighting

- Street lighting
- Road and footpath repair
- Road safety - School crossings, reporting a vehicle accident and heavy and long vehicles using our roads
- Stormwater drains and sewerage


Nature strips

- Maintaining your nature strip
- Growing plants in your nature strip
- Reporting illegal parking on your nature strip

For more information about each service, you can

 **Visit:** www.merri-bek.vic.gov.au/parking-roads

 **Email:** info@merri-bek.vic.gov.au

 **Call:** 9240 1111 and press 6

Scan the QR code
for quick access



Parks and gardens

The services under this category include:

Park amenities and equipment

- Walking and bike trails
- Guides and maps
- Playgrounds
- Public toilets
- Skate parks
- Weed control
- Conditions for using off-leash dog areas
- Council order for Dogs off-leash areas
- List of off-leash dog parks in Merri-bek

- Find a park

- Merri-bek nature map

- Merri-bek nature explorer passport

For more information about each service, you can



Visit: www.merri-bek.vic.gov.au/parks-and-gardens



Email: info@merri-bek.vic.gov.au



Call: 9240 1111

Scan the QR code
for quick access



Merri-bek Nature Map



If you want to explore and learn more about Merri-bek's wonderful nature sites, walks, play, friends and community groups, community gardens, Indigenous plant nurseries and First Nations cultural sites,

Please scan the QR code or visit conversations.merri-bek.vic.gov.au/nature-map

People with disability

The services under this category include:

<ul style="list-style-type: none">• Support to make your business accessible
<ul style="list-style-type: none">• Support services and the NDIS
<ul style="list-style-type: none">• Disability policy and working groups
<ul style="list-style-type: none">• Carers in Merri-bek
<ul style="list-style-type: none">• Support for children with additional needs
<ul style="list-style-type: none">• Invisible disability

For more information about each service, you can



Visit: www.merri-bek.vic.gov.au/disability-services



Email: info@merri-bek.vic.gov.au



Call: 9240 1111

Scan the QR code
for quick access



Planning and Building

The services under this category include:

Planning

- Services related to applying for planning permits
- Planning application process overview
- Planning forms and checklists
- Planning fees
- Advertised planning applications
- Development contributions
- Environmentally sustainable design
- Virtual Merri-bek
- Design excellence scorecard
- Good Design Advice
- Better quality two dwellings in Merri-bek

Building

- Building permits
- Other construction permits
- Registered building surveyors portal
- Building report and consent
- Stormwater mapping
- Property information
- Building and pool safety and compliance
- Cladding remediation partnership program
- Stormwater drains and sewerage

Strategic Planning

For more information about each service, you can



Visit: www.merri-bek.vic.gov.au/planning-building



Email: info@merri-bek.vic.gov.au



Call: 9240 1111 and press 4

Scan the QR code for quick access



If you have a planning enquiry that you want to discuss in-person, please scan the QR code or visit www.merri-bek.vic.gov.au/discuss-planning-enquiry to book 10-minute face-to-face meeting.

Projects

The services under this category include:

• Conservations Merri-bek
• Building and park projects
• Current projects
• Completed projects
• Environment projects
• Transport projects
• Energy projects

For more information about each service, you can

Scan the QR code for quick access



Visit: www.merri-bek.vic.gov.au/projects



Email: info@merri-bek.vic.gov.au



Call: 9240 1111



Join the Conversations on Merri-bek's future

Get involved in shaping and influencing decisions on Council projects by sharing your feedback at www.conversations.merri-bek.vic.gov.au

Public health & wellbeing

The services under this category include:

Food security

- Information on food relief and material relief services, community meals, free and low-cost food boxes, community cupboards and pantries in Merri-bek
- Contact details of local organisations serving free meals, cooked meals, emergency relief, food vouchers, fruits and vegetables at reduced cost.

Public health and safety

- Noise
- Pest control services and products
- Pollution and odours
- Syringe and needle disposal

Immunisation at Merri-bek

We provide vaccinations for all children and eligible adults as recommended by the National Immunisation Program at Coburg Concert Hall, Brunswick Town Hall, Glenroy Community Hub, Pascoe Vale Neighbourhood Facility and Merlynston Progress Hall

Community wellbeing and human rights

- Information on family violence prevention and support
- Contact details for Gambling help
- Community safety

For more information about each service, you can

Scan the QR code
for quick access



Visit: <https://www.merri-bek.vic.gov.au/public-health>



Email: info@merri-bek.vic.gov.au



Call: 9240 1111



Rates

The services under this category include:

<ul style="list-style-type: none">• Support to pay rates, understand your rates and waste charge
<ul style="list-style-type: none">• Property valuations
<ul style="list-style-type: none">• Pensioner rebates
<ul style="list-style-type: none">• Change your more such as your name, address, or property ownership more
<ul style="list-style-type: none">• Late rates payments

For more information about each service, you can

Scan the QR code
for quick access



Visit: www.merri-bek.vic.gov.au/rates



Email: info@merri-bek.vic.gov.au



Call: 9240 1111 and press 7



Report an issue

You can choose from the requests below to report or request a service. After submitting the form, you are provided with a request number you can use to follow up.

