

CITY OF RINGWOOD

1994 REPORT & COMMUNITY GUIDE

**Includes list of
Community Organisations**



1994 - International Year Of The Family



Useful telephone numbers

EMERGENCY (Police, Fire, Ambulance) 000

Alcohol and Drug direct line 416 1818
(Counselling, information and referral service)

AMBULANCE (24 hours) 11 440

Council After Hours 871 0222
Emergency 018 378 658
Dental Emergency 341 0222
Environment Protection Authority 628 5777
(Pollution complaints)

FIRE 11 441

Gas and Fuel 652 5111

HOSPITALS

- Box Hill 895 3333
- Maroondah 871 3333
Life Line 662 1000
Melbourne Water 615 6099
Personal Emergencies 329 0300
(24-hour telephone crisis, general counselling and referral service)
Poisons Information 345 5678

POLICE

- EMERGENCY 11 444
- RINGWOOD 870 6377
SEC power failure (Ringwood) 13 1797
State Emergency Service 684 6651
State Emergency Service (after hours) 696 6111
Street lights (SEC) 13 1797
Telecom 1100
Traffic Signals Faults (Vic Roads) 882 8111

CITY OFFICES

The City Offices are in Braeside Avenue, Ringwood, just near the Maroondah Highway (Melways map 50, reference A7).

OFFICE HOURS

Monday: 8.30 am to 8 pm (5 pm during the last two weeks of December and all of January)

Tuesday-Friday: 8.30 am to 5 pm.

City Offices (Switchboard) 871 0222

Facsimile 879 3534

Postal address PO Box 156, Ringwood 3134

Ausdoc number Dx 38068 Ringwood

DIRECT DIALLING

Council's Direct Dialling System will connect callers directly to the department. If the extension is engaged, redial through our switchboard on 871 0222 to leave a message.

For a more detailed list of direct dial telephone numbers, please refer to the listing on the next page.

Accounts	871 0268
Administration	871 0243
Aquatic Centre	870 0519, 879 5319
Building	871 0355
Community Services	871 0322
Convention Centre	870 2888
Fax	870 2283
Design and Investigation	871 0388
Golf Course	870 7496
Parks and Gardens	871 0286
Health	871 0366
Rates and Valuations	871 0344
Town Planning	871 0311
Traffic and By-Laws	871 0333
Traffic Engineering	871 0293
Works - Council Depot	871 0264

General enquiries: Reception 871 0222

City of Ringwood - Direct Dialling System



The Direct Dialling System connects callers directly to the relevant department. If the number is busy or unanswered, please do not hesitate to redial through the main switchboard on 871 0222.

Abandoned vehicles	871-0333	Election enquiries	871-0331	Playgroups	871-0302
Accommodation - aged	871-0260	Emergencies - after hours	018 378 658	Possum cage hire	871-0265
Accommodation - youth	871-0281	Environmental Health	871-0366	Pot holes	871-0264
Accounts payable	871-0257	European wasps	871-0366	Pre-school centres	871-0322
Adult day care	871-0206, 871-0260	Family day care	871-0254	Private streets account	871-0216
Aged services	871-0260, 871-0239	Fences - front	871-0355	Property enquiries	871-0344
Aquatic Centre	870-0519	Fill - disposal of	871-0388	Provision of parking	871-0247
Baby capsules	876-3346	Fire hazards	871-0333	Public Relations	871-0294
Bees	871-0366	Food premises	871-0366	Raffles	871-0333
Blackberries	871-0333	Food stall permits	871-0366	Rates and charges	871-0344
Building inspections/permits	871-0355	Footpaths - maintenance	871-0388	Rats and other vermin	871-0366
Burning off	871-0333	Garbage services/complaints	871-0261	Recreation	871-0252
Car bodies - disposal	871-0388	Golf Course curator	879-4950	Refund of deposits	871-0201
Caravans - hire of	871-0261	Golf Course professional	870-7496	Residential development	871-0311
Child minding		Head lice	871-0366	Road construction enquiries	871-0249
(family day care)	871-0254	Health	871-0366	Roadworks	871-0306
Citizenship	871-0223	Heavy vehicles	871-0333	Rubbish	871-0333
Clubs	871-0322	Hobby and interest groups	871-0322	Safe train	871-0281
Community bus	871-0322	Holiday program	871-0281	Sale of goods - on roads	871-0333
Community groups lists	871-0322	Home help	871-0280	School crossing supervisors	871-0333
Community Guide	871-0294	Home maintenance		Second-hand dealers' licences	871-0311
Community houses	871-0322	- handyman	871-0280	Senior citizens' centres	871-0260
Community information	871-0322	Housing - aged	871-0260	Septic tanks	871-0366
Community Liaison	871-0294	Immunisation	871-0366	Service & community groups	871-0275
Compost bins for sale	871-0388	Incinerators	871-0333	Size of property	871-0258
Convention Centre	870-2888	Kerb and channel	871-0388	Social groups for adults	871-0322
Fax no.	870-2283	Kindergarten - enrolments	879-4359	Sporting clubs	871-0322
Council meetings	871-0211	Leisure groups	871-0252	Sporting facilities	871-0286
Crossing deposits	871-0355	Local Laws	871-0333	Stormwater drains	871-0388
Crossovers	871-0388	Maps - for sale	871-0258	Street lighting - placement	871-0247
Dead dog and cat removal	871-0264	Meals on Wheels	870-6757	Street stalls	871-0261
Debtors	871-0217	Members of Parliament	871-0294	Subdivisions	871-0311
Demographic profile	871-0294	Naturalisation	871-0223	Tenders	871-0202
Depot	871-0265	Newsletter - Ringwood News	871-0294	Tip enquiries	871-0261
Disabled facilities	871-0280	Noise - dogs/music/tools	871-0333	Town Planning	871-0311
Disabled parking permits	871-0259	Noise - industrial/music	871-0366	Toy Library	876 2927
Disaster plan	871-0306	Organisations and services	871-0259	Traffic in residential areas	871-0293
Dogs - fines/complaints	871-0230	Ovals - hire	871-0286	Traffic lights	871-0209
Dogs - pound (after hours)	729-3047	Overhanging branches	871-0333	Traffic management	871-0293
Dogs - pound enquiries	871-0230	Parking fines	871-0333	Traffic surveys	871-0293
Doorknocks/appeals	871-0333	Parking restrictions	871-0333	Tree types, pruning and nature strips	871-0215
Drains - locations	871-0388	Parks and reserves	871-0286	Trees on nature strip	871-0215
- blockages	871-0264	Permits - Town Planning	871-0311	Trees overhanging	871-0333
Dual occupancy	871-0311	Permits to burn off	871-0333	Valuations	871-0231
Easements	871-0388	Playgrounds	871-0215	Voting	871-0331
				Youth Services	871-0281
				Zoning enquiries	871-0311



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CITY OF RINGWOOD 1994 REPORT AND COMMUNITY GUIDE

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A MESSAGE FROM THE MAYOR



Refurbished City Offices and new visual identity the highlights of 1993

The official opening of the refurbished City Offices and the launch of Council's new visual image has been the highlight since I became Mayor last August. During the past two years, councillors and officers frequently met, debated, planned, discussed and finally committed themselves to the changes, and to see it all come to fruition was a rewarding and fulfilling experience.

A lift has been installed to enable all Ringwood people access to the Council Chamber, and a glass wall allows more people to see their Council at work. The front of the building has been given more character befitting the offices of the City of Ringwood. The building is light and airy, and through a new open plan, gives more efficient use of space. Overall, a general feeling of calm and efficiency is apparent.

Our new logo is intrinsically Ringwood and the modern, colourful design will be readily recognised and identified as belonging to our city. It will be used on business stationery, signage throughout the municipality, work uniforms, and advertising and promotional material. The design has already drawn much favourable comment.

But it is not just our visual image that has changed. With it we have adopted a clear "customer service" focus for the future. It is our intention to provide quality services in a timely and efficient manner with prompt, effective and courteous response to all inquiries and requests. We will ensure that Ringwood is a fine example of what the government closest to the people, local government, can and should be.

Ringwood Council is facing the future equipped to continue the renaissance of the central business district, which will provide ongoing employment while enhancing the services we need. The Eastland redevelopment will open in November 1994. I also hope that plans for further development will be attainable within the next 12 months.

Nineteen ninety-four has been designated as the "International Year of the Family". Our families are



precious to society and must be valued as providing a sound, stable upbringing for the citizens of the future. My wish for families is that the various stresses faced by them are effectively addressed by all who have power to make the bringing up of children an affordable and emotionally rewarding experience.

This year's Community Guide has been presented in the form of a combined report and guide. The format will enhance Council's accountability as well as provide more information.

I hope 1994 will bring good health and prosperity for you all.

*Cr Margaret Cheevers
Mayor*



YOUR COUNCIL

Councillors

East Ward



Cr Chris McRae
83 Mt Dandenong Rd
Ringwood
879 1117 fax 879 2859
Retires 1994



Cr Margaret Cheevers
3 Vista Court
East Ringwood
870 4784 fax 879 3152
Retires 1995

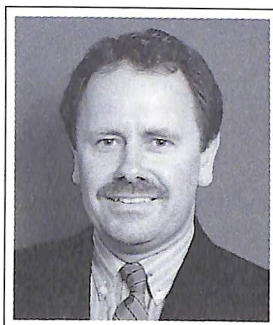


Cr Brian Cheevers
3 Vista Court
East Ringwood
870 4784 fax 879 3152
Retires 1996

North Ward



Cr Sylvia Phillips
18a Unsworth Road
Ringwood
879 4814 fax 879 7861
Retires 1994



Cr Neil MacDonald
3 Reserve Road
Ringwood
870 8467
Retires 1995



Cr Yvonne Kaukas
6 Avalon Grove
Ringwood
870 8287 fax 879 0712
Retires 1996

South Ward



Cr Ann Fraser
21 Heatherbrae Ave
Ringwood
870 4203 fax 879 4099
Retires 1994



Cr Max Williams
86 Maidstone Street
Ringwood
870 0358 fax 870 1760
Retires 1995



Cr Nick Kirmos
10 Treetop Court
Heathmont
870 6681 fax 879 3385
Retires 1996



LOCAL STATE AND FEDERAL MPs

Federal Parliament

Division of Aston
Mr Peter Nugent MP
Unit 7, 426-430 Burwood Highway
Wantirna South 3152
Telephone 887 3890, fax 887 3893

Division of Deakin
Mr Ken Aldred MP
542 Maroondah Highway
Mitcham 3132
Telephone 873 1855, fax 873 4849

State Legislative Council

(Upper House)
Province of Nunawading
The Hon George Cox MLC
Member for Nunawading Province
69 Railway Road (PO Box 280)
Blackburn 3130
Telephone 877 5482, fax 894 1179

Province of Silvan
The Hon Rosemary Varty MLC
Member for Silvan Province (and
Secretary to Cabinet)
Shop 3, 230 Dorset Road
Boronia 3155
Telephone 761 0982, fax 761 0985

State Legislative Assembly

(Lower House)
District of Warrandyte
Mr Phillip Honeywood MLA
Member for Warrandyte
44 New Street
Ringwood 3134
Telephone 870 7396, fax 870 9518

District of Bayswater
Mr Gordon Ashley MLA
Member for Bayswater
2/40 Station Street
Bayswater 3153
Telephone 729 1622, fax 729 0912

Australian Electoral Office

Division of Deakin
PO Box 151
Ringwood
Telephone 870-8294

State Electoral Office

6/22 William Street
Melbourne
Telephone 651-6201

Civic and Ceremonial provides...

- Ceremonial functions
- Citizenship ceremonies
- Community receptions
- Community services awards
- Council presentation

■ *Hundreds of Ringwood residents become Australian citizens each year.*





Council/Committee Cycle

Council meetings are usually held every two weeks and it is at these meetings that decisions are made on various issues affecting the municipality.

Most Council and Committee meetings (which make recommendations to the Council) are open to the public, but confidential matters will be discussed in private (or *in camera*, as it is known).

Council and Committee meeting dates for 1994

February	7 and 21
March	7 and 21
April	11 and 18
May	9 and 23
June	6 and 20
July	4 and 18
August	1, 10 (<i>Swearing in of new councillors and Mayoral election</i>), 15 and 29
September	12 and 26
October	10 and 24
November	7 and 21
December	5 and 19

Elections

Council elections are held annually in each of the three wards of the municipality: North Ward, South Ward and East Ward.

Ward boundaries are marked on the City of Ringwood map in the centre pages.

Polling is held between 8 am and 6 pm on the first Saturday of August.

Voting is compulsory

If you are 18 years or over and appear on:

- (i) the State Legislative Assembly Electoral Roll (that is, the roll for state elections); or
 - (ii) the Municipal Voters Roll,
- then it is compulsory for you to vote.

Councillors

Ringwood councillors are elected for a three-year term and they retire on a rotation basis. An election is held annually in every ward unless only one person nominates, in which case they are elected unopposed. Once their term ends, Councillors are eligible for re-election.

Service as a Councillor is voluntary. Anyone interested in standing for election to represent the people of the City of Ringwood in local government is invited to seek information from current Councillors or the City Manager.

Councillors are not paid for their service to the community, receiving only a limited allowance towards defraying expenses incurred in carrying out their obligations and duties.

Absentee voting

Residents who are unable to vote on Election Day may lodge a Postal Vote or vote in person at the City Offices prior to the day. For those unable to attend the City Offices, an application form must be first obtained and returned prior to the ballot paper being posted out. Please allow sufficient time for this to take place.

Polling places

On Election Day, there will be three polling places in each ward. A list of these will arrive in your letterbox and will be published in the local newspaper just prior to the day. Alternatively, details of polling places can be obtained from the City Offices.

Enquiries

If you have any voting or any other election queries, phone 871 0243. Residents are encouraged to seek advice on voting entitlements to avoid incurring a penalty for failure to vote at an election.

Council election hotline

871 0331 (two weeks before the elections)

Enquiries regarding change of address or enrolling for Federal and State elections should be directed to:

Aston

31 Macauley Place
Bayswater Victoria 3153
Phone 720 8671

Deakin

1st Floor, 20 Melbourne Street
Ringwood Victoria 3134
Phone 870 8294



Antimony was sought by Ringwood's early folk

The first mention of the district of Ringwood was in 1862 when it was recorded as being part of Berwick District. In 1871 it was annexed to the Upper Yarra District Road Board, later proclaimed as the Shire of Lillydale.

Miners dug for antimony in the Ringwood area on and off over the years between 1862 and 1936. Antimony mining was a major industry in Ringwood.

Antimony was used for medicinal purposes, for making pewter, pigments for paint, smokeless powder for ammunition, anti-friction metal for bearings, and for making vulcanised rubber. It was used most extensively to form an alloy with lead in order to impart the necessary stiffness and hardness.

At the rear of Ringwood Lake is a replica of a poppet head (pictured at right), similar to one used at the Ringwood antimony mine.

At Ringwood's request, it was severed from Lillydale in 1924 and became the Borough of Ringwood, a municipality in its own right. At this time, Ringwood's population was 2000 people, housed in 600 dwellings.

Ringwood was proclaimed a City on 19 March 1960. The first Town Hall was built at the western corner of Maroondah Highway and Melbourne Street. As well as offices and the Council Chamber, it included a hall with a stage where balls were held and films were shown. The hall was often used for day-time immunisation sessions.

By the 1960s Ringwood had grown and it became obvious that the building had outlived its usefulness. Cramped and inadequate conditions led to Council considering either to extend the building or demolish and rebuild. However, after much discussion, the site was considered to be too valuable for either of these options; it was decided to sell and seek an alternative site with more room for future expansion.

The site of the old antimony mine at the corner of Braeside Avenue and Maroondah Highway, previously

earmarked as the site for the Ringwood Hospital, or the Ringwood Lake area were two options considered. It was agreed that the lake should remain undisturbed and the mine site was selected. The site of the disused mine was Crown land, but the State Government agreed to swap the Council-owned North Ringwood Reserve for the site, and construction began in 1969 on top of the mullock heaps left after the closure of the mine in 1936. During construction, the mine entry shaft was rediscovered and sealed over.

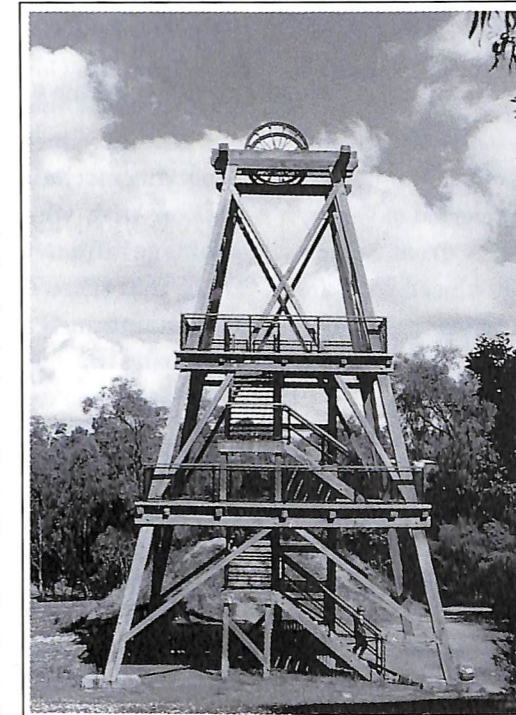
The new Town Hall, renamed the Civic Centre, was officially opened by the Governor of Victoria, Sir Rohan Delacombe, on 7 February 1970.

The refurbishment of the Civic Centre in 1993 involved excavation work to accommodate the machine room under the lift. During this work the cap of the antimony mine shaft was rediscovered. It was found that there was a one-metre gap between the old concrete cap and the soil, caused by settling over the decades. The cap was replaced with a larger and heavier slab. The site is now marked by a plaque, which reads:

"This plaque marks the entrance to the antimony mine site

on which the City Offices and surrounding parklands are located. The mine was first opened in 1869 with the main shaft measuring 184 feet. In 1885 the main shaft was extended to 372 feet and horizontal tunnels were driven north and south from the main shaft with a maximum distance north of 305 feet and south of 485 feet. Antimony is still used today for medicinal purposes, in pewter, paint, bearings and vulcanised rubber. This plaque, which covers a time capsule, was unveiled by Mrs Ellie Pullin, MBE, President of the Ringwood Historical Research Group Inc, on 15th December 1993. It will be removed during the centenary of the municipality in the year 2024."

The newly refurbished Civic Centre, once more renamed and now known as the City Offices, was officially opened to the public on the same day as the plaque was unveiled, and the new municipal logo was revealed on 15 December 1993.





Eastland growth is good news

Although it has been a difficult year, 1992-93 had many highlights. The economic problems bit just that much harder as unemployment edged up. Council continued its support to various community groups, and facilitated the development of a number of commercial initiatives.

The greatest highlight was the announcement by Coles Myer that at last Eastland Shopping Centre would be expanded. The opportunity that this provides for restoring Ringwood's place as the commercial and retail centre in the outer east was particularly important in this time of recession.

Of equal importance and closely associated with the announcement was the sale by Council of a major part of the Eastland site to Coles Myer. Over a period of years, Council will receive about \$18 million. A great legacy from past Councils, the funds have been placed with an independent trustee for management under a trust deed. This innovative proposal was canvassed in the public arena and was supported by State Government.

The trustees are considering a proposal to develop commercial and community facilities in the southern car park near Civic Place.

Another highlight was the establishing of a number of Main Street programs in Ringwood. These self-help schemes enable traders to work together in promotion and business enhancement. The groups involved are North Ringwood, Heathmont, Eastwood Village and Central Ringwood. Each of these centres will be busy with promotion activities in 1994.

Other highlights within the City of Ringwood itself were the maintenance and, indeed, enhancement of services across the board, and the testing of a number of areas within the marketplace. The decision to restructure the organisation by reducing management staff and simplifying the decision-making structure will have significant repercussions for customer service. The development of teams with high levels of autonomy will assist greatly to remove the appearance of bureaucracy that was sometimes evident. The restructure will equip the organisation to provide even higher quality services at lower unit costs.

During the year, a number of reports were prepared on comparative performance in the local government sector. In all cases, the widely held view of the efficiency of Ringwood was reaffirmed. All staff have played their part in this and, as the State Government reviews mu-

nicipal boundaries, the City of Ringwood is in a position that is the envy of a number of other municipalities.

In financial terms, the performance has also been high. Again, a significant amount of asset maintenance and enhancement has been carried out and a small operating surplus achieved. This was done without the need to resort to further loan borrowing, and the level of existing debt is not of concern.

As has occurred in previous years, the impact of reductions in Government grants has been severe. The transfer of responsibility for much of the road infrastructure from the Government will have a dramatic impact for future years.

The introduction of a more sophisticated financial reporting mechanism this year will provide better information with which to manage the massive road and drainage infrastructure assets. It is of paramount importance that those elected to lead the city leave a legacy of well-maintained assets for future generations.

To list the major achievements in total would be a big task, but some examples are:

- McAlpin Reserve development
- Greater focus on recreation
- Development of a Public Health Plan
- Refurbishment of the City Offices and launch of new visual image
- Local area traffic management
- New community centre in Bedford Park
- Gas-fired electricity plant at the Aquatic Centre
- New facilities for Ringwood Historical Research Group and Ringwood Art Society
- Undergrounding of power in the District Centre.

Overall, the degree of achievement of various targets was outstanding, thanks to a high level of commitment among elected members and Council staff.

At the August elections, three Councillors retired. The community's thanks go to Robin Gardini (15 years), Leo Dineen (six years) and Greg Adkins (three years).

With the changes to the organisational structure, the need to enhance the level of customer satisfaction, enhance efficiencies and the likely review of municipal boundaries, 1994 will be a very challenging year.

Thank you to the Councillors for your support, members of the organisation for your level of commitment to the community, and to the large number of volunteers who, year after year, enhance the quality of life of our less fortunate residents.

John Paech, City Manager



City of Ringwood organisational structure

COUNCIL

EXECUTIVE

CITY MANAGER

John Paech

CORPORATE MANAGERS

Scott Chapman

Graham Hayden

Steve Kozlowski

SERVICE MANAGERS

ADMINISTRATION AND INFORMATION SERVICES

Peter Tully

BUILDING, PLANNING AND LOCAL LAWS

Phillip Turner

CORPORATE CONSULTANCIES

Philip Crowther

COMMUNITY FACILITIES

Peter Rashleigh

ENGINEERING PLANNING

John Trevorah

FINANCIAL SERVICES

Gordon McCulloch

HUMAN SERVICES

Jan Giles

OPERATIONS

Russell Danielson

City Management provides...

- Corporate plan development
- Councillor professional development
- Customer service programs
- Economic development
- Human resources
- Land purchases and sales

Liaison – commerce, industry & government organisations

- Management development
- Organisational structure
- Performance management programs
- Productivity reviews
- Research
- Total operation management



New services for all

Overview

1992-93 saw the Community Services Department continue to provide an excellent range of services to all age groups in the municipality.

There were exciting changes in both service delivery and the development of new programs.

Highlights of the year

- Appointment for the first time of a Municipal Recreation Officer.
- Changeover to computerisation for Family Day Care and Home Care Services.
- Afternoon tea dances introduced for the aged.
- Changeover to cook-chill system for Meals on Wheels.
- Nine hundred parents attended a lecture by Dr Christopher Green.
- Citation for excellence for "On the Edge" program.
- Two hundred women attended the Defensive Living Course.

The current economic climate has placed strains on the community, which have lead to an increase in demand for services. Overall the Council, through the staff of the Community Services Department, has performed well in responding to increasing needs, while at the same time meeting budgetary requirements.

Human Services provides...	Health and fitness program
	Handyman services
After school programs	Historical Society support
Aged support services	Holiday programs
Children's education program	Home care
Children's services	Maternal and child health services
Community bus	Meals on Wheels
Community development services	New mothers' programs
	Recreation programs
Camping equipment hire	Senior citizens' centres/programs
Community grants program	Senior citizens' week
Domiciliary care	Teenage holiday programs
Family day care	Training/support of volunteers
Festivals and craft markets	Youth services
Good Neighbourhood program	Volunteers

Children's and Community Services

Children's services include children up to 12 years of age, 16.70% of the population of Ringwood:

0-4 years	6.5% pre-school age group
5-12 years	10.2% primary school age group

School Holiday Programs

The Council provided Vacation Care during every school holiday period with an additional four days before Christmas. Financial assistance was provided to support the holiday activity programs organised at Ringwood North Community House during July and September school holidays and the holiday care program at Warrawong Day Care Kindergarten.

The School Holiday Program organised by Council provided daily full day care and part-time care and activity sessions primarily for children of primary school age. Programs were held between 7.45 am and 6 pm. The fee structure assisted families with more than one child. Concessions were also available according to income levels.

The program included a range of excursions and activities planned to appeal to the age groups that attended.

	DAYS		ENROLMENTS	
	1991-92	1992-93	1991-92	1992-93
December	-	4	-	190
January	16	16	628	486
April	7	8	434	445
July	10	10	638	629
Sept-Oct	9	9	476	516
Total	42	47	2176	2266

These figures reveal an increase in program days and enrolments recorded in the previous year.



Funding

The rate of funding from the Government increased for 1993 with the total grant allocated being \$10,017.

Facilities

The facilities at Eastern Secondary College provided an excellent venue for a wide range of indoor and outdoor activities.

Future

School holiday programs will be organised for 48 days in 1993-94. A holiday care program was arranged for the five days between school finishing and Christmas 1993. School holiday programs are being organised by local schools in 1994.

After School Care Programs

The City of Ringwood continued to provide and support after school care for Ringwood families. There were six programs operating in the area in 1992-93. Two programs run bus services to collect children from other schools so that families at all primary schools in Ringwood have access to these services.

A wide range of activities were offered under supervised care between 3.15 and 6.15 pm daily during school terms. The staffing ratio is one leader to 15 children with two staff required at all times.

In-service training was available for staff to encourage development of skills and knowledge. Families paid fees for the service, and fee relief was available at all programs.

Ringwood East After School Care Program

The City of Ringwood organised the After School Care Program held at Ringwood East Primary School. This 30-place program had an average attendance of 17 children. The bus service collected children from four schools during the year until St Frances De Sales School relocated to Croydon. Due to the closure of Ringwood East Primary School, this program will not continue in 1994.

Funding

An operational subsidy is received from the Federal Government based on a formula calculated at 53 cents per child program hour. This increased to 54 cents per child program hour in April 1993. Programs are subsidised for fee relief with this subsidy being passed on to families in the form of reduced fees. During the year these services were reduced to a minimal cost to Council.

Family Day Care

Family Day Care is sponsored, coordinated and supervised by the City of Ringwood, giving families who reside or work in the municipality the opportunity for child care in a family setting. A maximum of four pre-school children are cared for in carefully selected private homes by caregivers experienced in meeting the needs of a small group of children of varying ages.

Care may be full-time or part-time, on a regular or emergency basis, or for older children, both before and after school.

The Federal Government provides assistance with fees, based on an income assessment of the family carried out by the Department of Social Security. Families with children from infants to 12 years of age are eligible to apply for Child Care Assistance.

Federal Government funding for the scheme is based on the expected number of "equivalent full-time" children in care, with a maximum of 125 children on any particular day.

In 1991-92, the equivalent full-time average was 104 and in 1992-93 the average was 110 (rising to 125 in the busy periods of school holidays).

During 1991-92, 160 new placements were made, increasing to 175 in 1992-93. The coordinator interviewed all parents who applied for care to ascertain their needs and to assist in making the most appropriate placement available.

The scheme involves an average of 200 children a week, representing about 155 families for whom care is provided by 40 caregivers.

Analysis of a random sample week mid-year showed:

- 192 children in care
- 33 children in full-time care from 8 am to 6 pm
- 159 children in part-time care, of whom 65 were cared for before and/or after school.

The figures in the chart on the next page reflect the flexibility of Family Day Care caregivers in meeting the needs of parents with irregular work patterns or rotating shifts.

Caregivers were carefully selected according to:

- their experience with children
- the space and safety of their homes
- a satisfactory police record check
- a willingness to attend in-service training
- a willingness to provide an interesting and stimulating day for the children.



Caregiver training and support

Ongoing education for caregivers is considered an important factor in maintaining a high standard of care.

The "Links" organisation provides consultation and support for Family Day Care schemes in the care of children with special needs. Their in-service training was enthusiastically received by caregivers and five children with disabilities have been successfully included into our scheme during the year.

Preparation for new State legislation introducing the mandatory reporting of child abuse has been undertaken with care. Local specialists have been consulted and caregivers have participated in statewide training via interactive television where telephones and facsimiles make possible consultation with the specialists conducting the program.

Twenty caregivers gained certificates in essential first aid, and further training covered health and hygiene issues.

Three caregivers have undertaken the home-based Caregivers' Certificate Course at Outer Eastern College of TAFE, bringing a very professional attitude to their work and setting a valuable precedent for the scheme.

During 1992-93 the Council's Risk Management Officer, with the Family Day Care Coordinator, carried out safety checks on every home involved in the scheme, using the Child Accident Prevention Foundation of Australia checklist for Family Day Care homes. Advice and suggestions are given to enable each home to meet or exceed the foundation's standard.

Ongoing support to caregivers and children included regular visits to all homes, fortnightly play groups, subscriptions to a community toy library, and home visits with the scheme's toy library for those who do not drive or have access to a vehicle.

A significant initiative during 1992-93 has been the development of computer software for the Family Day Care Scheme. Cooperation between consultants and staff enabled the software to be specific to the needs of our scheme.

After processing the time sheets, the system automatically generates the information needed each week for caregiver payments, parent accounts, and the documentation required by Government in relation to Child Care Assistance payments.

The benefits to be gained from the major commitment of time are gradually becoming apparent and it is confidently anticipated that when fully operational the scheme will benefit greatly by the increased efficiency and accuracy.

The aim of the scheme is always to provide consistent, high-quality care where caregivers have the skill to combine a professional attitude to home safety, confidentiality and an understanding of children's behaviour with a relaxed, caring home environment for the children.



■ Extensive care programs are available for children in Ringwood.

FAMILY DAY CARE AT A GLANCE

	1991-92	1992-93
Average (equivalent full-time) children in care	104	110
Children regularly needing care at weekends for work-related reasons	16	13
Children regularly entering care between 5.30-7 am	13	16
Children regularly picked up between 6 pm and midnight	27	20
Children in Family Day Care where being taken to kindergarten is part of the care received	25	25
Number of caregivers	40	40
Number of caregivers who started service	8	6



BIRTH NOTICES AND NEW ENROLMENTS 1992-93 RINGWOOD

CENTRE	BIRTH NOTICES (Born to Ringwood parents)		NEW ENROLMENTS: BABIES BORN 1992-93 (Includes babies moved to Ringwood)		NEW ENROLMENTS: CHILDREN 0-6	
	1991-92	1992-93	1991-92	1992-93	1991-92	1992-93
North Ringwood No 1 (10 sessions per week)	145	129	158	171	244	261
North Ringwood No 2 * (3 sessions)	44	18	44	8	71	12
Ringwood East (10 sessions)	128	128	133	128	170	167
Ringwood (10 sessions)	164	166	168	163	250	203
Heathmont	124	116	127	111	155	149
Total (43 sessions)	605	557	630	581	890	792

* The sessions at North Ringwood were combined in October 1992, hence the low figures.

Maternal and Child Health

The Maternal and Child Health Service is a free service available to all families with children from newborn to six years. It is funded substantially by the City of Ringwood with a contribution by the Department of Health and Community Services.

The nurses offer assistance with parenting issues, nutrition, immunisation, child development, and promote breastfeeding. Nurses are highly qualified to deal with a wide range of personal and professional issues.

During 1992-93 there has been a small decrease in birth notices at some centres, except East Ringwood, which has remained static, and Ringwood with a slight increase.

The service continues to have a high profile within the community and is appreciated by the families of Ringwood. The nurses are continually evaluating their work, introducing new practices and finding new methods of reaching out into the community.

Nurses have been instrumental in offering more educational and professional support to families by organising seminars and parenting information sessions as well as one-to-one consultations.

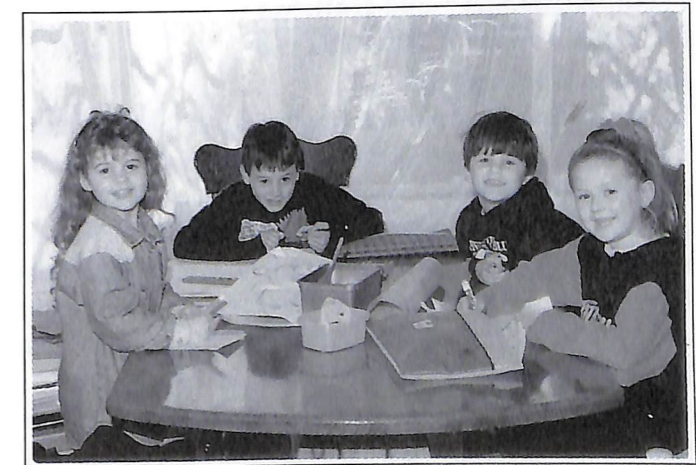
A highlight of 1993 was Dr Christopher Green presenting an evening entitled "Child Behaviour Management" to an audience of more than 900 parents.

The Ringwood Maternal and Child Health Service has again remained a cost-effective service to parents

throughout the municipality, and during the year has provided a community development and education program exceeding that seen in past years.

Ringwood's Maternal and Child Health Nurses

- Nurse Vikki Tonissen, Viviani Crescent, Ringwood 3134. Phone 870-6480
- Nurse Ann Scott, Miles Avenue, Ringwood 3134. Phone 870-4777
- Nurse Robyn Jones, 127-129 Oban Road, North Ringwood 3134. Phone 876-3307
- Nurse Kay Thompson, Laurence Grove, Ringwood East 3135. Phone 870-6479



■ Children enjoying activities offered by the City of Ringwood.



Recreation and Youth Services

RECREATION

Overview

In April 1993, Council appointed its first-ever Municipal Recreation Officer in accordance with the recommendations outlined in the City of Ringwood's Recreation Needs Study. The officer's key areas of responsibility are:

- Recreation and sport
- Fitness
- The arts
- Open space
- Facilities
- Promotion and information.

Much time during the first six months was spent preparing a policy, strategy plans and generally planning for future programs and services.

Target group

Recreation services, programs and facilities are targeted at the whole population of Ringwood – 40,293 people. However, the City of Ringwood's Recreation Needs Study identified families, unemployed people and older adults as being disadvantaged in terms of recreation provision. These three groups in total represent 61% of the population, comprising: families (10,729 or 27%), unemployed people actively seeking work (2,024 or 5%) and older adults over the age of 55 (11,856 or 29%)*.

* Data from the Australian Bureau of Statistics 1991 Census of Population and Housing.

Program summary and statistics between 1991-92 and 1992-93

Information sessions

In July, three two-hour information sessions were targeted at families, unemployed people and older adults in order to ascertain their recreation needs. Thirty-eight people attended the sessions to discuss a range of issues relating to leisure. Participation in the seminars was free of charge.

Following these meetings, 14 older adults met in December to establish an Older Adults Advisory Group. This group will inform Council of issues of interest or concern to older adults and will also provide Council and other organisations with the opportunity to inform these people of appropriate programs, facilities and services.

Club development seminars

Ninety-seven people attended one of the successful Club Development Seminars during July and August. Topics for these seminars included "Publicity and Promotion", "Fund-raising and Sponsorship" and "Attracting Volunteers". Council hopes to run similar seminars each year to improve the management skills of community, sporting and recreational groups.

After School Sports Program

Two After School Sports Programs were established in August with the aim of developing and improving sporting skills and fitness levels in children from grades 3 to 6, and to encourage children to select a number of sports that they wish to pursue in future.

Forty-five children in this age group (2% of children between 8 and 11) take part in these programs each week. A further 31 children (1.5%) are on the waiting list for a new program in October. This program operates for two hours each week over 15 weeks. The Modified Recreational and Sporting Group has been contracted to operate the program.

Camping equipment for hire

Between 1 October 1992 and 30 September 1993, 188 items of camping equipment were hired to individuals or groups through 45 hiring arrangements. Council provides this service because the purchase of equipment may exclude people from doing outdoor activities. Hiring of camping equipment means a greater number of participants have the opportunity to enjoy the outdoors. A new brochure, available from the City Offices, has also been developed to help expand the service in 1993-94.

Older adults trip

In conjunction with the Officer for the Aged and Disabled, 11 frail aged people were taken to Knox to see a movie and to have lunch during September. Excursions of this nature increase the range of recreational opportunities available to older adults, and at the same time help to overcome loneliness and isolation.

Craft markets

Between October 1992 and April 1993, seven Craft Markets were conducted at Ringwood Lake. About 40 to 50 stallholders took part at every market. Site charges covered the cost of promotion, bands, insurance, etc.

Ringwood Festival

The 19th Annual Ringwood Festival was held at Ringwood Lake between 15 and 28 March 1993. A wide range of interesting, exciting and unusual activities were enjoyed by 30,000 people during the two-week festival.

Highlights of the year

The major highlight of the year was Council's decision to recognise the importance of recreation and leisure in the lives of our community by appointing a Municipal Recreation Officer to promote facilities, programs and services as well as expand our current leisure options.

Other highlights included some well supported and popular programs such as the Ringwood Lake Craft Market and the After School Sports Program, as well as the Camping Equipment for Hire service and the Ringwood Festival.

The move towards community consultation and development through programs such as Information Sessions, Club Development Seminars, Older Adults Advisory Group as well as general community consultation also paves the way for an even more positive relationship between the community and Council.

YOUTH SERVICES

Overview

1992-93 was a productive year for Youth Services in the identification, planning and delivery of services and programs for all young people in the municipality. In addition to these functions, a strong emphasis was placed on the provision of support and coordination to other professional and volunteer service providers.

Youth Services has continued to focus on a community development framework, and aims to involve and empower young people in the decision-making process of Council.

Population percentage within the target group

Youth Services at the City of Ringwood provides services and support to all young people 12 to 25 years who live in the municipality. This totals 9590 young people, 23.7% of the total population.

In addition to the residential population, there is a high influx of young people coming into the municipality each day to pursue social, leisure, education and employment opportunities.

Recognised as the most important regional centre in



the Lilydale corridor, Ringwood is home to many major services accessed by young people.

Program summary

Ringwood Youth Committee

Ringwood Youth Committee is a group of young people representing secondary colleges in the municipality. The committee provides an opportunity for young people to take an active role in the development, implementation and evaluation of youth programs in the City of Ringwood.

The committee meets fortnightly to discuss youth issues, programs or correspondence. Through a six-month catering project at the Ringwood Lake Craft Market, the Youth Committee raised more than \$1500 for a youth entertainment day that was held in May. More than 600 young people (23% of the age group targeted – 15 to 18 years) attended the afternoon of entertainment at Jooce Nightclub, which included a live band and a disco.

Another major achievement was a youth leadership training weekend. Committee members participated in a number of activities that were designed to enhance communication and team leadership skills.

Teenage Holiday Program

A variety of recreational activities are held each school holidays for young people between 12 and 16 years. The program is designed to provide them with an opportunity to participate in low-cost, supervised activities that they would not normally do, for example, horseriding and abseiling. About 175 young people (5.75% of the targeted age group) participated in the four programs run in 1993. A total of 404 places were booked for the year (315 places in 1992).

"On the Edge"

"On the Edge" is an adventure-based program that targets young people at risk of offending or in need of personal growth and self-awareness. The program caters for young people aged 15 to 22 years. In 1993, 39 young males have participated in the personal development and recreation activities (31 in 1992).

The Parenting Puzzle

Ten parents of adolescents participated in a series of information sessions run by the Youth Worker. The sessions covered topics relating to young people, for



example, alcohol and drug use, self-esteem, peer pressure, and sexuality. Over five weeks, parents had the chance to learn, share information and support each other. The program cost \$20 per person, which covered guest speakers and resources used to compile an information "showbag" to take home.

Ringwood Community Station – Mural Project

Four more murals for the bus shelter wall at Ringwood Station were designed and painted by local artists last year. Four unemployed young people worked alongside six students from Yarralinda Primary School and members of the Ringwood Art Society to create an exciting visual theme of young people and the environment.

Youth Support

In addition to specific programs, Youth Services provides referral and crisis counselling to young people and families in need. A variety of information and resources are available to young people and parents as well as to community groups involved in projects.

Highlights of the year

In November 1992, a Citation for Excellence for innovative programs was awarded to the City of Ringwood for the "On The Edge" program. This was given by the Local Government Recreation Association of Victoria. "Edge" was developed into an eight-week program, which has gained extensive recognition throughout the field.

As a part of the Ringwood Youth Expo, more than 100 young people attended a special movie, while 600 attended a disco/live band event, all organised and funded by the Ringwood Youth Committee.

■ A group of young people fire up one of the barbecues installed in the parks of Ringwood.



Aged, Disabled & Home Care

General Home Care service supports aged and disabled people in maintaining their home environment in a clean and tidy state.

Specific Home Care offers home-based respite care to parents or guardians of disabled children or young adults.

Home Maintenance supports the aged or disabled with minor maintenance and repairs around the home.

Meals On Wheels provides a home-delivered, three-course meal to frail aged and younger disabled people who cannot cook for themselves. Meals may also be enjoyed in the social environment of Ringwood Citizens' Centre or East Ringwood Senior Citizens' Centre.

The Shopping Bus Service provides door-to-door lifts for frail aged people unable to use public transport.

Library Services are designed to assist elderly people to gain access to the library and benefit from social interaction.

Information/assessment and referral

The Aged and Disabled Services Team provides information, advice and support to residents on all issues of aged care and disabled services.

The Aged and Disabled Services Program provides a range of services to support aged people and younger people with a disability. Services are designed to maximise independence, provide social interaction, and to prevent inappropriate institutionalisation.

Considerable changes have been made throughout the Aged and Disabled Services program, including:

- 1 Computerisation of Home Care Services.
2 Conversion from a conventional Meals on Wheels Service to a cook-chill system.
3 Privatisation of Podiatry Services.
4 A policy to broaden use of Senior Citizens' Centres.