Bins

- Report a missed bin collection
- Report a damaged bin or missing bin
- Order a bin
- Report an issue with a public litter bin

Dumped Rubbish

- Report illegally dumped rubbish

Noise

- Report noise
- Raise a concern about the Level Crossing Removal Project (LXRP)

Parking

- Report an illegally parked car
- Report an abandoned vehicle

Trees

- Report tree pruning and maintenance
- Request a new tree
- Raise a concern about a new tree
- Request tree removal

Unsightly property

- Report unsightly property

Fine review

- Request a review of a parking fine
- Request a review of a local law, animal or asset protection fine

Report an issue

Vehicle crash report

- Report a vehicle crash in Merri-bek, where no personal injury occurred

Graffiti

- Report graffiti

Change of name, address or ownership

- Tell us of any change of name, address or ownership on our Change your details page, through a separate form.

To report an issue from the list or others, you can



Visit: www.merri-bek.vic.gov.au/report



Email: info@merri-bek.vic.gov.au



Call: 9240 1111

Scan the QR code
for quick access



Sports and leisure

The services under this category include:

Pools, gyms and leisure centres

Year-round facilities:

- Brunswick Baths: 14 Dawson Street, Brunswick
- Coburg Leisure Centre: Bridges Reserve, Russell Street, Coburg
- Fawkner Leisure Centre (with seasonal outdoor pool area): 79-83 Jukes Road, Fawkner
- Oak Park Sports and Aquatic Centre (with seasonal outdoor pool area): 563a Pascoe Vale Road, Oak Park

Seasonal facilities:

- Coburg Olympic Swimming Pool: 50 Murray Road, Coburg North
- Pascoe Vale Outdoor Pool: 7 Prospect Street, Pascoe Vale


Sports, hobbies and activities

- Active Merri-bek

For more information about each service, you can

 **Visit:** www.active.merri-bek.vic.gov.au

 **Email:** info@merri-bek.vic.gov.au

 **Call:** 9240 1111

Scan the QR code
for quick access



Waste and recycling

The services under this category include:

Bins and collection services

- Waste collection calendar
- General rubbish bins
- Mixed recycling bins
- Food and garden organics bins
- Glass recycling bins
- Bin capacity changes, repairs or replacements
- Bins at units, townhouses and apartments
- Bins at businesses
- Missed bin collection
- Hard waste collection
- Recycle Right
- E-waste
- Compost bins and worm farms
- Public litter bins

Clean streets and neighbourhoods

- Report graffiti, unsightly properties, abandoned trolleys and dumped rubbish
- Street cleaning
- Love Sydney Road program

- A to Z Guide to waste and recycling

- Reducing waste


- Recycling Station at Coburg, Brunswick and Glenroy Customer Services Centres

- Waste and recycling locations

For more information about each service, you can

 **Visit:** www.merri-bek.vic.gov.au/wasteandrecycling

 **Email:** info@merri-bek.vic.gov.au

 **Call:** 9240 1111 and press 5

Scan the QR code
for quick access



Youth services

The services under this category include:

<ul style="list-style-type: none"> • Drop-in services to Oxygen Youth Space 	<ul style="list-style-type: none"> • Podcasting and jam room (Glenroy Hub)
<ul style="list-style-type: none"> • Gigs, event and festivals 	<ul style="list-style-type: none"> • Soundmarkz (Coburg North)
<ul style="list-style-type: none"> • Jobs and training 	<ul style="list-style-type: none"> • School holiday program
<ul style="list-style-type: none"> • Leadership and youth voice 	<ul style="list-style-type: none"> • Sport and health
<ul style="list-style-type: none"> • Merri-bek Youth Ambassadors 	<ul style="list-style-type: none"> • Boxing classes for girls and women 12-24 (Coburg North)
<ul style="list-style-type: none"> • Spaces for young people 	<ul style="list-style-type: none"> • Fawkner Fastbreak Basketball for 12-18s (Fawkner)
<ul style="list-style-type: none"> • Amped Up • Music and Event Management Committee 	<ul style="list-style-type: none"> • Helping hoops basketball program for girls and women 10+
<ul style="list-style-type: none"> • Music rehearsal room 	<ul style="list-style-type: none"> • Soccer for 12-18s (Glenroy)
<ul style="list-style-type: none"> • Recording studio (Glenroy Hub) 	

For more information about each service, you can

Scan the QR code for quick access



Visit: www.merri-bek.vic.gov.au/merri-bek-youth



Email: merribekyouth@merri-bek.vic.gov.au



Call: 1800 699 688



Oxygen Youth Space : 4/8 Gaffney St, Coburg VIC 3058



Subscribe to the My Merri-bek e-newsletter

If you want to stay up to date about projects, events and initiatives happening in your local area on a fortnightly basis.

Please scan the QR code or visit www.merri-bek.vic.gov.au/my-merri-bek





Merri-bek
City Council

Merri-bek City Council

Locked Bag 10
Brunswick VIC 3056



merri-bek.vic.gov.au



facebook.com/merribekcitycouncil



[@merri_bekcitycouncil](https://instagram.com/merri_bekcitycouncil)



info@merri-bek.vic.gov.au



9240 1111

Coburg Civic Centre

90 Bell St,
Coburg VIC 3058

Brunswick Customer Service Centre

233 Sydney Rd,
Brunswick VIC 3056

Glenroy Customer Service Centre

Glenroy Community Hub
50 Wheatsheaf Rd,
Glenroy VIC 3046