A number of one-off social activities and other ongoing programs have greatly enhanced the lives of senior residents and younger people with a disability.

Activities for older people include:

- 1 Day trips – to live theatre and cinema.
2 Outings for senior residents were conducted in conjunction with Maroondah Social and Community Health Centre.
3 Regular Tea Dances – Four dances were held during the year at the Good Shepherd Hall, one specifically in recognition of Alzheimers Week.



- 4 Senior Citizens' Week 1993 – Various activities were organised by the City of Ringwood to involve residents in the week including: Three Hospitality Days (average 90 participants), Free Aqua Aerobics (24 people), Senior Citizens' Concert (400 participants), Senior Citizens' Exhibition (more than 20 exhibitors), Salvation Army Lunch (150 participants), Joint Activities (20 participants), Seniors Aerobics Class (30 participants), Seniors Art and Craft exhibition (50 exhibits), Tea Dance.
5 Tenpin bowling and cycling proved to be popular activities for young people with a disability, as did the Ringwood Blues Football Team, which celebrated its second year of successful competition.
6 The City of Ringwood conducted a series of very successful regional seminars for both carers and professionals in the Community Services field. Topics included:

- Drugs and Alcohol in our community, Stroke Study Day, Community Psychiatric Service – Outer East Focus.
7 The City of Ringwood's Home Care Services team run a six-week training course for Specific Home Care Workers of the Outer East Regions. Topics included: Caring for People at Home, Autism, Family Dynamics, Asthma, Makaton Signing.
8 Vicsafe Program.
9 Ringwood Rotary Club and Council installed 50 smoke detectors into homes of elderly residents free of charge.
10 Gratitude for the enormous contribution made by the volunteers in the delivery of Meals on Wheels, library and shopping bus services was expressed by the City of Ringwood in form of a Christmas function at the Ringwood Senior Citizens' Centre and a barbecue at Ringwood Lake.

AGED, DISABLED AND HOME CARE SERVICES PROVIDED

Table with 5 columns: Service Category, Users, Population/Indicators, Statistics, and Years (1992-93, 1991-92). Rows include General Home Care, Specific Home Care, Home Maintenance, Meals on Wheels, Library and Shopping Bus, Companion Sitting, and Podiatry.



Community development

Community Bus Program

A second Community Bus was acquired in September. Two buses are now available to community organisations to increase mobility and involvement of residents through service provider organisations.

Each bus seats 11 people, and organisations provide their own drivers. The City of Ringwood uses the buses for shopping and library visits through aged and disabled services, the after school care bus service and other purposes.

Use of the community bus is continuing to increase. Regular bookings for 1993 reduced the availability for casual bookings during the week, until the second bus became available.

Community grants

The Community Grants Program has been introduced to encourage the development of new services, and to assist community organisations that provide support services to the local community. Through this program, supportive grants are paid to the community houses, Maroondah Social and Community Health Service, Ringwood-Croydon Advisory Service, Eastern Volunteers Resource Centre and other service providers.

The annual grants program is advertised in May and applications, which must be in by 30 June, are divided into five categories:

- Community houses
- Major Grants (more than \$5,000)
- Minor Recurrent Grants (up to \$5,000)
- New Development Grants (up to \$500)
- Council Sponsorship and Donations.

Applications from more than 50 organisations are received each year. More than \$117,000 was allocated in 1992-93.

Information

Requests for information on a wide range of community

USAGE 1 OCTOBER 1992 TO 30 SEPTEMBER 1993

BOOKINGS

Morning	192
Afternoon	210
After School Program	210
Evening	29

Weekend use

Individual bookings	43
including full weekends	3
Camps	2



■ Home Care Services assist many aged and disabled residents.



services continued throughout the year. Brochures, pamphlets and information bulletins were updated and a new brochure on "Playgroups in Ringwood" was printed in response to the high number of enquiries.

Many requests are still received for the book *Tough Times Don't Last, but Tough People Do*, which is being used in various training courses to assist people on low incomes.

Community consultation and support

Contact with community groups and service providers continued during the year to provide information, support and assistance across service boundaries.

Regular meetings were organised between the providers of services for children. These services use their

joint resources to organise and conduct International Children's Day activities during Children's Week each year.

The Ringwood Service Providers Network, comprising representatives of organisations providing material aid and emergency support in the community, also met on a regular basis in 1993.

Support was also provided to assist Central Ringwood Community Centre rebuilding, Red Cross Calling, Police Community Consultative Committee, and other community activities.

Four workshops on Defensive Living Skills were organised for women, with one aimed specifically at secondary school students. About 200 women booked for the workshops and four courses in self-defence.

HUMAN SERVICES – RANGE OF SERVICES AND USAGE (TOTAL 40,293)

AGED AND DISABLED	TYPICAL USERS	POPULATION/COMMUNITY INDICATOR	% POPULATION OR NUMBER
General Home Care	Aged residents, Disabled residents Families in crisis	Registered clients	868
Specific Home Care	Carers of younger people with disability	Registered clients	95
Home Maintenance	Aged and Disabled Residents	Registered clients	960
Meals on Wheels	Aged and Disabled Residents	Registered clients	145 average daily
Library/Shopping Bus	Frail Aged Residents	Registered clients	60
Podiatry	Senior Citizens on full pension	Registered clients	1021
FAMILY AND CHILDREN'S SERVICES			
Family Day Care	Parents of children 0-12 years	Users	200 children per day
Maternal & Child Health Nurses	Infants 0-6	Birth Notifications	492
		Population 0-4	2647
RECREATION SERVICES			
Information Sessions	Families	Users	38
Club Development Seminars	Members of clubs		97
School Holiday Program	Children 5-12 years	Children 5-12 in municipality	2266
After School Program	Children 8-11	Users	45
Camping Equipment Hire	Residents/Community groups	Users	45
Craft Markets	Residents	Community amenity	800 each
Ringwood Festival	Residents/Visitors	Community amenity	30,000
YOUTH SERVICES			
Community Grants	Youth 12-25	Youth 12-25 in municipality	9590
Community Bus	Community Groups	Members of groups	50 groups
	After School Program –	Children 5-12	
	Community Grants	Members of groups	637



Preventative health care

A widening public awareness of the benefits of preventative health care programs has generally increased the demand for these services provided by Council.

Of significance has been major improvements for customer service at the free immunisation sessions. These include the convenience of a change from afternoon to morning sessions, heated halls for winter comfort and extended times to cater for larger attendances generated by the introduction of the HibTITER vaccine.

Overall, the Health Department has performed well in providing a balanced program to safeguard public health. Council has been able to respond to community needs and at the same time demonstrated sound financial management and responsibility.

Immunisation Program 1994

Infants: morning sessions, second Wed of month

Ringwood Central Lutheran Good Shepherd Church Hall, corner Wantirna and City Roads (Melways 49 G10). Times: 9.30 am to 9.40 am MMR; 9.40 am to 9.45 am Hepatitis B (Paed); 9.45 am Triple Antigen, Hib, Sabin and C.D.T. Session ends 10.15 am.

Ringwood North Uniting Church Hall, Dickson Cres (Melways 49 K3). Times: 10.45 am to 10.55 am MMR, 10.55 am to 11 am Hepatitis B (Paed); 11 am Triple Antigen, Hib, Sabin, C.D.T. Session ends 11.30 am.

Third Thursday of the month

Heathmont Uniting Church Hall, 89 Canterbury Road

(Melways 50 B11). Times: 9.30 am to 9.40 am MMR; 9.40 am to 9.45 am Hepatitis B (Paed); 9.45 am Triple Antigen, Hib, Sabin and C.D.T. Session ends 10.15 am.

Ringwood East St Stephens Uniting Church Hall, 28 Freeman St (Melways 50 C7). Times: 10.45 to 10.55 am MMR; 10.55 to 11 am Hepatitis B (Paed); 11 am Triple Antigen, Hib, Sabin and C.D.T. Session ends 11.15 am.

Adults and children – evening sessions; first Tuesday of each second month; March to November

Ringwood Ringwood Senior Citizens Club, Greenwood Avenue (opposite Primary School, Melways 49 H9). Times: 6.15 pm – 6.30 pm Measles Mumps Rubella; 6.30 pm to 7 pm Triple Antigen, Hib, Sabin, C.D.T. Hepatitis B (paediatric only) A.D.T. Tetanus.

March 1, May 3, July 5, September 6, November 8 (Note: Nov session on 8th due to Cup Day holiday on the 1st).

Immunisations – prevention is better than cure

“Wise people are fully immunised”

The free immunisation program for protection against scheduled diseases was extended in 1993. Rubella vaccine was made available to males as well as females. This action was taken after an epidemic had showed that unprotected males had succumbed to Rubella. Infected males could also spread Rubella to unimmunised females or those with low immunity resistance.

New Infant Haemophilus Influenzae (HibTITER) vaccine for protection against bacterial meningitis became available for children up to their fifth birthday.

A total of 7462 doses of all vaccines was given during the year. Thanks to the stringent hygiene and cleanliness procedures followed by the Council Health Department, a total of 306,736 immunisations have been safely administered over the last 28 years.

For more information on Preventative Health Care Services, phone 871 0366.

Pediculosis (head lice)

Free hair inspections, eradication advice and treatment lotion is available at the City Offices at these times: Mondays 8.30 to 10 am; 5 to 8 pm. Tuesdays to Fridays 8.30 to 10 am. People unable to attend can ring 871 0366 for an appointment.

A total of 612 people, mainly school-age children, had inspections this year.

Pest control

European wasps: The most persistent and aggressive pests in the eastern suburbs, 606 nests were reported in 1993. Council has sponsored the release of 2050 parasitic wasps into different areas of the City as part of a long-term biological control program. The parasitic wasps are harmless to humans and do not affect native wasps or bees. Residents can treat most nests with Baygon Dust obtainable from supermarkets and hardware stores, or check details of discount registered pest control services from Environmental Health, phone 871 0366.

Bees: Seasonal spring weather resulted in high numbers of swarms. The most common have involved bees swarming onto buildings, especially houses, and adjacent shrubbery. They have also caused public nuisances in streets. Subject to accessibility, bees can often be removed by apiarists who add them to their hives.

Rodents: Ringwood, with its semi-rural environment, can expect seasonal increased sightings of rats and mice. Residents having persistent problems with rodents can obtain free bait from the Health Department. Bait was made available to 160 residents during the year.

Baby safety restraint hire service – save up to \$135

For \$25 hire plus \$40 refundable deposit (if returned in good condition), you can hire a VicRoads-approved baby capsule for ages up to six months. A total of 133 capsules were hired during the year. Application forms are available from Maternal and Child Health Centres and at the Health Department, City Offices, corner Braeside Avenue and Maroondah Highway, or by phoning 871 0366.

Sharps Disposal Service

Council has introduced a service for residents of the City of Ringwood for the convenience of prescribed injectable drug users who experience difficulty disposing of used needles and syringes. Major users of the service are insulin-dependent diabetics who are the largest group of prescribed injectable drug users in the community.

Used needles and syringes can be taken in secure

containers to the Council Depot, 379-381 Maroondah Highway (Melways map 50 A6), between 8 am and 4 pm Monday to Friday. The free service includes issuing an approved safety container. Vaccine containers, medicines and other medical wastes are not accepted.

Note: Maroondah Social and Community Health Centre, 75 Patterson Street, Ringwood East, provides a free needle exchange service for non-prescribed injectable drug users. For more information, phone the Environmental Health Department on 871 0366.

Inspection and Surveillance

Inspections are made of food shops, delivery vehicles, cafes, restaurants, motels, hotels, factories, hairdressers, beauty parlours, acupuncturists, electrolysis and ear-piercing establishments to ensure proprietors and staff adopt correct procedures to prevent contamination and diseases. Environmental pollution is investigated and action taken to prevent recurrence. A total of 2507 inspections and investigations were conducted in 1993.

Health Education

The increasing demand for pre-prepared and pre-cooked foods also emphasises the need for members of the food industry to ensure the maintenance of high standards of sanitation and hygiene procedures. Support is provided by the Health Department with food handling seminars held at the City Offices, shopping centres, restaurants, schools and community services organisations. The seminars are conducted by Environmental Health Officers and provide an ideal opportunity for people involved in the food industry to gain or improve their knowledge on important ways to safeguard the health of consumers.

Weights and Measures

Qualified staff of the East Central Weights and Measures Union regularly test labelling, and weighing and measuring equipment in the City on behalf of Council. A wide variety of products are checked including foods, firewood, petroleum. For information, phone 878 0043.

ENVIRONMENTAL HEALTH SERVICES

SERVICES PROVIDED	TYPICAL USERS	POPULATION/ COMMUNITY INDICATOR	% POPULATION OR NUMBER	
			1992-93	1991-92
Immunisation	0-18 years	10,750 persons	7462	7022
Maternal & child health	0-6 years	Birth notifications	492	557
		Consultations	3705	3705
Disease prevention	General community	Food & Health Acts Inspections/disease surveillance	2507	3106
Pediculosis	Schools	13,515	612	695
Baby car capsule hire	0-6 months	492	133	169
Vermin & pest control	General community	Rodents (baits)	160	144
		European wasps (nests)	606	577

Environmental Health provides...

Baby safety car capsule hire
Health education
Food sampling
Food stall permits

Food premises inspection
Head lice inspection
Health education
Immunisations
Infectious disease control
Inspections and health surveillance

Municipal health planning
Registration of businesses requiring health permits
Sharps disposal
Vermin and pest control
Weights and measures control



Text scanner is a boon

Ringwood Library is one of the largest branches of Eastern Regional Libraries, and bookstock at the end of 1993 was 68,430 items, including a wide range of best-selling fiction, non-fiction, children's books, videos, cassettes and jigsaw puzzles. About 80 per cent of Ringwood's population are library members.

However, the library is not just a place to borrow the latest Jackie Collins or Bryce Courtney novel, or that book on gardening or patchwork – it has a great program of activities for children and adults.

Regular children's activities

Storytime: 11 am Tuesday and Wednesday. Stories, games and craft activities for pre-school children.

Terrific Tuesday: 4 to 5 pm, second Tuesday of month. Stories, games and craft activities for primary school children.

Phantom of the Library: A book club for children seven years and over that meets on the last Wednesday of the month from 4 to 5 pm. Details from Cathy Walsh.

Regular adult activities are held throughout the year. Contact the Library for details.

Highlights

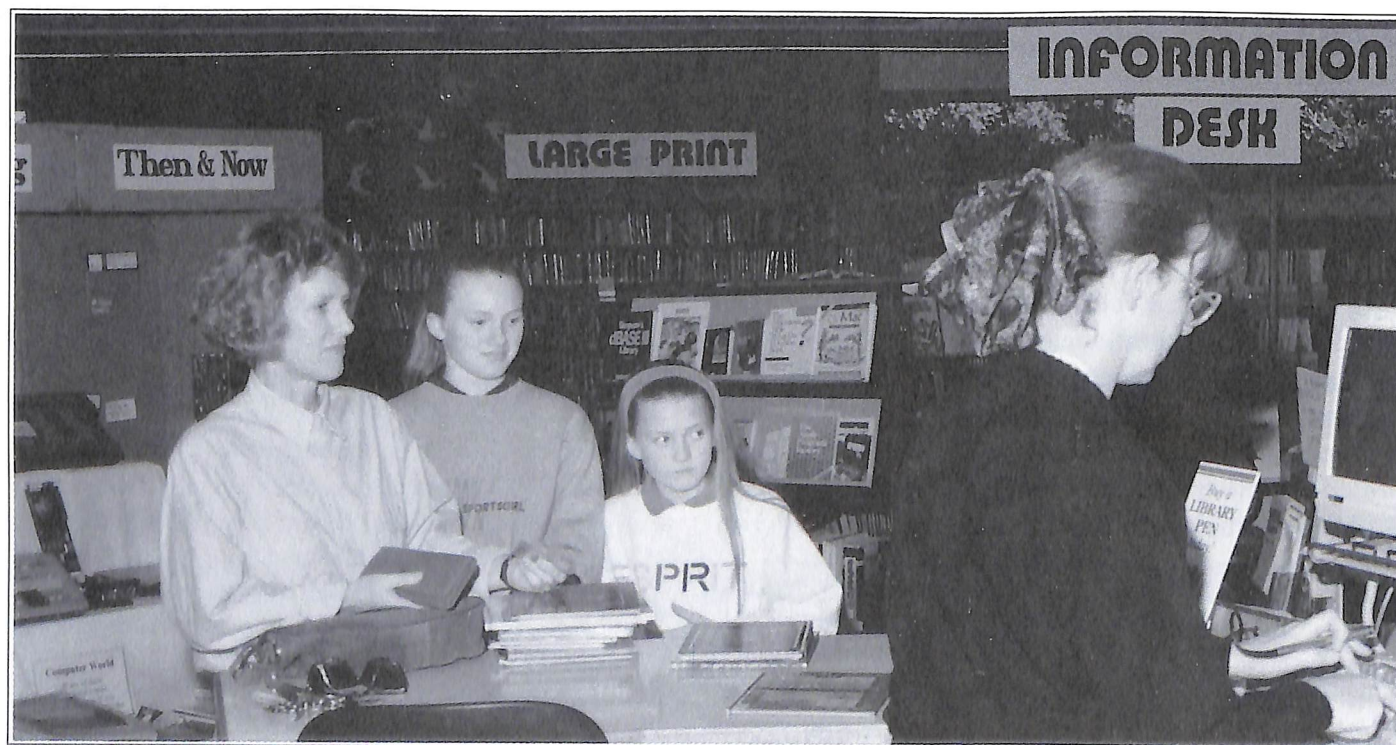
March 1993 was the busiest month this year with 43,111 book loans, surpassing the average monthly total of 39,462 loans. Total book loans for the year came to 473,542.

At September 1993, Ringwood Library had 33,671 registered members. This is equal to 78.85% of the population, giving Ringwood the highest percentage of registered members in the region.

This year also saw Ringwood's Kurzweil Reader for the visually impaired moved to its new home in the former Local History Room. The room has been refurbished and now has comfortable seating and improved lighting.

The extra space in the new location has also seen the installation of additional equipment, a Braille embosser, personal computer and printer. This has greatly enhanced the capabilities of the reader, enabling material scanned by the machine to be taken away by the user in Braille or on floppy disk. Use of the reader has been growing steadily and the additional facilities now offered should ensure that this growth continues in the future.

Ringwood Library, 28 Warrandyte Road, Ringwood. Phone 870 0177. Open Monday to Friday from 11 am to 9 pm. Saturday 10 am to 5 pm.



Library services are used by more than 80 per cent of Ringwood residents.



Plant giveaways a big hit

With Council's ongoing commitment to the local environment, again last year the Parks and Gardens Department gave 7000 young trees and shrubs to more than 2000 residents who visited the Parks and Gardens open day. Also 2000 established trees were given to local schools to improve the environment of their grounds. Native trees are also given to new citizens at their Australian citizenship ceremony.

Kalinda Urban Forest Community Planting Day

A Community Planting Day was held in spring at the Kalinda Urban Forest Park. More than 50 local residents and girl guides planted in excess of 500 young indigenous trees and shrubs among the five-year-old plantings in the park.

Major construction works

- A new arboretum at McAlpin Park. Works completed: Pond construction; underground services – power, water; minor planting; bridge installation; contouring of the park; basic path networks.
- A new regional playground at Jubilee Park.
- Due to wet ground conditions and unplayable surfaces, both Jubilee No. 2 Oval and Quambee No. 2 Oval have had an extensive drainage system installed.
- Replacement of the sprinkler system at A C Robertson Field.

Tree care

Staff members	4
Number of trees pruned underwire	4,900
Number of customer requests for removal or lopping	400
Stumps removed	120
Street trees replanted	115

Community facilities

Community Nursery

Council is working with a group of dedicated residents in the establishment of a community nursery at the Parks Department in Greenwood Avenue. The aim is to propagate indigenous trees and shrubs to plant in parks and environmentally sensitive areas throughout Ringwood.

Bush care education

A pilot program of environmental bush care for local primary and secondary students has been organised by Council's Nursery and Bush Care Officer. So far, about 100 students have taken part in activities in various bush reserves throughout Ringwood.

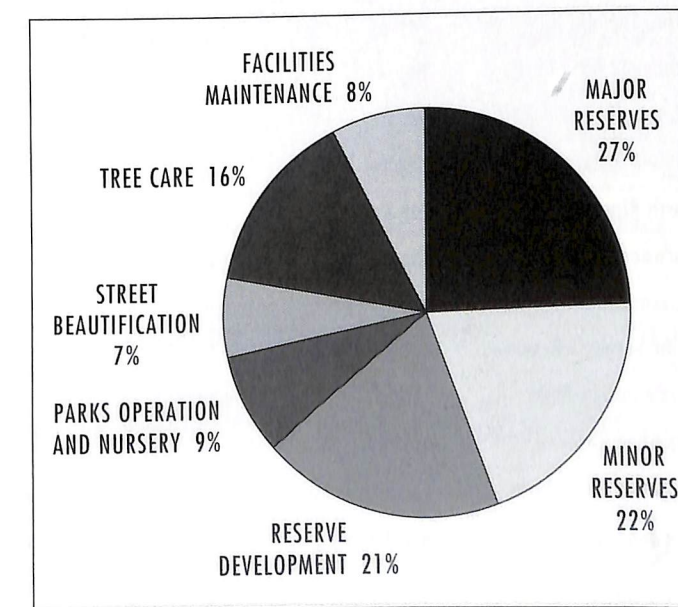
Kubis Drive Bush Reserve

Council has purchased five acres of bushland in Kubis Drive, North Ringwood, to help preserve the native flora of the area. Local volunteers have been working in groups to rid the area of alien weeds and plants.

Operating costs

The Parks and Gardens Department budget for the year was \$1,645,485. The breakdown is as follows:

Community Facilities provides...	
Bushland reserves maintenance	Nursery
Community involvement programs	Parks maintenance
Facilities maintenance	Playgrounds
Floral displays on Ringwood clock tower and median strips	Reserve development
Maintenance minor reserves	Sale of compost bins
Maintenance of major reserves, playing fields, playgrounds	School education programs
Maintenance of parks, gardens, arboretum and grasslands	Sports grounds
	Street beautification
	Tree care
	Tree pruning
	Urban forest development





Parks and Reserves – Public Facilities

A selection of parks and reserves that you may be interested in visiting. Map references refer to the map in the centre pages.



	Athletic Track	Baseball Diamond	BBOs	Bicycle Track	Community House	Cricket/Football	Disabled Access	Netball Courts	Outdoor Furniture	Ovals	Parking	Pavilion	Play Equipment	Scout/Guide Hall	Soccer Oval	Swimming Pool	Tennis Courts	Toilets	Walking Track	Other
B J Hubbard Bush Park <i>Map Ref E-20</i>											•		•	•				•	•	Bush park
Bedford Park <i>Map Ref H-12</i>									•		•			•						•
Chesney Drive <i>Map Ref M-22</i>													•							•
Dandenong Creek Park <i>Map Ref M-3</i>				•																• Bush park
East Ringwood Reserve <i>Map Ref K-15</i>						•			•	•	•	•	•					•	•	
Greenwood Park <i>Map Ref G-11</i>					•	•					•	•	•							•
H E Parker Reserve <i>Map Ref M-3</i>				•		•		•	•	•	•	•	•					•	•	•
Heathmont Reserve <i>Map Ref H-4</i>		•				•					•	•	•					•	•	
Herman Pump Bush Park <i>Map Ref K-8</i>													•							• Bush park
Jubilee Park <i>Map Ref G-8</i>			•			•			•	•	•	•	•		•	•	•	•	•	• Croquet
Jull Parade Park <i>Map Ref H-22</i>									•				•							•
Kalinda Urban Forest <i>Map Ref L-23</i>																				•
Knaith Road Park <i>Map Ref K-12</i>						•			•		•	•	•							•
Library <i>Map Ref F-14</i>							•		•		•									•
A B Long Park <i>Map Ref K-11</i>													•							
Manson Reserve <i>Map Ref H-1</i>						•			•	•	•	•			•					Bush reserve
McAlpin Park <i>Map Ref J-23</i>																				New park d'ment
Miles Avenue, Ringwood <i>Map Ref F-14</i>							•		•		•									•
Monterey Bush Park <i>Map Ref J-24</i>																				• Bush park
Mullum Mullum Creek Park <i>Map Ref K-19</i>				•					•											• Linear park
Mullum Reserve <i>Map Ref H-17</i>						•			•	•	•	•	•							
North Ringwood Reserve <i>Map Ref H-21</i>						•			•	•	•	•	•							•
Norwood Reserve <i>Map Ref G-18</i>											•									
Notlen Street Reserve <i>Map Ref F-15</i>									•		•	•	•							
Peter Verger's Reserve <i>Map Ref M-20</i>						•			•	•										•
Proclamation Park <i>Map Ref D-7</i>	•	•				•			•	•	•	•	•							
Quambee Reserve <i>Map Ref J-26</i>						•			•	•	•	•								• Pony club
Ringwood Lake Park <i>Map Ref H-13</i>				•		•			•		•	•	•							•
Ringwood Market <i>Map Ref E-12</i>				•		•			•		•	•	•							•
Wombalano Bush Park <i>Map Ref M-8</i>						•					•	•								•



Building values soar

The year saw a significant increase in the workload within the building area. While the number of building approvals issued increased by only 6%, the value of these buildings jumped by about 140% – from \$29 million in 1991-92 to nearly \$70 million in 1992-93. Of this increase, \$33 million can be attributed to the new developments at the Eastland Shopping Centre.

During the year, more than 4500 building inspections were made, an increase of 692 over the 1991-92 total of 3808 inspections.

The most significant changes in the statistical year during 1992-93 was the increase in new houses, up from 109 to 147; the number of dual occupancies, up from 41 to 55; and the increase in commercial buildings, up from 63 to 67 this year.

Building office staff have continued to provide a high quality of service to both residents and builders. The team is recognised as one of the best in Melbourne.

Pool fences: your obligations

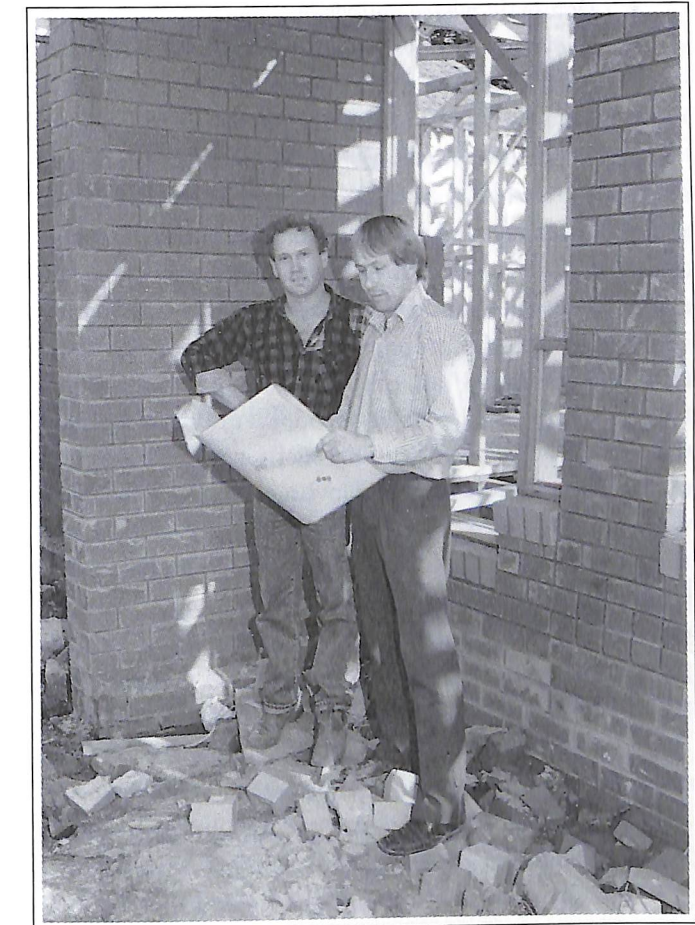
The Victorian Building Regulations require that all new pools are provided with safety fences to prevent access by young children. New legislation will require fences for swimming pools or spas installed prior to 1991.

Pool owners who do not have fences around their pools will be required to erect them within three years of the commencement of the new legislation, or prior to sale of the property.

Building provides...	Council provides...
Advice and applications	Council properties development
Building information	Enforcement of building regulations
Community buildings	Issue of building approvals
Council properties building maintenance	Pool fencing regulations
	Scaffolding regulation

Appropriate fencing will include paling fences that are at least 1.5 metres high (measured on the neighbours' side). All doors direct from the house to the pool area must have a self-locking or self-latching device at least 1.5 metres above the internal floor level.

For more information about this or any other building regulation or any matter associated with building, please contact the Building Department between 8.30 am and 8 pm on Mondays; 8.30 to 5 pm Tuesday to Friday. Phone 871 0355 or call in at the City Offices.



■ Buildings are regularly inspected and advice is given to builders.

BUILDING STATISTICS FROM 1 OCT 1992 TO 30 SEPT 1993 – PERMITS ISSUED

	NEW HOUSES	NEW FLATS/ UNITS	DOMESTIC ADDS. & OUTBUILDINGS	COMMERCIAL BUILDINGS	TOTAL	NO. OF DUAL OCCUPANCIES
1992-93	147	31	558	67	781	55
1991-92	109	25	559	63	739	41



Bike plan, green policy leads the way in the city of trees

Engineering Planning Services provides the first point of contact for many community enquiries, with information on most engineering-related matters:

- Road design
- Drainage design
- Traffic planning and management
- Domestic waste collection
- Recycling and waste minimisation
- Street lighting
- Bike paths.

The office also holds historical records for the construction of streets and drains within Ringwood as well as much property related information. The office works closely with property developers for the provision of drainage, roads and other features. Last year saw involvement with the preparation and implementation of the Strategic Bike Plan, preparation of an Environmental Policy for the City of Ringwood, planning for development of McAlpin Reserve and Monterey Park, and the undergrounding of SEC power lines through the Ringwood shopping area.

Design Area

Road Design

During the year, designs were completed for the following projects:

- Pitt Street reconstruction
- Wonga Road reconstruction
- Construction of access road and parking area for H E Parker Reserve
- Completion of Maroondah Highway service road
- Additions to service road in Canterbury Road (Heathmont shops)
- Canterbury Road-Heatherdale Road double right turn intersection
- Intersection of Warrandyte and Wonga Roads.

In addition, the design of traffic management devices for the Loughnan Hill Traffic Management Scheme were carried out as well as the alterations to the intersection of Evelyn Park and Felix Roads. Designs for drains in Tania Court were completed.

During 1993, the office tackled the undergrounding of SEC power lines along Maroondah Highway between

New Street and Warrandyte Road, in conjunction with the SEC and Vic Roads. The project cost about \$750,000, of which the City of Ringwood provided a third. The project forms part of the redevelopment of the District Centre for the City of Ringwood, and has markedly improved the streetscape of Maroondah Highway through the commercial centre.

Street lighting

With the growing concern of the community for security while using the streets, there has been an increase in the interest in providing adequate street lighting throughout the municipality. During 1993, the City of Ringwood installed about 30 more street lights as well as reviewing and upgrading a number of other areas of street lighting to increase road and pedestrian safety.

Eastland redevelopment

As part of the Eastland redevelopment, the office undertook the checking of Civil Engineering plans for the roads and car parking areas.

Warrandyte Road has been widened to provide five through lanes and Ringwood Street is to be widened to provide increased traffic capacity. In conjunction with the developers of Eastland, the layout and improved drainage of these car parks was also checked. This has involved liaison with the surrounding commercial areas and residential areas around the Eastland area.

Engineering advice

The rate of development within the City of Ringwood has continued at or above the levels of recent years. During the year, the office carried out checks for 78 site water detention systems and 15 build over easement applications. In addition, about 150 town planning applications on aspects related to use of the land and traffic matters were checked.

Traffic planning and management

The level of community concern over the speed of traffic through residential areas and the volume of traffic within the municipality continued. During the year, the office completed the consultation and preparation of a scheme for the mitigation of traffic in the Loughnan Hill area. This saw the installation of about \$60,000 worth of traffic management treatments in mainly Felix Crescent, Werac Drive and Kubis Drive.



The Community Committee overseeing the development of the area will continue to meet and plan additions to this scheme to provide a satisfactory streetscape environment for the community. In addition, Local Area Traffic Management recommendations were completed throughout the municipality at a cost of about \$20,000.

During the year the Speed Limit Review Committee of the State Government finalised its studies into the changing of speed limits throughout Victoria. In August speed limit signs throughout the municipality were changed and a review is to take place in some areas for the suitability of the speed limits recommended by the Speed Limit Review Committee. In particular, the speed limit through the Heathmont Shopping area off Canterbury Road needs to be considered further.

Engineering Planning Services was involved with the Walk With Care Program for safe pedestrian facilities for the elderly. In conjunction with community groups, a series of projects were identified and have been the subject of funds applications.

Traffic plans for development of the Eastland area

With the redevelopment of the Eastland Shopping Centre, there has been a need for an increase in parking as well as improved traffic movements in the area bounded by Warrandyte Road, Ringwood Street, Miles Avenue and the continuation of Bond Street. In conjunction with the consultants for the developer, the office has studied traffic movements and prepared a comprehensive management plan for the parking and access roads around the Eastland area. This has included consideration for pedestrians, bus movements, taxis, directional signages, and the location and suitability of parking areas.

Parking restrictions have been considered and implemented in about eight areas throughout the city.

Waste management

The office last year undertook several surveys of the community's reaction to the current system of waste collection and proposals for future collections. About 800 replies were received to a questionnaire distributed with the *Ringwood News*, which was supported by an independent survey of 500 households carried out by a marketing consultant. The surveys showed a strong preference to change the current system to one based on mobile garbage bins. This information was used in the preparation of a Waste Management Strategy for the City of

Ringwood. The strategy sees the main domestic collection being based around 80-litre and 120-litre mobile garbage bins. In addition, the other areas of waste collection – hard waste, green waste, recycling and waste paper – will be handled in separate streams to enable waste minimisation targets to be achieved.

In the area of recycling, the City of Ringwood was shown to be the fourth highest in the State in terms of participation rates. In the City of Ringwood, 93 out of every 100 households actively participated in recycling.

Environment Policy

Consultants were appointed to complete an Environmental Policy for the municipality. This involved the consultant considering many comments received by the City from concerned residents over the original draft policy. The consultants will prepare a final draft policy, which will be considered by the Environmental Policy Committee and distributed to the residents for final comment.

Strategic Bike Plan

From the Strategic Bike Plan prepared in 1990, projects were continued for development. These included the sealing of paths along the Heathmont Railway line in the vicinity of Canterbury Road to H E Parker Reserve. In addition, signs and bike lanes were established throughout the municipality in strategic locations.

Planning Committee for the Enhancement of McAlpin Reserve and Monterey Park

A community-based committee met on a regular basis to plan the redevelopment of these reserves. This culminated in a Residents' Day in late September to launch the redevelopment of McAlpin Reserve and Monterey Park.

During the year about \$150,000 was spent on development works in these areas, which included the construction of walking tracks and bike paths as well as the construction of a pond feature in McAlpin Reserve. The enhancements have received strong community support and acceptance, evidenced by about 200 enthusiastic people attending the Residents' Day.

Advice and information

To enable Engineering Planning Services to better provide information to the community regarding the assets

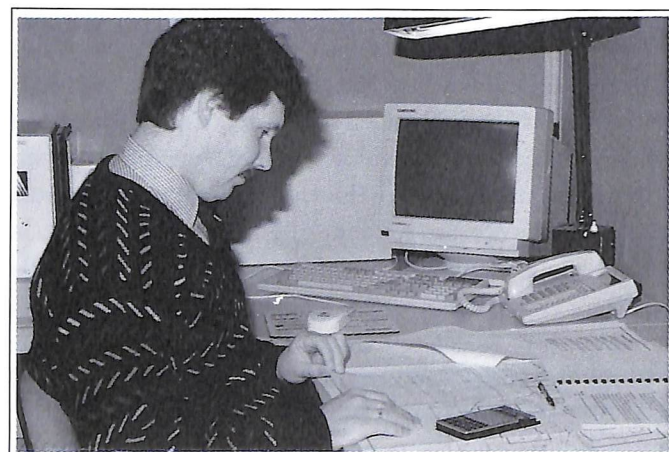


of the municipality, it added the following to its information resources:

- New aerial photographs covering the entire municipality were prepared in March.
- A microfiche reader/printer was purchased and all drawings were transferred to aperture cards for ready retrieval and copying.
- The office took delivery of the electronic plan of the municipality. This enables land-based information on roads, property plans and drains to be retrieved and added to, and will enhance the ability to provide land title information currently held on paper documents.

Community caravan

The community continues to make good use of the caravan provided by the City of Ringwood. It is continually booked out during the year for community and charitable purposes.



■ Planning and design is an integral function of Engineering.

The caravan is placed on a regular basis in the Ringwood District Centre, at the East Ringwood shops and at the Heathmont shops.

In addition, Engineering Planning Services handles enquiries for the casual booking of community facilities throughout the municipality, including the Ringwood Lake, the A C Robertson Athletic Field and other pavilions.



■ New mobile bins will be distributed throughout the City during 1994.

Engineering Planning Services provides...

- Aerial photographs
- Bike paths
- Community caravan hire
- Design graphics
- Domestic garbage collection and disposal
- Easements
- Electronic survey and designs
- Environmental policy

- Filling disposal
- Garbage collection and disposal
- Garbage rate survey
- Green waste management
- Information and education
- Kerb and channels
- Litter collection in public areas
- Mapping
- Mobile bins
- Municipal disaster plan
- Oval hire

- Publications
- Recycling services
- Regional refuse management
- Street lighting
- Tip enquiries
- Title searches
- Traffic engineering
- Traffic management and planning
- Waste management
- Waste minimisation programs
- Waste paper and cardboard recycling



Disposal costs rise

The City of Ringwood collected 8300 tonnes of household garbage during 1992-93 from about 15,000 households. In addition, about 800 tonnes of recyclables were collected. This is a reduction in weight due to the glass industry "lightweighting" bottles as well as an increase in the usage of plastic bottles to replace glass.

Waste paper collection has remained steady at about 980 tonnes a year. There was a 2% increase in the level of complaints, due to the two-week industrial dispute in October 1992.

The average collection cost per tonne has risen by about 4.5% to \$104 per tonne. Disposal costs have increased more markedly by about 55% over the last year to \$14 per tonne. The imposition of a \$2 per tonne levy by the State Government accounts for 22% of this increase.

HOUSEHOLD GARBAGE QUANTITIES

	Amount (tonnes)
1989-90	9400
1990-91	9200
1991-92	8700
1992-93	8300

COMPLAINTS

1989-90	768
1990-91	722
1991-92	679
1992-93	693 (Garbage strike October 1992)

RECYCLING AMOUNTS (TONNES)

	Glass	Alumin	Plastic	Total
1990-91	1601	20	24	1643
1991-92	1174	19	24	1217
1992-93	731	18	52	801

WASTE PAPER AND CARDBOARD

	Amount (tonnes)	
1990-91	292	(4 collections)
1991-92	989	(12 collections)
1992-93	989	(12 collections)

COLLECTION AND DISPOSAL COSTS AND RATES

	Collection	Rate	Disposal	Rate
1990-91	817,103	88.48	62,190	\$6.70
1991-92	864,769	99.53	78,200	\$9.00
1992-93	862,661	104.03	116,088	\$14.00

Waste collection service

The residents of the City of Ringwood are currently provided with a comprehensive all waste collection service based on owner-supplied bins.

This service has a limited future for a range of reasons on environmental, economic and health and safety grounds. In particular, the current system does not encourage waste minimisation.

Starting in April 1994 will be a new upgraded waste collection system. At the time the new mobile bins are delivered to residents, an information kit detailing these services will be provided:

- **Household Waste** Weekly collection using Council-supplied 80-litre or 120-litre mobile garbage bins. They will be delivered to every household in March 1994.

To maximise service efficiency, there may be changes to the existing collection days in some areas. However, all householders affected by the change will be notified. This service will be offered to commercial premises on an optional basis.

- **Recycling Collection** Weekly collection of glass containers and bottles, aluminium and steel cans, all clear plastic drink containers and milk cartons.

This service will be provided on the same day as the household waste collection and each resident will be supplied with a 50-litre plastic crate for their recyclables, replacing the existing bottle bags.

- **Green Waste** Monthly collection of grass clippings, raked leaves and bundled prunings. Residents will be able to use their existing 50-litre conventional bins for grass clippings and raked leaves. An at-call service run on a user-pays basis will also be available.

Green waste will be processed for reuse to keep it out of landfill, and negotiations will be undertaken with the successful contractor for this material to be made available to residents.

- **Waste Paper and Cardboard** Monthly collection on the same day as the household waste collection of old newsprint, magazines and flattened cardboard. Recycled at the Albury de-inking plant owned by Australia Newsprint Mills.

• **Hard Waste Collection** Six-monthly collection of scrap metal, old furniture and whitegoods. An at-call service run on a user-pays basis will also be available.

PLEASE NOTE: A new system will operate in 1994. A brochure detailing new collection dates will be distributed to all residents.



Planning applications up 20%

The 1992-93 Council year has seen a significant increase in the workload of the Town Planning Department. For the second year in a row, town planning applications have increased by about 20%. The year has also seen notable increases in appeals, second-hand dealers' licences and as-of-right dual occupancy developments.

District Centre

The new extension to the Eastland Shopping Centre was started during 1993. Combined with Council urban design works, which include the undergrounding of SEC power lines and the boulevard planting along Maroondah Highway, this has seen a dramatic change to the Centre. Further major changes are planned; already there are proposals for a development between Eastland and Civic Place, and for repaving along Maroondah Highway.

Major changes

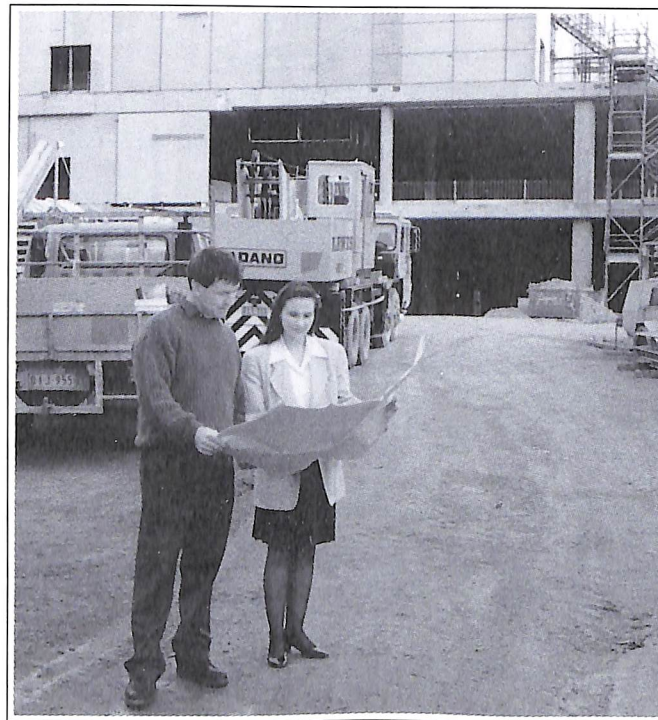
On 13 August 1993, Planning Minister Robert Maclellan announced some major changes to the planning system in Victoria. While these changes are yet to have any statutory force, it is anticipated that in the 1993-94 year these will have an impact on the planning of the Ringwood area. Possible changes include new zones, population targets, and changes in the procedures for planning permits.

Statistics

- The City of Ringwood has a total land area of 23.5 square kilometres.
- Total population in 1993 was 42,200.
- Population density is close to 18 people per hectare.
- Council received 239 town planning applications in the 1992-93 year, up from 200 the previous year.
- Council also received 97 applications for subdivisions

- In the 1992-93 year compared to 112 the previous year.
- In 1992-93 Council received 35 second-hand dealers' licence applications compared to 15 the previous year.

Town Planning provides...	Planning inspections
Advice and applications, approvals, monitoring and review	Regulation and control of land development
Gaming and liquor licence legislation	Residential developments
Land use zoning	Second-hand dealers' licences
Planning information	Strategic planning
	Subdivision of land
	Town planning permits



■ The City of Ringwood has been closely involved with the Eastland redevelopment.

RANGE OF SERVICES PROVIDED AND USAGE DURING YEAR

SERVICES PROVIDED	TYPICAL USERS	NUMBER OF APPLICATIONS	NUMBER OF APPLICATIONS
Town Planning	Developers, builders and community	Town Planning 1991-92 = 200	Town Planning 1992-93 = 239
Subdivision	Developers, builders and community	Subdivision 1991-92 = 112	Subdivision 1992-93 = 97
Dual Occupancy approvals (no permit required)	Developers, builders and community	Dual Occupancy 1991-92 = 27	Dual Occupancy 1992-93 = 35
Second-hand Dealers' Licences	Businesses and shopkeepers	Second-hand Dealers 1991-92 = 15	Second-hand Dealers 1992-93 = 35



Safety first at crossings

During the year changes were made to the way day-to-day activities are carried out, the main change being the segmenting of the municipality into three distinct areas with an officer being responsible and accountable for that area.

Department initiatives

An education program has been introduced at primary schools with both road safety/school crossing responsibility and animal care being conducted by a Local Laws Officer and the Ranger. Assistance is also generously volunteered from three crossing supervisors.

The introduction of various Local Laws has assisted in the effective control of activities, particularly the repair and storage of vehicles on residential property.

Local Laws operational as at 30 September 1993

- Common Seal
- Protection of the Amenity of Public Areas
- Portable Advertising Signs
- Open Air Burning and Incinerators
- Election of Mayor and Meeting Procedures
- Environmental Amenity

Animal control – dog registrations

For the past few years, the number of dogs registered in the City of Ringwood has been decreasing. However, a concentrated doorknock is expected to reveal many unregistered dogs with a resultant increase in registrations next year.

1989-90	90-91	91-92	92-93
4,600	4,650	4,530	4,200

Animal control – dog impoundings

Dog impoundings have gradually declined over the past three years with 313 dogs being impounded this year. This is an excellent sign that owners are becoming more responsible.

1989-90	90-91	91-92	92-93
369	358	334	313

Fire Hazard Clearance Notices

Notices issued have gradually decreased due to vacant properties being developed. However, notices issued in November 1991 and 1992 increased as a result of large acreage being subdivided into individual blocks.

1989-90	90-91	91-92	92-93
160	150	140	170



■ Students from primary and secondary schools rely on crossing supervisors for their safety.

RANGE OF SERVICES PROVIDED AND USAGE

SERVICES PROVIDED	USERS	POPULATION/COMMUNITY INDICATOR	% POPULATION OR NUMBER
Parking Control	Motorists, residents, businesses, visitors	Issuing fines, regulating parking restriction signs	100%
Inspection and Surveillance	General community	Local laws, fire hazards, incinerators, abandoned vehicles, noise control, litter control, overhanging branches, burning permits	100%
School Crossing Supervision	Children/Parents	Supervised crossings	42
		Road safety education	500
Animal Control	General community	Impounded dogs	313
	Animal owners	Dog Registration	4,200



Laws to make life easier

Local Laws covering a wide range of activities are introduced by Council to ensure the safety of individuals and generally improve the environment in which we live.

Council's Local Laws Officers enforce the various Local Laws, Road Traffic Regulations and other regulations throughout the City.

Dog control

At all times when a dog is outside the property of its owner it must be under effective control. If the dog enters someone else's property while out on a walk with its owner or wanders off, it is no longer regarded as being under effective control. When in a shopping centre, railway station, school or within 30 metres of a children's playground or barbecue and picnic facility area, the dog must be on a leash.

The penalty for a dog wandering at large during the day is \$100 and at night \$200. All dogs are required to be confined to their premises by adequate fences or other secure method. In addition, the fee to reclaim a dog is \$41, plus \$7 a day. Fees are reviewed every October. Dogs picked up by the Ranger are taken to Council's pound at 381 Maroondah Highway.

Dog registration

All dogs over 6 months of age must be registered. Dog registrations expire annually on 10 April, and the sole responsibility for registration is with the owner. Registration/renewal notices are sent in January or February each year to the owners of previously registered dogs.

Fees for the 1994-95 season are:

- Unsterilised \$45
- Sterilised \$15

Qualified pensioner concession of 50% applies to both these fees.

Failure to register your dog can result in an on-the-spot fine of \$200.

For more information, contact the Ranger's Office on 871 0230.

Incinerators and burning in the open

Incinerators can be lit on Tuesday, Thursday or Saturday between 10 am and 1 pm only. Burning is prohibited at all other times and on proclaimed total fire ban days and smog alert days.

You cannot at any time burn rubber, plastic, food waste, chemicals, grass clippings or any offensive material, or cause a nuisance.

A permit is required to burn in the open. Permit applications are available from Reception at the City Offices, Braeside Avenue, Ringwood. The permit has strict conditions, and burning is generally allowed during the same times as incinerators.

Heavy penalties and on-the-spot fines can be incurred for breaches of Local Laws.

For more information, phone the Local Laws Office on 871 0333.

Fire hazards

Every year during November and December, Council's Proper Officer checks vacant blocks of land throughout the municipality to see if they are a fire hazard. The owners of properties considered a danger are issued with a "Notice to Comply". Owners may request Council to clear the property for a set fee or arrange clearance themselves. Where the notice to comply is ignored, the owner may incur a penalty of \$200, in addition to the cost of clearance.

The Proper Officer can be contacted on 871 0220.

Parking restrictions

Traffic Officers enforce the parking restrictions that are in place to provide equitable parking for all, and reduce the danger caused by cars parked in a clearway. The green-signed time limit areas prevent monopolisation of valuable parking spaces by commuters or employers and employees.

Major changes to the car parking areas around Eastland during the next 12 months will cause some inconvenience, and all motorists will need to adjust to changed conditions.

Other areas that receive special attention by the Traffic Officers are disabled parking bays, and ensuring the safety of children at school crossings.

Overhanging branches

Residents are responsible for keeping foliage over footpaths and roads trimmed back to the property line to a height of 3 metres above the footpath level.

Foliage overhanging from one property to another is a private matter for discussion between the neighbours involved.



Advertising boards and A-frames

Council has regulations covering the displaying of advertising signs in a public area so as to avoid unduly affecting the amenity of the area and cause a dangerous situation.

The main requirements are:

- Maximum size of signs is 1000 mm x 600 mm.
- One sign only per property (two if frontage greater than 10 metres) when open for business.
- Public liability insurance of at least \$2 million.
- Supply to Local Laws Office particulars of name and address, and address of business and copy of Certificate of Currency.

Possum traps

Possum traps are available for hire from the Council Depot at 381 Maroondah Highway. The cost is \$2 plus a \$10 refundable deposit following the return of the trap in good order. There is occasionally a waiting list for cages. Bookings can be made by phoning the Council Depot on 871 0265.

Street numbering

It is a legal requirement that all properties have a street number clearly displayed. The clear display of a street number can save valuable time in emergency situations for ambulance and police, and greatly assist other service providers.

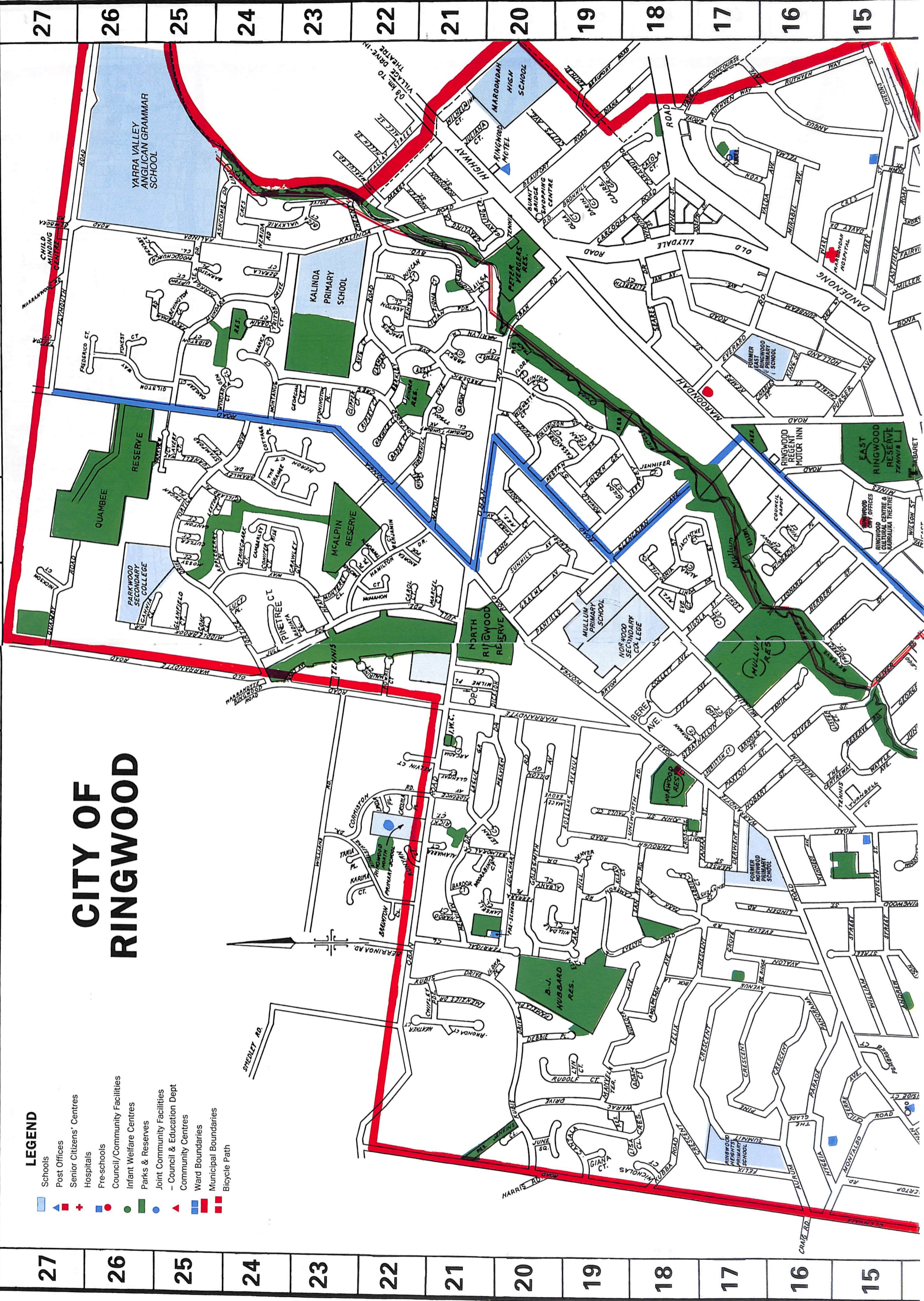
Traffic and Local Laws provides...	Impounding shopping trolleys
Abandoned vehicles removal	Incinerators and burning off
Advertising signage regulation	Inspection and surveillance
Animal control	Local laws
Animal impoundings	Noise control
Charity appeals supervision	Noxious weed control
Dog fines	Overhanging branches notices
Dog registrations	Parking control
Fire hazard control	Permits for burning off
Heavy vehicle management	Raffles
	School crossing supervision
	Street stall permits

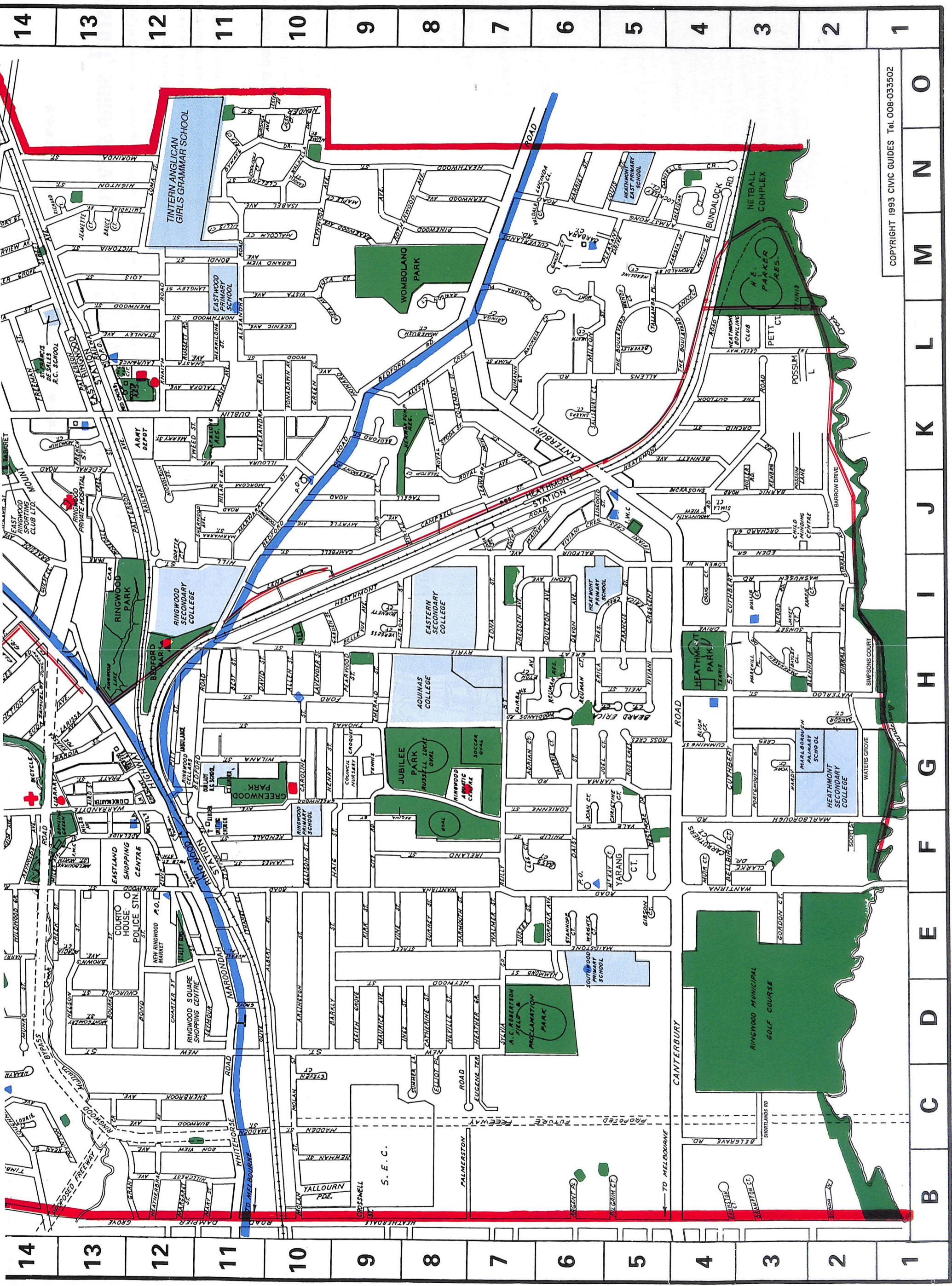


■ **Unclaimed dogs of all shapes and sizes are available for sale for \$10 from the City of Ringwood pound. More information can be obtained by phoning 871 0333.**

CITY OF RINGWOOD

- LEGEND**
- Schools
 - Post Offices
 - Senior Citizens' Centres
 - Hospitals
 - Pre-schools
 - Council/Community Facilities
 - Infant Welfare Centres
 - Parks & Reserves
 - Joint Community Facilities
 - Council & Education Dept
 - Community Centres
 - Ward Boundaries
 - Municipal Boundaries
 - Bicycle Path





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Less staff, same service

The Works Department performed well in meeting its objectives for the year and operating within Budget. Through natural attrition, staff numbers were reduced from 45 to 41, with no loss of service. This was achieved by greater productivity within the maintenance crews and less capital expenditure on major construction projects.

Major policies and initiatives

To ensure competitiveness with outside contractors, investigation was carried out into the areas of street sweeping, sanitation, and the vehicle maintenance workshop and equipment management areas. This caused some adjustment in work practices, but it was generally found that these sections were cost-efficient with alternatives.

The reduction in Government funding changed the type of work being carried out to smaller construction projects with a greater emphasis on maintenance work. This required a reassessment of certain machinery to ensure its appropriateness and economic viability.

Pavement management

After investigation with other Outer Eastern Councils, a pavement management computer package was purchased to rationalise Council's ongoing maintenance and resurfacing program. Data collection is well under way.

James Street

The reconstruction of James Street included the replacement of drainage, road pavement and footpath.

Other major achievements

Traffic Management Areas

Loughnan Hill Local Area Traffic Management was installed with a variety of traffic devices to improve traffic safety and decrease speed in residential areas. These included speed humps and narrowing the pavement in Kubis and Felix Drives as well as the reconstruction of the Felix and Evelyn Road intersection.

Tania Court drainage

The outfall drain from Mullum Mullum Creek was duplicated to improve its capacity and prevent flooding in the Tania Court area.

Litter collection and toilet cleaning

New 120-litre mobile bins were installed to replace the pot-type bins to improve capacity and halve frequency of cleaning. Bins in the Central Business District have been replaced with special bin surrounds.

The public toilet cleaning program was modified to a one-person operation and has been extended.

Local roads

Council has 370 kilometres of local roads. In 1992-93, some 10.46 kilometres of local roads were either resurfaced or reconstructed. The average cost of resurfacing was \$4.23 per square metre.

Litter collection

The amount of garbage collected from street litter bins was 378 tonnes, deposited at the Nunawading Transfer Station.

A total of 3100 tonnes of concrete was carted to the concrete recycler and 2264 tonnes of spoil was carted to the tip.

Emergency call-out service (018 378 658)

This service is provided 24 hours a day to assist the public in emergencies only. It received 384 calls during the year.

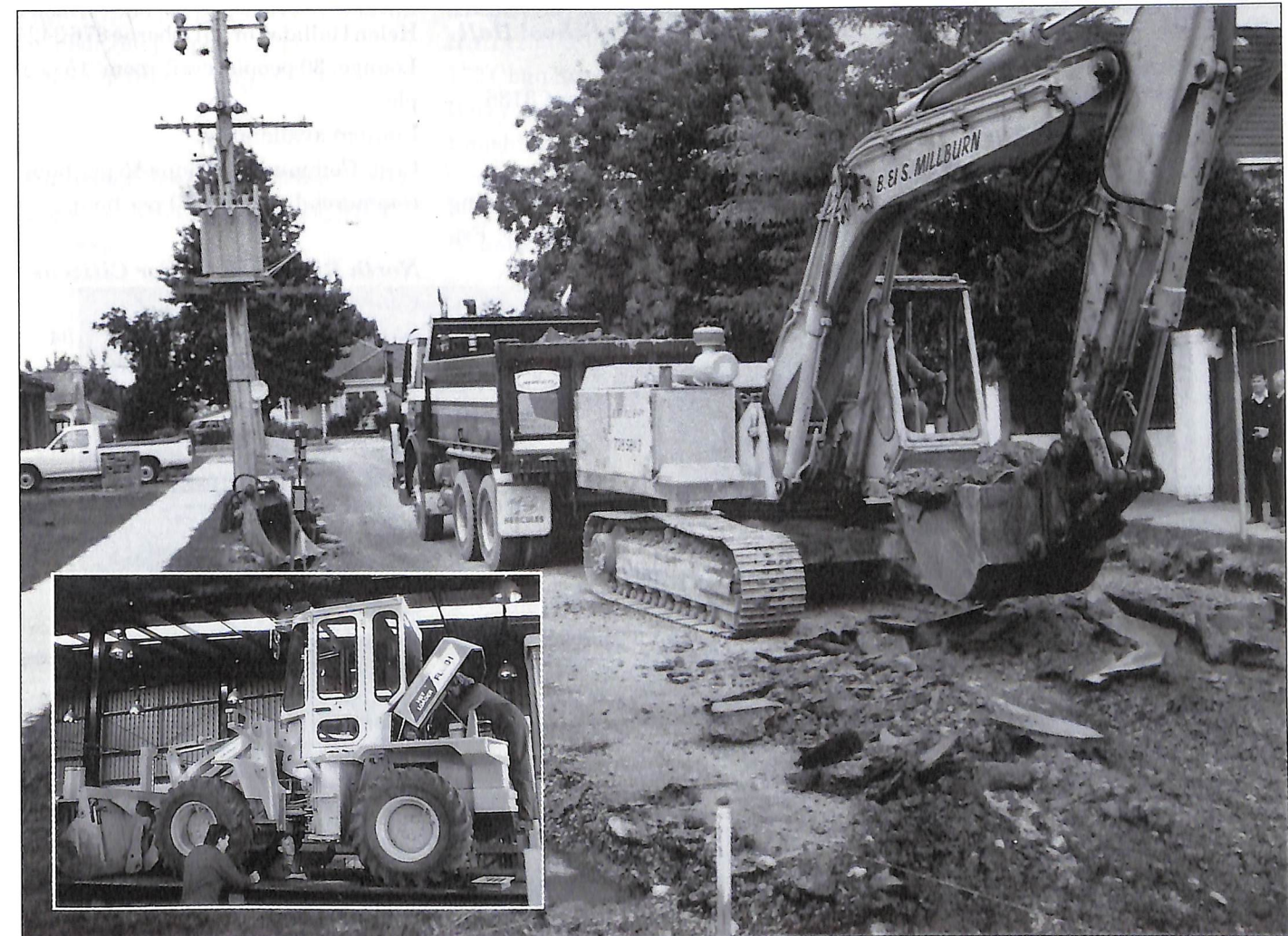
Roads, Drainage and Major Works provide...	Pavement management
Asphalt resurfacing	Plant maintenance
Bus shelter erection	Plant purchases
Car parking signs	Possum cage hire
Christmas nativity scene	Pound maintenance
Christmas street decoration installations	Road and drain maintenance
Crossing fees	Road construction
Drainage	Road resealing
Footpath cleaning	Road signs
Line marking	Sanitation services
Litter collection	Stormwater drains
Local area traffic management	Street sweeping
	Traffic light maintenance
	Workshop

■ Main photograph: A contract excavator removes the surface of Pitt Street prior to remaking it during March 1993. Inset: Works mechanics service and inspect a front-end loader in the City of Ringwood Depot Workshop.



RANGE OF SERVICES PROVIDED AND USAGE DURING YEAR

SERVICES PROVIDED	TYPICAL USERS	POPULATION/COMMUNITY INDICATORS	% POPULATION OR No.
Line marking	Road users	Number of requests	12
Toilet cleaning	General community	Number of complaints	10
Street sweeping	Property owners	Average cycle time to sweep municipality	2.5 to 3 weeks
Road maintenance	Road users	Number of complaints or requests	138
Road construction	Road users	Capital expenditure	\$1,752,291
Workshop	Council staff	Hours of use of all plant	384
Emergency call out service	General community	Number of calls	384
Pound	Dog owners	Number of dogs impounded	313
Drainage maintenance	General public	Number of complaints or requests	135
Signs	Road users	Number of complaints or requests	101
Concrete footpath/kerb/channel	Ratepayers	Number of complaints or requests	65
Litter collection	General public	Number of complaints or requests	22
Building maintenance	Council building users	Number of complaints or requests	50





Halls and facilities for hire

A D Alexander Hall (160 people)
Maidstone Street, Ringwood 3134
Arnold Vanderwerf 870 4106
Finishing time: 1 am.
Cost: \$11 per hour, \$200 cash bond and public risk insurance.

A G Lavis Pavilion (small clubrooms)
Heathmont Reserve, Canterbury Road, Heathmont 3135
Paul Dicki (H) 870 6121 (W) 735 8333
Finishing time/cost: Contact manager.

Anglican Church Heathmont (60 people)
207 Canterbury Rd, Heathmont 3135
Father Martyn 870 7119
Meeting room holds 25 people
No alcohol. Not available Friday and Saturday nights.

Bedford Park Youth Hall (500 seated; 200 at dinner)
Bedford Park, Bedford Rd, Ringwood 3134
Pam Philpot 870 2602
Supper Room holds 25 people
Cost: Sat and Sun evening \$150 plus \$150 bond or \$10 per hour.

Central Ringwood Community Centre (2 x 60 people)
Bedford Park, Bedford Road, Ringwood 3134
Pam Philpot 870 2602
Noise restrictions; no parties.
Cost: \$10 per hour.

HALLS AND FACILITIES

East Ringwood Sporting Club Ltd (120 people)
Mt Dandenong Rd, Ringwood East 3135
Mr John Kirby 879 2922
Function room: 120 people. Conference room: 40 people
Finishing time: Mon-Wed & Sunday 11 pm, Thurs-Sat midnight
Cost: \$100.

Good Shepherd Lutheran Church (100 people)
1 City Road, Ringwood 3134
Sandy Martello 870 9523
Finishing time: Midnight; no amplified music.
Cost: \$110 to \$154 + \$20 for kitchen.

Heathmont Primary School Hall (115 people)
Balfour Avenue, Heathmont 3135
Charlie Crooks 870 6098
Finishing time: 12.30 am
Cost: Mon-Thurs evening (excluding Wed until 8 pm) \$7.50 per hour; Fri, Sat, Sun evenings \$75 per night.

Heathmont East Primary School
Louis Street, Box 505, Heathmont 3135
Jim O'Shea Principal 729 5439
Cost: \$6-\$10.

Heathmont Secondary College
Waters Grove, Heathmont 3135
Lyn Harrison (Bursar) 879 3111
Gymnasium and basketball court
Limited seating for audience (viewing area upstairs)
Cost: \$16 per hour.

H J Pamphilon Hall (200 people)
Bondi Street, Ringwood East 3135
Patrick Waring 870 6103
No noise after midnight
Cost: \$140 weekend evenings, \$12.50 per hour casual.

Kalinda Primary School (100 people)
Kalinda Road, Ringwood 3134
Gary Milne 876 3289
No alcohol. Not available for parties
Cost: \$20 per night.

Maroondah Secondary College Community Centre (500 people)
Brentnall Road, Croydon 3136
Albert Van de Kuyt 870 4551
Theatre: 225 people; gym: 500 people; committee rooms: 30 people.
Parking and noise restrictions
Cost: Variable.

North Ringwood Community House (30 people)
20 Oban Road, Ringwood North 3134
Helen Halliday or Jo Osborne 876 3421
Lounge: 30 people; craft room: 15 people.
Limited availability.
Cost: Community groups \$5 per hour; commercial groups \$10 per hour.

North Ringwood Senior Citizens Centre (120 people)
Warrandyte Road, Ringwood 3134
Doug Hendricks W 879 2677, H 725 1397
Hall: 120 people; Room 1: 20 people; Room 2: 20 people
Finishing time: Weekends and some evenings 7-11 pm.
Cost: \$300 for party; \$60 for meetings or seminars.

Norwood Primary School Community Room (70 people)
Warrandyte Road, Ringwood 3134
R C Cairns 870 8535
Department of School Education. Security must be notified. Nighttime hire.
Cost: \$50 for evening or \$15 per hour.

HALLS AND FACILITIES

Our Lady's Parish Hall (200 people)
Wilana Street, Ringwood 3134
Jim Kennedy 870 2493
Finishing time: Sat & Sun 1 am; Friday and Saturday nights 6 pm to 1 am
Cost: \$200 + \$125 bond.

Parkwood Secondary College Gymnasium
Tortice Drive, Ringwood North 3134
876 1633
No alcohol. Fully booked during week.
Sporting use only.

Ringwood Convention Centre (700 people)
Mines Road, Ringwood East 3135
Sandra Bailey 870 2888
Theatre: 435 people. Three rooms undivided: 700 people.
Finishing time: 1 am
Cost: Varies.

Ringwood Senior Citizens Centre
Ringwood Avenue, Ringwood 3134
870 1884

2nd Ringwood Scout Group Hall (100 people)
H E Parker Reserve, Heathmont 3135
Geoff Naughtin 720 8611
Small hall: 50 people. Large hall: 100 people. Meeting room: 30 people.
Finishing time: Midnight
Cost: \$200 bond and hire form; small hall: \$60; large hall: \$80; both halls: \$100.

4th Ringwood Scout Hall (120 people)
Mines Road, Ringwood 3134
Andy Mafriaci 879 2553
Finishing time: Midnight
Cost: \$100 per night.

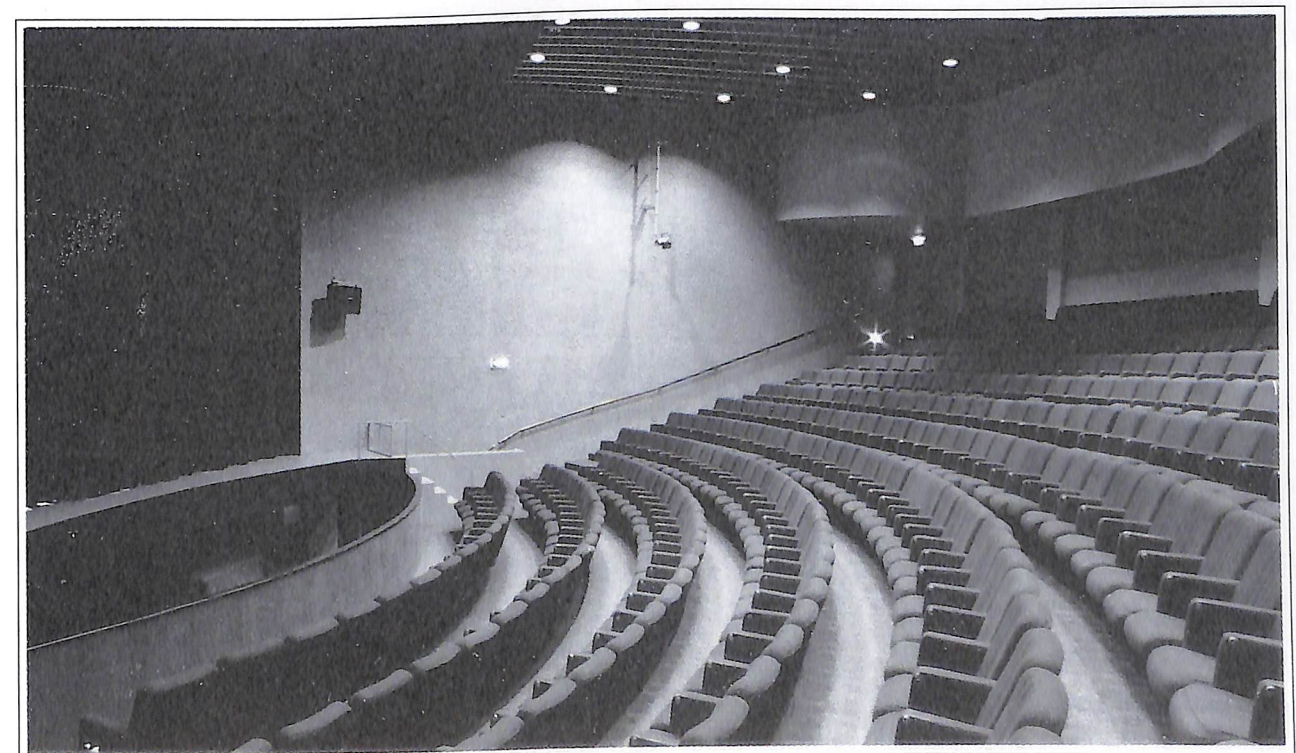
Ringwood North Primary School Hall (250 people)
172 Oban Road, Ringwood North 3134
Barry Archibald 876 3411
Finishing time: Midnight.
Cost: Friday and Saturday: community groups \$100; other groups \$250. Nominal bond required.

Ringwood Secondary College Hall (500 people)
Bedford Road, Ringwood 3134
Mr P Cowell 870 2002
Cost: Negotiable.

Tintern Anglican Girls Grammar School Hall (900 people)
90 Alexandra Rd, Ringwood East 3135
Joan McKelvey 879 4466
No alcohol or smoking, available weekends and school holidays only
Cost: \$100 mornings or afternoons, \$200 evenings.

Note: Costs are approximate and subject to change. For more information, contact the facility direct or telephone Wendy Holland, Municipal Recreation Officer, City of Ringwood, on 871 0252.

■ **City of Ringwood's Karralika Theatre, part of the Convention Centre complex.**





More people are in the swim

Last year saw 464,826 patrons use the Ringwood Aquatic Centre, a slight increase of 13,112 (2.8%) over the previous year. This increase is not reflected at other municipal-controlled pools, which generally have experienced a decrease.

The Centre's operation has again seen a surplus of income over expenditure. As usual, this surplus will be used to maintain and improve the facility and the Centre's viability.

Council's decision to extend the pensioner concession rate to all holders of Pensioner Cards has been favourably received.

While the Centre continues to maintain its normal activities such as VicSwim Learn to Swim and Water Safety programs, new activities have been organised and introduced this year. They include:

Aqua Jogging This activity suits both young and old, and is fast becoming an activity that allows exercise to take place in an aquatic environment without placing too much stress on the body. The more effort that is put into this exercise, the greater the benefit and fitness level achieved.

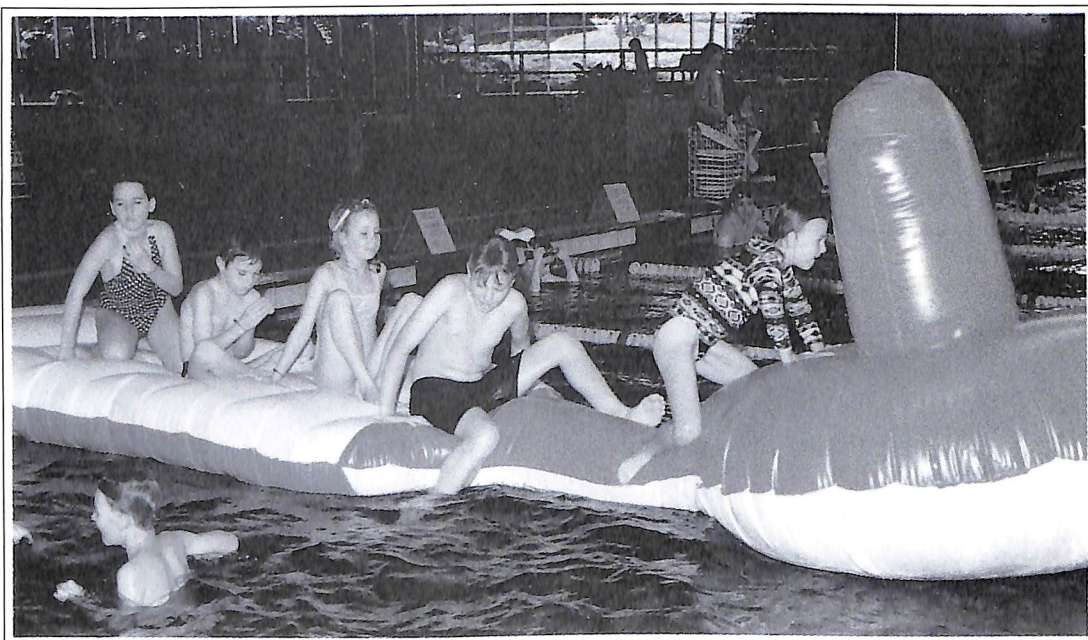
Power Walking This activity, while providing gentle exercise, has the additional benefit of being a very so-

cial activity. The more effort put into it the greater the benefit. Cost of this program includes either a swim/spa or sauna.

Staff training In response to the recent coronial inquest into two public pool drownings (not in Ringwood), the recommendation from the Coroner has been used to develop a course in pool safety and supervision.

In keeping with the Aquatic Centre's high expectation of pool safety and customer service, 27 Aquatic Centre pool attendants qualified for the Pool Lifeguard Award. The Ringwood Aquatic Centre oversees the courses in conjunction with Lacey Management. To date, the professional association of recreation centre managers has endorsed the course, thought to be the only one endorsed by a recognised body in the swimming pool industry.

• **Turn to page 45 for two free Ringwood Aquatic Centre entry vouchers (conditions apply).**



■ Fun for all at the popular Ringwood Aquatic Centre.

Aquatic Centre provides...
Aqua jogging
Aqua pass swimming
Bronze Medallion certificates
Community awareness
Diving
Early bird aerobics
Fabulous 50s club (swimming

and exercise for all ages)
First aid certificates
Fitness
Free coaching
Golden Health Club
Health promotion
Kiosk
Learn to swim programs

Life saving courses
Marketing
Pools, sauna and spa
Pool Lifeguard certificates
Pool safety and supervision courses
Power walking
Promotional activities
Sand volleyball

School holiday programs
School instruction
Scuba diving classes
Swimming lessons
Water aerobics
Water familiarisation courses
Water polo
Water safety education



A popular place to convene

The Ringwood Convention Centre continues to be one of the most popular function centres in Melbourne. During the year a number of changes were made to the way in which the centre operates, and significant impetus provided in marketing.

The Karralika Theatre continues to be used by a significant number of local groups with emphasis on ballet schools, callisthenics groups and live theatre, both amateur and professional.

It has maintained its competitive edge despite other facilities being developed within the local area. It is well recognised as providing a high level of technical support and, with its 400 seats, it is able to provide a degree of intimacy.

There were a number of highlights during the year, the greatest of which was the staging of the Victorian Dairy Farmers' Convention. This week-long convention has become a regular feature with farmers throughout

Victoria, who find the Convention Centre perfect for their biennial conventions. An event of special significance was the convention staged for the Spastic Society of Australasia. It proved that the centre is capable of catering for large numbers of people with special needs.

The Convention Centre is a great asset to the local community and, with a changing focus to operate as an independent business unit, it will become more visible to the community.

Phone enquiries: 870 2888.

Convention Centre provides...	Dinner dances
Catering	Kiosk operations
Coordination and bookings of theatre performances	Marketing and promotions
Conference meetings	Product launches
Debutante balls	Seminars
	Theatre and function rooms
	Theatre equipment
	Weddings



■ The eye-catching Convention Centre and Karralika Theatre. Inset: Enjoying a function.



Ringwood Golf Course

Ringwood Golf Course continues to be one of the best public courses in the metropolitan area. Its staff takes great pride in providing fairways and greens that rival the standard of many private courses. During the year, 75,523 rounds were played.

One of the main highlights during any year is the Pro-Am, which is played during February. In 1993, the event attracted 90 professional and 120 amateur golfers, with Rob McNaughton from Barham District Golf Club winning the event with a course record 62.

The golf course is on the site of a former tip, and over time the ground movement and other factors have led to the deterioration of the irrigation system. This has led to the replacement of the whole system with the most up-to-date equipment. The total cost, approaching \$400,000, was met from past surpluses from the operation of the course. The system is designed to operate at night, which reduces loss through evaporation. It is computer controlled to ensure that over-watering does not occur.

The golf course turf management team posted a number of milestones during the year with four team members completing technical qualifications ranging from trade apprenticeships to tertiary diplomas. Ring-

wood Golf Course now has one of the highest qualified turf teams in the state – something to be proud of.

During the year, considerable emphasis was placed on further marketing of the course. A commercial driving range located on the western end of the course and known as Ringwood Golf Range provides a 25% discount on a bucket of balls on the presentation of a Ringwood Golf Course green fee ticket. The collaborative efforts of public and private golfing facility managers will enhance opportunities for Ringwood golfers and those keen to give the game a try.

Ringwood is proud of its public course and welcomes new players.

Golf enquiries: 870 7496.

• **Turn to page 45 for a range of discount golfing vouchers (conditions apply).**

Golf Course provides...

18-hole course

Annual Pro-Am

Complimentary activities with driving range

Golf course management

Golfer support and education

Irrigation maintenance

Maintenance operations and mowing fairways, rough, tees and greens

Newsletter production

Pro shop

Promotional activities



■ **Lining one up on the Ringwood Golf Course.**
Inset: Golf Course staff maintain the course.



Your free entry voucher for Ringwood Aquatic Centre

ADMIT ONE FREE WITH ONE PAID ENTRY



One full adult entry or two children with each adult entry



Midweek Golf

PRESENT THIS COUPON AND RECEIVE A 50% REDUCTION ON GREEN FEES.



Not Saturday or Sunday.
One player only.
Valid until 30 Sept 1994



• RINGWOOD PUBLIC GOLF COURSE •

Golf Lessons

PRESENT THIS COUPON AND A RINGWOOD GOLF COURSE GREEN FEE TICKET WHEN YOU PURCHASE YOUR FIRST GOLF LESSON AND THE NEXT LESSON IS FREE OF CHARGE.

Valid until 30 September 1994

• RINGWOOD PUBLIC GOLF COURSE •



Ringwood Golf Range

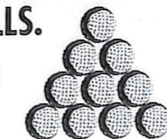
Corner Belgrave and Canterbury Roads

PRESENT THIS COUPON AND A RINGWOOD GOLF COURSE GREEN FEE TICKET TO RECEIVE A 25% DISCOUNT ON YOUR FIRST BUCKET OF BALLS.



Valid until 30 September 1994

• RINGWOOD GOLF RANGE •



Your free entry voucher for Ringwood Aquatic Centre

ADMIT ONE FREE WITH ONE PAID ENTRY

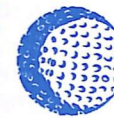


One full adult entry or two children with each adult entry



Midweek Golf

PRESENT THIS COUPON AND RECEIVE A 50% REDUCTION ON GREEN FEES.



Not Saturday or Sunday.
One player only.
Valid until 30 Sept 1994



• RINGWOOD PUBLIC GOLF COURSE •

Junior*/Student Golf

PRESENT THIS COUPON TOGETHER WITH YOUR STUDENT CARD TO RECEIVE A 50% REDUCTION ON GREEN FEES.

Midweek only. 1 player only. Valid until 30 Sept 1994. * Under 16.

• RINGWOOD PUBLIC GOLF COURSE •

Pro Shop

PRESENT THIS COUPON AND A RINGWOOD GOLF COURSE GREEN FEE TICKET AND RECEIVE 10% DISCOUNT ON ALL ITEMS IN SHOP (EXCLUDING ITEMS ON SPECIAL).

Valid until 30 September 1994

• RINGWOOD PUBLIC GOLF COURSE •



Community groups serving the City of Ringwood

Information is correct as at December 1993. As details in this section are constantly changing, please contact the City of Ringwood on 871-0222 or the Ringwood-Croydon Advisory Service on 870-3233 or 725-7920.

Aged services

Aged & Disability Services Unit Health & Community Services Vic
883 Whitehorse Road, Box Hill. Ph 248-7248.

Pensions
See Social Security Department (Ringwood) 41 Ringwood Street. Ph 264-6888.

City of Ringwood's Aged and Disabled Services
For information, advice and support on issues concerning aged and disability services, phone the City Offices on 871-0322.

Fortnightly shopping bus.
A bus service for aged people to and from Eastland. Operates alternate Wednesdays. Contact: Officer for the Aged and Disabled 871-0260.

Library bus
Free service for frail elderly residents. Ph 871-0260. Volunteers take people to and from the library. Morning tea from the Red Cross. Contact: Officer for the Aged and Disabled 871-0260.

Podiatry
Subsidised podiatry for Ringwood's senior citizens with a health benefits card. Phone 878-2687 or 725-7272 for an appointment.

DAY ACTIVITY CENTRES FOR THE AGED/DISABLED

Greenwood Day Care Centre
Uniting Church, Cnr Greenwood Street and Station Street, Ringwood. Operates Mondays and Thursdays 10.30 am to 2.30 pm. Transport can be arranged.
Contact: Deaconess Gwen Shanks 879-3859 Mon and Thurs. For frail elderly.

Salvation Army "Companion Club"
Contact: Cpt John Vale 870-0720 or Lt D. Schmidtke 870-3118. An informal group of elderly who meet Fridays 10.30 am.

GENERAL SERVICES

Maroondah Social & Community Health Centre
75 Patterson Street, East Ringwood. Ph 879-3933.
Contact: Madeline Parker (Chief OT).

Donwood Day Care
1-5 Mt Dandenong Road, Croydon 3136. Ph 879-7367.
Contact: Jan McDonald.

Do Care
A friendly visiting scheme for elderly lonely people. Ph 723-6221, or Wesley Central Mission throughout Melbourne, ph 662-2044.

Aged Accommodation
Phone Ringwood's Community Services Officer for the Aged on 871-0260.

Victorian Council on the Ageing
4th floor, 126 Wellington Parade, East Melbourne. Ph 416-0822. Information for elderly and their families.

SENIOR CITIZENS' GROUPS

SENIOR CITIZENS' CENTRES East Ringwood
President: Mrs Betty Hawkins
Secretary: Mrs N Hawker 870-0289
Rooms: 870-0289

North Ringwood
President: Mrs Jean Hubbard 876-3861
Secretary: Mr D Hendricks
Rooms: 879-2677

Ringwood
Vice-Pres: Mr Joe Crank 720-5927
Secretary: Phyl Smith 873-3819
Rooms: 870-1884

Early Planning for Retirement
President: Mrs Marcia Allwell 723-2781
Secretary: Ms Norma Drew 870-6764
Corres: The Secretary, PO Box 567, Ringwood 3134.

Jasmine Lodge
56 Mt Dandenong Road, Ringwood. Kathleen Murphy 879-3702.

Lionsbrae Elderly People's Hostel
Admin: Christine Cookson 870-7523

Lionswood Village Committee
President: Mr Ian Scott 876-2243
Secretary: Mrs Audrey Lavis 870-6708

Ringwood-Croydon Combined Pensioner's Association of Victoria
President: Mr Stan Smith 876-3171
Secretary: Mrs Peggy Stephens 873-1362

The Companion Club
Secretary: Mrs Norma Purcell 879-2368

War Widows & Widowed Mothers Assoc, Ringwood Branch
President: Mrs June Spence
Secretary: Mrs Brenda Crawshaw

"Wilana" Ringwood Lions Elderly People's Home Society
Corres: PO Box 47, Ringwood 3134 or c/- 8 Heather Grove, Ringwood 3134
President: Mr Ken Riddell
Secretary: Mrs Barbara Riddell 870-5310



Children's services

A directory of children's services is available from the City Offices.

AFTER SCHOOL PROGRAM

After school care programs are held at many schools in Ringwood. Fees vary according to means. Details from your local school.

CHILD CARE

Heathmont Child Care Centre
25 Eden Avenue, Heathmont 3135. 729-4960

Heathmont East Child Care Centre
13 Armstrong Rd, Heathmont 3135. 729-5407

Knaith Road Child Care Centre Inc
Secretary: Mr Maurice Dear 870-6966

Lucinda
116B Mt Dandenong Rd, Ringwood East 3135. 870-4960

North Ringwood Child Care Centre
Corres: PO Box 309, North Ringwood 3134. 879-2875

North Ringwood Community House
Corres: 120 Oban Road, North Ringwood. 876-3421

Ringwood Community Child Minding Centre
40 Warrandyte Rd, Ringwood 3134. 870-6294
President: Mrs Sally Sonsie 720-3036
Secretary: Mrs A Hennessy 876-2170

Ringwood East Childcare Centre
105 Mt Dandenong Rd, Ringwood East 3135. 879-6442

Sherwood Child Care
138 Heatherdale Rd, Vermont. 873-1440

Warrawong Day Care Kindergarten
Grey Street, Ringwood East, 3135. 870-6020
President: Ms Joan Rose
Secretary: Ms Jenny Mayo

MATERNAL AND CHILD HEALTH CENTRES

Nurse Vikki Tonissen, Viviani Cres, Ringwood. 870-6480
Nurse Ann Scott, Miles Ave, Ringwood. 870-4777
Nurse Robyn Jones, 127-129 Oban Road, Nth Ringwood. 876-3307
Nurse Kay Thompson, Laurence Grove, Ringwood East. 870-6479

PLAYGROUNDS

(With play equipment)

East Ringwood
A. B. Long Reserve, Dublin Road, East Ringwood (Map ref K17).

Bronhill Road, East Ringwood (Map ref N18).

Dublin Road-Maroonah Highway corner, East Ringwood (Map ref K16).

Freeman Street, East Ringwood (Map ref L14).

Hender St, East Ringwood (Map ref O11).

Holland Rd, East Ringwood (Map ref L16).

Smithdene Avenue, East Ringwood (Map ref N13).

Walhalla Drive, East Ringwood (Map ref N10).

Heathmont

Apex Park, Great Ryrie St, Heathmont (Map ref H6).

Campbell St (near Heathmont Railway Station), Heathmont (Map ref J6).

Cuthbert St, Heathmont (Map ref G3).

Danielle Cres, Heathmont (Map ref N4).

Dirkala Ave, Heathmont (Map ref J2).

Dresden Ave, Heathmont (Map ref I7).

Jarma Road, Heathmont (Map ref G5).

Pump Street, Heathmont (Map ref K8).

Viviani Cres, Heathmont (Map ref J5).

Waterloo St, Heathmont (Map ref H4).

Ringwood

Ambrie Avenue, Ringwood (Map ref J20)

Bonview Ave, Ringwood (Map ref C11)

Byron Street, Ringwood (Map ref I18)

Ringwood (Map ref H9)
Linda Drive, Ringwood (Map ref J20)
Lockhart Road, Ringwood (Map ref E20)
Maidstone St, Ringwood (Map ref E6)
Munro Street, Ringwood (Map ref E14)
Notlen Street, Ringwood (Map ref F15)
Panorama Ave, Ringwood (Map ref E16)
Reynolds Ave, Ringwood (Map ref F14)
Staley Gardens, Seymour Street, Ringwood (Map ref E12,1)
Tamar Street, Ringwood (Map ref F17)
Turnbull Court, Ringwood (Map ref G15)
Werac Drive, Ringwood (Map ref C18)

North Ringwood

Highland Boulevard, North Ringwood (Map ref M21)

Mundara Drive, Ringwood North (Map ref L24)

Ricki Crt, Ringwood Nth (Map ref F12)

PLAYGROUPS

Central Ringwood Comm Centre
Contact: 870-2608

Heathmont Parent-Child Playgroup Inc
Uniting Church Hall, PO Box 531, Heathmont 3135.

President: Mr Philip Craig 729-3850
Secretary: Ms Lisa Gatzonis 870-7267

Playgroup Association
346 Albert Street, Berwick. Ph 388-1599.

Ringwood East Playgroup Inc
Coord: Jo Rees 879-1974

Ringwood North Playgroup Inc
President: Ms T Hesselmanns 725-9580
Secretary: Ms L Tudor 879-0625

STATE GOVERNMENT ADVISER ON PRE-SCHOOLS AND CHILD CARE CENTRES

Children's Services Advisers
25 Ringwood St, Ringwood 3134. 871-4444.

SUPPORT GROUPS

Australian Multiple Birth Association, Nunawading Branch
President: Ms J Corrigan 870-6650
Secretary: Ms Helen Lenten
Corres: Box 348, Nunawading 3131



COMMUNITY ORGANISATIONS

North Ringwood Parish Community Care

Coord: Mrs J Smith 876-2204

Outer East Council for Developing Services in Mental Health

Contact: Halcyon 758-8508, 758-9232

Outer East Financial Counselling Service

Contact: 894-1966

Outer East Head Injury Family Support Group

Contact: Barbara Stephens 762-5606
Aileen Hewat 877-4991
Pat Gotlib 870-8210

Ringwood Extended Family Service

Contact: Bruce Argyle 879-3634

SHAC Emergency Accommodation (For 14-18 years)

Contact: 13 Holland Street, Blackburn
894-3366

Legacy

Melbourne Legacy 663-3564.
Yarra Valley Legacy Group
(Mr E Pawley) 879-4516.

DAY CARE CENTRES

(CHILDREN)

Biala Care Centre for Handicapped Children

President: Mr Glen Hubbard 870-2335
Secretary: Mr Harold Stafford 723-7740

(ADULTS)

East Ringwood Caring Centre

Contact: Sylvia Simpson 870-1944

Greenwood Day Care Centre for Elderly

Convenor: Deaconess Shanks 725-6330

(DISABLED)

Manvantara Adult Day Care Centre for Confused

Manvantara Hospital, 46
Warrandyte Road, Ringwood
Contact: Pat Woodard or Jill Russell
870-9611

Penumbra

Contact: Mr L Lawrenson 729-7269

Arts Access

109-111 Sturt St, South Mel-
bourne 3205. 699-8299
Patron: Mrs Jean McCaughey

EMERGENCY FINANCIAL RELIEF

Call Ringwood-Croydon Ad-
visory Service for appropri-
ate referral. Ph 870-3233 or
Croydon 725-7920.

FINANCIAL COUNSELLING

Outer East Financial Counselling Service.

Ph 894-1966. Based at Reach
Out For Kids, Silver Gve,
Nunawading. Mon to Fri 9
am to 5 pm. Ring for appoint-
ment. Free for Ringwood,
Croydon and Nunawading
residents and workers.

MARRIAGE COUNSELLING

Anglican Marriage Guidance

658 Mountain Highway,
Bayswater. Ph 720-5944.

Catholic Family Welfare Bureau

459A Whitehorse Rd, Mit-
cham (cnr Albert St). 873-
4344.

Marriage Guidance Council

10 Civic Square, Croydon. Ph
725-9964.

MIGRANTS

A current listing of services
(e.g. language classes) is kept
at the Ringwood-Croydon
Advisory Service: 870-3233
or Croydon 725-7920.

Telephone Interpreter Service

Contact: 416-9999. Ringwood-Croy-
don Advisory Service has
names of local interpreters,
870-3233 or 725-7920.

Disabled people's services

Autistic Family Support Association

President: Mrs G Gones 754-4859

Eastern Suburbs Trading Cooperative Ltd

Office: 87 Wonga Rd, Ringwood 3134.
Chair: Mr John Mierisch 725-7216
Secretary: Mr Derek Davies 876-2918

HANDD Ministries Inc

Contact: Rev Barry Knight 879-5276

Independent Living Centre

52 Thistlewaite St, Sth Mel-
bourne 3205. Ph 690-9177.
Aids and information for the
disabled. Appointment only.

Intellectual Disability Services

Outer Eastern Office, 883
Whitehorse Rd, Box Hill. Ph
248-7248. A government
service for intellectually han-
dicapped people.

Intellectual Disability Services

Unit - Health & Commu-
nity Services Victoria
883 Whitehorse Road, Box
Hill. Ph 248-7248.

Monkami Centre for Intellectually Handicapped (Adults)

Cnr Dixon Ave and Lincoln
Rd, Croydon, 3136. 725-8677.
Workshop 725-6652

Monkami

Admin: Cnr Dorset and Lincoln Rds,
Croydon. Ph 725-8677. Adult
training/support 725-6652.
Retail outlet: Olinda Creek
House & Garden Centre, 207
Main Street, Lilydale. Ph
735-3611 or 735-3247.

Nadavoc Industries

1-19 Colombo St, Mitcham.
Ph 873-1111. Workshop for
disabled people.

Outer East Respite Care Working Group

c/- Health & Community
Services Victoria, 46 New St,

Ringwood 3134. Ph 871-4444,
fax 871-4499. Respite care
services for those providing
a break for people caring for
a child, adolescent or adult
with a disability or who is
dependent for some reason.

Regional Disability Council

PO Box 705, Croydon.

Chair: Peter Best, ph 761-0028.

Meets: Maroondah Social Health
Centre, 75 Patterson Street,
East Ringwood at 9.30 am on
second Tuesday of month.
Regional association of peo-
ple with disabilities as well
as advocates and service pro-
viders. Lobbies for services
and provides information
and referral.

Regional Disability Council Outer East Inc

PO Box 464, Boronia 3155.

Chair: Peter Best 761-0028.

Ringwood Specific Home Care Services

A child/adult minding ser-
vice designed to provide re-
lief for the prime carer of a
disabled person through the
support of caring staff. Con-
tact: 871-0291.

DISABLED PEOPLE'S FACILITIES

Telecom Business Office

Telecom has a range of aids
available to assist disabled
people with using a tele-
phone. Enquiries: 56-60
Rutland Road, Box Hill, ph
895-7211.

Off-street parking

Reserved off-street parking
spaces for motorists with
disabilities are located at the
following shopping centres:

- Eastland: Upper & Lower Levels; off
street undercover carpark;
access from Warrandyte Rd.
- North Ringwood: Behind shops; ac-
cess from Dickson Crescent
or Oban Road.

COMMUNITY ORGANISATIONS

• Burnt Bridge Shopping Centre: Ac-
cess from Beaufort Road.

• Ringwood Market: Access from Bond
Street or Market Street.

• Ringwood Square Shopping Centre:
Access from Seymour Street
or New Street.

• Heathmont: Access from Canterbury
Road.

• Ringwood East: Near Post Office, near
Wenwood Street.

Toilets

Public toilets with facilities
for the disabled are at:

• Myer Eastland on 2nd level adjoining
the hairdressing salon (one
male and one female toilet).

• Ringwood Lake, Ringwood Library,
Wombalano Park and Ring-
wood Convention Centre.

• Ringwood Market - opposite disabled
parking bay.

• Ringwood Square Shopping Centre -
near Advisory Service

• Railway Ave, East Ringwood, adja-
cent to post office, west of
Wenwood Street.

• Eastland - upper and lower levels,
access from Warrandyte
Road in off-street car park.

Options for Community Living

16-18 Croydon Road, Croy-
don. Ph 725-9811. Accommo-
dation for people with an in-
tellectual disability.

Citizen Advocacy

2 Mount View St, Croydon
3136 (PO Box 790, Croydon
3136). Ph 725-4435. Help for
people with disabilities.

Education

ADULT EDUCATION

University of the Third Age

President: Mr Ken Dowell 728-5406

Secretary: Ms Joan Binns 725-4552

Corres: c/- City of Ringwood, PO Box
156, Ringwood 3134.

North Ringwood Community House

Corres: 120 Oban Road, Ringwood
North. 876-3421.

Central Ringwood Community House

Corres: Bedford Park, Bedford Road,
Ringwood. 870-2602.

HOME TUTOR SCHEME

Volunteers teach English to migrants.

Outer Eastern Area

658 Mountain Hwy, Bays-
water (in Family Planning
Clinic opposite Safeway).
Map ref: V4 - 870-4106. Map
ref: P14 - 879-4466.

Yarra Valley Anglican School

Kalinda Road, Ringwood. Ph
876-1366. Map ref B14.

LIBRARIES

Eastern Metropolitan Regional Li- brary Service

City of Ringwood Branch, 28
Warrandyte Road, Ringwood
3134. 870-0377

Maroondah Toy Library

President: Ms Karen Browne 870-5421
Secretary: Ms Merron Graf 870-1453
Corres: 34 Tortice Dve, Ringwood 3134

Ringwood Library

28 Warrandyte Rd, Ring-
wood. 870-0177, 870-0377.
Large print books and other
aids.

LITERACY

Outer Eastern Literacy Program

Contact: Ms M Kennard (059) 68-8267
or 762-4211; Maroondah Lit-
eracy Group, Eileen Toohill
879-6421; Central Ringwood
Comm. Centre 870-2602.

STUDENT EXCHANGE PROGRAMS

American Field Service, Maroondah Chapter

President: Mr Barry Payne 720-4580

American Field Service, Yarra Valley Chapter

President: Mrs Amanda Kay 842-8777
Secretary: Ms J Mauchline 842-6241





COMMUNITY ORGANISATIONS

HEARING AID SERVICES

Australian Hearing Services

Hearing Centre, Casselden Place, Spring St, Melbourne. Ph 285-8402, or 2nd floor, Whitehorse Plaza, Box Hill. Ph 890-0606. Pensioner Health Card holders receive free hearing aids.

H.E.A.R. Service

101 Wellington Parade South, East Melbourne 3002. Ph 650-3981. Hearing tests and courses on deafness management.

HOSPITALS

Box Hill and District Hospital

Nelson Road, Box Hill. Ph 895-3333.

Manvantara Hospital

46 Warrandyte Road, Ringwood. Ph 870-9611.

Maroondah Hospital

Mt Dandenong Road, Ringwood East. Ph 871-3333.

Ringwood Private Hospital

36 Mt Dandenong Road, Ringwood East. Ph 870-3322

Mercy Hospital for Women

Clarendon Street, East Melbourne. Ph 270-2222. 300-bed public hospital specialising in women's health. Child-minding, interpreting services, 24-hour emergency department.

MEDICAL AUXILIARIES

For a list of hospital auxiliaries, contact Ringwood-Croydon Advisory Service 870-3233, Croydon 725-7920 or the City Offices 871-0222.

Asthma Foundation of Victoria, Ringwood Auxiliary

Contact: Mrs J Graham 870-5663

Eastern Suburbs Geriatric Centre Society

President: Dr David Burns

Exec Dir: Mr D N Mahaffy, c/- Manvantara Hospital, 46 Warrandyte Road, Ringwood 3134. Ph 870-9611

Manvantara Hospital Auxiliary

President: Mrs Maureen Matthews
Secretary: Mrs Ursula Rosier 876-3956

Maroondah Hospital Appeals Committee

President: Cr R Gardini 870-1126
Secretary: Mrs Lorna East 870-0822

Maroondah Hospital Committee of Management

Maroondah Hospital, Mount Dandenong Rd (PO Box 65) Ringwood 3134

Secretary: Mr J Lightfoot 871-3333

Maroondah Hospital Flower Auxiliary

President: Mrs Betty Hawkins 870-2054
Secretary: Mrs Joan Dunstan 870-9476

Maroondah Hosp, Heathmont-Ringwood East Auxiliary

President: Mrs I McGillivray 800-2918
Secretary: Mrs A Lavis 870-0708

Maroondah Hospital, Henley Auxiliary

Secretary: Mrs Shirley Cunton 870-9402

Maroondah Hospital, Ringwood Auxiliary

President: Mrs Maureen Digby 870-9685
Secretary: Mrs Anne Swasielid 723-7705

Maroondah Hosp, Ringwood North Auxiliary

President: Mrs C Crawford 870-1426
Secretary: Mrs Mary White 879-4108

Queen Victoria Medical Centre Aux.

Contact: Mrs S Owen 870-9636

Ringdon Auxiliary for Mentally Retarded & Spastic Children

200 Canterbury Road, Heathmont 3135
President: Joan Harper 729-4543
Secretary: Mrs H Stephens 735-3487

Ringwood & Nunawading Arthritis Group

President: Mrs H Ledgerman 878-8324

Secretary: Ms J Pratt 739-5817
Corres: PO Box 771, Ringwood 3134.

MENTAL HEALTH

Boronia Community Mental Health Services for Adults

1-3 Erica Avenue, Boronia. Ph 762-2200. Appointment required. Counselling and support services.

Association of Relatives and Friends of the Emotionally and Mentally Ill (ARAFEMI) Victoria

615 Camberwell Road, Camberwell. Ph 889-3733, 809-1341 or 889-1777 (AH). Self-help support for families and friends of emotionally and mentally ill people.

Crest Project

40 Bond Street, Ringwood. Ph 879-2557. Community-based residential project that provides accommodation and support to people with psychiatric disabilities.

Maroondah Hospital, Child, Adolescent and Family Psychiatry Service

8 Grey St, East Ringwood. Ph 870-9788. Individual and family counselling

Grow

519 Station St, Box Hill. Ph 898-8525. 10 am to 3 pm Mon to Fri. Mental health self-help/support organisation.

Donwood Social and Community Health Centre

73-77 Patterson Street, Ringwood East. Ph 879 3933. Meet 4th Thursday of month. Counselling and therapy, health education programs and self-help programs.

Dental Clinic (Maroondah Hospital)

124 Mt Dandenong Road, Ringwood East. Ph 871-3391.

Dentists and doctors

Listing at Ringwood-Croydon Advisory Service, 870-3233 or Croydon 725-7920.

NURSING

Royal District Nursing Service

2 Scoresby Road, Bayswater. Ph 729-1666. Home visiting service by qualified nurses for ill or disabled people.

SUPPORT GROUPS

Alzheimer's Support Group

Contact: Suzanne Higgins 879-3933
Maree Jeffs 871-0260

Allergy Association Australia, Ringwood Branch

Inquiries: 467-4823

Australian Crohns and Colitis Association

President: Angela McAvoy 726-9008
Corres: Box 201, Mooroolbark 3138

P.A.K. Inc (Parents with Allergy Kids Support Group)

PO Box 659, Brandon Park 3170. Cathy 560-4613, Liz 870-7015.

Parkinsons Support Group

Contact: Madeline Parker, PO Box 231, Narre Warren 3805. 879-3933

Reach Out Care

Contact: Lea Orpana 725-0716

VISION IMPAIRMENT

Victorian College of Optometry Clinic

Ph 349-7400, appointments 347-7455. Glasses/contacts. Eye tests available free for pensioners with Health Benefits Card.

Royal Victorian Eye & Ear Hospital

32 Gisborne St, East Melbourne. Ph 665-9666. Free for pensioners with Health Benefits Card. 8-10 months waiting for glasses. Emergency treatment available.

COMMUNITY ORGANISATIONS

Royal Victorian Institute for the Blind Social and Supportive Centre

Contact: Lee Worrall 529-3544.

WOMEN'S HEALTH

BreastScreen Program

Maroondah Hospital offers free X-rays for women aged over 50 years. For appointments, phone 349-2755.

Outer Eastern Women's Health Service

367 Maroondah Hwy, Ringwood. Ph 879-2199.

Women's Information and Referral Exchange

238 Flinders Lane, Melbourne. Ph 654-6844

Housing and accommodation

EMERGENCY HOUSING

- For Women and Children, contact Women's Refuge Referral Service, 329-8433.
- For Youth, contact Youth Accommodation Services, 729-2022.
- For Families, contact Maroondah Accommodation Services for centre information and referral and non-interest loans for private rental (when funds available). 725-2188.

HOUSING ACCOMMODATION

Co-op Housing Society Ringwood

Secretary: Mr A Collins 870-6311

Maroondah Accommodation Services

Chair: Andrew Collis
Corres: PO Box 290, Croydon 3136.

Maroondah Halfway House

Phone: 329-8433
Corres: PO Box 12, Ringwood 3134.

Options Accommodation of Intellectually Disabled People

Coord: Ms Sandy Crawford 817-6181

Outer East Regional Housing Council Inc

Corres: 312 Mt Dandenong Rd, Ringwood. 725-9288.

Contact: Heather Baker

Ringwood-Croydon Abbeyfield Society

Contacts: City of Ringwood 870-4311.
Richard Penney, City of Croydon 724-4333

Ringwood Rental Housing Co-op

21 Ringwood St, Ringwood. 870-6311

Wesley Community Contact Centre

143 Maroondah Hwy, Ringwood 3134. 879-5344

Contact: Bernie Durken 723-6221

Youth Accommodation Project (Maroondah)

President: Cr Max Williams 870-0358
Secretary: Miss Andrea Moore 870-7261
Corres: PO Box 80, Ringwood 3134. 879-2675

SHAC Support Housing Accommodation (14-18 years)

13 Holland Road, Blackburn South. 894-3360

ACCOMMODATION

Maroondah Accommodation Services

312 Mt Dandenong Rd, Croydon. Ph 725-2188. Provides a range of housing services.

Outer East Regional Housing Council

312 Mt Dandenong Road, Croydon. Ph 725-9288. Housing research, policy and advocacy, general housing advice, auspice community housing groups.

Youth Emergency Accommodation Service

214 Mt Dandenong Road, Croydon. Ph 723-7661

Contact: Steve Watts.





COMMUNITY ORGANISATIONS

Wesley Contact Centre

143 Maroondah Highway, Ringwood. Ph 879-5344. Support and referral to assist homeless youth.

Mullum Place

Contact Youth Worker, ph 879-2675. Calls to Wesley Community Contact Centre, 879-5344. Accommodation for homeless young people.

Department of Planning & Housing

25 Ringwood St, Ringwood. Ph 871-5199. General housing information and advice.

Outer East Tenants Information Service

Shop 14, 10 Railway Place, Ringwood. 870-0155. Mon, Tues, Thurs, Fri 9.30 am to 4.30 pm. Free advice on tenancy issues.

Tenants - bond assistance

For bond assistance contact:

- Department of Planning & Housing, 871-5199.
 - Maroondah Accommodation Service, 725-2188.
- For information and advice on tenancy problems contact:
- Outer East Tenants Information Service, 725-9152.
 - Tenants' Union (Mon to Fri 9.30 am to 1 pm), 417-1911.

For details on supplementary rent assistance: Department of Social Security, 264-6888.

Housing Information Service

Shop 22, Myer Arcade, 250 Elizabeth Street, Melbourne. Ph 663-1141. Free advice and guidance to people building or buying a house or flat.

Interest groups

ARTS AND CRAFTS

Craft Classes

Venue: North Ringwood Community House. 876-3421

Maroondah Handcrafts

President: Mrs E Malcolmson 848-4273
Secretary: Mrs G Birtchnell 870-1349

Ringwood Arts Council

President: Mr R Young 874-5353

Ringwood Art Society Inc

Corres: PO Box 404, Ringwood 3134.
President: Nola Clark 870-7857
Secretary: Cecil Williams 879-1873

COMMITTEES OF MANAGEMENT (Pavilions & Facilities)

A C Robertson Field Committee of Management

President: Cr Ann Fraser 870-4203
Secretary: Mr Charles Gorman (AH) 870-3074, (BH) 725-4758

A G Lavis Pavilion C of M

Chairman: Cr Nick Kirnos 870-6681

H E Parker Reserve Netball C of M

President: Cr Ann Fraser 870-4203
Secretary: Mrs Joan Lang 870-5244

J W Manson Special Pavilion C of M

President: Cr Nick Kirnos 870-6681
Secretary: Mr Robert Dervell 739-5393

Kevin Pratt Pavilion C of M

Chairman: Cr Chris McRae 879-1117
Secretary: David Brush (BH) 645-3555

North Ringwood Pavilion C of M

Chairman: Cr Neil MacDonald 870-8467
Secretary: Jeff Luscombe (AH) 876-3016, (BH) 875-0474

Proclamation Park Pavilion C of M

Chairman: Cr Ann Fraser 870-4203
Secretary: Mr Charles Gorman 870-3074

Quambee Reserve C of M

Chairman: Cr Neil MacDonald 870-8467
Secretary: Mr John Jacob 870-0238

Ringwood Aquatic Centre

Greenwood Ave, Ringwood
Manager: Mr Danny Smith 870-0519

Ringwood Convention Centre

Mines Rd, Ringwood East 3135. 870-2788
Manager: Nick Rice 870-2788

Ringwood East Comm. Centre C of M

President: Cr M Cheevers 870-4784
Secretary: Mrs E Humphreys-Grey 870-8903

Ringwood Public Golf Course

President: Neil Patterson. Sec: P Ross
Golf pro: P Harvey, c/- Golf Course, Canterbury Road. 870-7496

R O Spencer Pavilion Committee

Chairman: Cr Nick Kirnos 870-6681
Secretary: Mr P Warner 870-4641

COMMUNITY DEVELOPMENT GROUPS

Central Ringwood Community Centre

Venue: Bedford Park, Bedford Road, Ringwood.
Chair: Cr Ann Fraser 870-2602
President: Ms Jennifer Navin

Community Aid Abroad, Ringwood & Dist Group

Secretary: Mr Ray Hibbs 870-2186.

Health & Community Services Vic.

46 New St, Ringwood 3134.
Ph 871-4444

Dispute Settlement Centre Outer East Inc

313 Camberwell Road, Camberwell 3124. Ph 882-5134

Ethnic Communities Council Inc, Outer East

3rd Floor, Forest Hill Chase. Ph 877-6467
President: 270 Canterbury Road, Forest Hill 3131. Ph 894-4824

Maroondah Life Education Program (Ringwood-Croydon)

Chairman: Mr Les Christie 879-0464
Secretary: Mr Roger Kiel 876-1366
Corres: PO Box 844, Ringwood 3134.

North Ringwood Community House

120 Oban Road, North Ringwood 3134. Ph 876-3421
President: Mrs Wendy Watson
Secretary: Ms Kaye Fraser

COMMUNITY ORGANISATIONS



GENERAL INTEREST & HOBBY GROUPS

Amateur Photography Club Ringwood

President: Mrs A Crawford 879-1257
Secretary: Mr John Tuckett 762-2164
Corres: PO Box 213, Ringwood 3134

Black and White Camera Club

President: Mr Andrew Korlaki 870-7354
Secretary: Mr Brian Taylor 739-5087

Bridge Club

Coord: Mrs P Philpot 870-2602

Bridge Club, Yarra Valley

President: Mr Cecil Pengilly 878-5935
Corres: PO Box 104, East Ringwood 3135. Ph 870-0289

Chess Club, Ringwood

Contact: Mr Kevin Morrison 870-2814

Colour Photography Club of Ringwood

President: Mr Ray Belfrage
Secretary: Mr John Boyd 879-2267

Dog Obedience Club, Croydon & Dist

Contact: Anne Gilbert 725-4909
Instructor: Mr Martin Vengust 842-3930
Corres: PO Box 355, Croydon 3136.

Field Naturalists Club, Ringwood

President: Mr Phil Daniell 725-6363
Secretary: Mr Doug Alkemade 874-8916
Corres: PO Box 418, Ringwood 3134.

Film Society Ringwood

President: Mr J Craig 723-2709
Secretary: Miss I McKinlay 870-4473

Film & Video Makers Inc, Ringwood

Secretary: Mr Tom Smith 801-9301

Free Settlers Club

President: Mr A Bartlett
Secretary: Mrs C C Field 763-8442

Friendly Circle

Coordinator: Marg Robinson 870-8085

Friends of Bedford Park

Recreation Officer 871-0252

Friends of Mullum Mullum Valley

Convenor: Ken McInnes 870-2541
Corres: PO Box 314, Ringwood 3134

Garden Club, Ringwood

President: Mrs Susan Bailey 725-5881
Secretary: Mrs Pat Duncan 729-5205
Corres: PO Box 941, Ringwood 3134.

Gemstones Club

Contact: Mrs J Cooke, PO Box 219, Croydon 3136. 723-4726
Secretary: Mrs Nancy Lowe 726-4155

German Shepherd Dog Club Inc, Eastern Branch

Contact: Margaret Valastro 560-5649

Historical Research Group Ringwood

President: Mrs Ellie Pullin 870-4394
Secretary: Mr Jack Lindsay 870-8463
Contact: Ms Gayle Abbe 879-7532
Wednesdays 9.30am-4.30pm

Maroondah Branch of Wilderness Society

Contact: Rod Gifford 873-1941

Mullum Branch of Australian Conservation Foundation

Contact: Di Huby 416-1166

National All-Breeds Rabbit Club

President: Mr Shayne Tempest 754-4985

Orchid Society, Ringwood

President: Dr Denis Oliver
Secretary: Mrs Leila Duffield 874-7830
Corres: Box 11, Ringwood East 3135.

Penguin Club of Australia

President: J Scholes-Robertson 723-3946
Secretary: Ms Carol Reidy 758-3935

Philatelic Society

President: Mr Ron Collumbine 723-4547
Secretary: Mr W A Smith 551-2235

Photographic Society, Eastern Subs

President: Mr N Jobling 808-2716
Secretary: Mr Max Letcher 878-0285

Probus Club (Ladies) Heathmont

President: Mrs Pauline Ruse
Secretary: Mrs Allison Marshall
Corres: PO Box 512, Heathmont 3135.

Probus Club (Ladies) Ringwood

President: Mrs Betty Lilley 870-5419
Secretary: Mrs Helen Stokes 870-6193
Corres: PO Box 807, Ringwood 3134.



COMMUNITY ORGANISATIONS

Probus Club Ringwood
President: Nigel McCleave
Secretary: Mr Lionel Waterson 870-7728

Proclamation Park Walker's Club
President: David Blackwood 763-0869
Secretary: Denise Bannon 870-9143

Ringwood Community Gardening Cooperative
Secretary: Ms Dina Dare 879-1248

Society for Growing Aust. Plants
President: Mr Bruce Shroder 728-1342
Secretary: Mrs Elspeth Jacobs
Corres: PO Box 33, Ringwood 3134.

Spinners
Contacts: Mrs M Malberg 879-1418
Mrs M Klimowicz 870-1980

Toastmasters Club, Ringwood
President: Mr Dixon Kenney 725-6327
Secretary: Mr Liam Gavin 722-1136
Corres: PO Box 63, Ringwood 3134.

INFORMATION GROUPS

Army Careers Information Centre
O-I-C: Warrant Officer George Wood 879-2381
Careers: Sgt R Ashlin, Bdr. P Jackson.
Corres: c/- East Ringwood Post Office

City of Ringwood No. 8 Flight
Flt Comm: (AH) 874-4450
Flight parades at Army Depot, 56 Dublin Road, Ringwood East. (BH) 339-2822

Eastern Safety Group
President: John Henricks 721-2111
Secretary: Mr A Worswick 728-7200

Nunawading & Eastern Suburbs Community Legal Service
First floor, 60-64 Railway Road, Blackburn 3130.
Contact: Corinne Brewis 877-5777, fax 894 2133
Corres: PO Box 466, Blackburn 3130

People for Nuclear Disarmament Ringwood Group
Convenor: Mr A Holdway 870-0589
Venue: Church of Christ

Ringwood-Croydon Advisory Service
President: Mrs Sophie Pamment
Secretary: Mrs Robyn Jessup
Corres: 214 Mt Dandenong Rd, Croydon 3136. 725-7920, 870-3233.

MUSICAL & THEATRE GROUPS

Ballet Group Ringwood Inc
President: Mrs Carolyn Stone
Secretary: Ms Alice Barbour 723-1394

City of Ringwood Band Inc
President: Mr Cliff Noble
Secretary: Mr Ray Bradbury 870-4032
Corres: The Secretary, PO Box 496, Ringwood 3134

Eastern Community Broadcasters (ECB.FM) 98.1
President: Mr Stan Bannen
Secretary: Allan Martin
Corres: PO Box 166, East Ringwood 3135. 723-7305

Eisteddfod Ringwood
President: Mr B Wallwork (AH) 870-4435
Secretary: Mrs Wallwork (BH) 628-5647

Highland Pipe Band
President: Mr Bill Jones 876-3259
Secretary: George Arundel (059) 62-3168

Lowana Youth Choir Inc
Contact: Mr A Walliker 879-3298
Corres: c/- 156 Mt Dandenong Road, Ringwood East 3135.

Maroondah Singers
President: Mr J Williams 874-3957
Secretary: Mrs P David 878-9516

Maroondah Symphony Orchestra
President: Mr Arthur Braun 874-5824
Secretary: Mrs V Bedford 802-7510

Maroondah Theatre Co
Corres: The Secretary, PO Box 871, Ringwood 3134

Maroondah Youth Junior Chamber
Mail: PO Box 215, Croydon 3136.
President: Ms Carmel Blain 726-6302
Contact: Mrs Liz Neale 735-0907

Ringwood Festival Orchestra
Director: Mr R Young 874-5353
President: Mr Alex Leininger 560-4701

Ringwood Organ Society
Contact: Mrs Jessie Radau 728-2871

The Melbourne Chapter of Sweet Adelines International Inc
Contact: Ms R Naylor 872-3294
President: Gwen McDonald 457-3057

The Sherbrooke Theatre Company Inc
Members: Yvonne Manley 726-7334
Secretary: Sue Moon 842-7031
Corres: Box 178, Ringwood East 3135.

Victorian Folk Music Club
President: Mr Steven Bullock 762-1389
Secretary: Elma Gardner 497-1628

Whitehorse Musical Theatre
President: Mrs Marg Staples 899-3143
Secretary: Mr Jay Liebowitz 525-8715
Corres: PO Box 154 Burwood 3125.

POLITICS

Australian Electoral Office
Division of Deakin, PO Box 151, Ringwood. 870-8294

State Electoral Office
6/22 William St, Melbourne. 651-6201

Australian Democrats
Office: 71 Smith Street, Fitzroy 419-5808, 419-5697

Australian Democrats, Aston Branch
Contact: Damien Wise, 7 Ernest Grove, Doncaster. 850-1686

Australian Democrats, Casey Branch
Contact: Mr Garry Mitchell, PO Box 729, Lilydale 3140. 739-5918

Australian Democrats, Deakin Branch
Contact: Ruth Remderson, 47 Creek Rd, Mitcham 3142. 874-2473

Australian Labor Party
Office: 23 Drummond Street, Carlton 3053. 662-3433

Australian Labor Party (Croydon)
Secretary: M Grybas, 4 Pamela Place, Ringwood Nth 3134. 870-9837



COMMUNITY ORGANISATIONS

Australian Labor Party (Croydon North)
Secretary: Nicole Lowe, 17 Lemon Grove Crescent, Croydon Hills 3136. 725-7504

Australian Labor Party (Ringwood)
Secretary: David Brooks, 14 Park Road, Ringwood 3134. 870-9882

Liberal Party of Australia
Office: 104 Exhibition St, Melbourne 654-2255

Maroondah Young Liberals
Contact: Miss M Moss, 45 Serpels Rd, Templestowe 3106. 846-1018

National Australian Party
C/- PO Box 154, Forest Hills, 3131. 887-9350

National Party
Office: 24 Collins Street, Melbourne 654-6588

Women's Electoral Lobby (WEL)
9/10 Queen St, Melbourne. Ph 614-1128. Feminist non-party political lobby group tackling all discrimination against women in legislation.

SINGLES GROUPS

Begin Again
The Avenue, 48 Blackburn Road, Blackburn 3130.
Contact: Janet 877-5777

Mayflower Social Club
Contacts: Barb 801-4403, Flo 762-9785, John 878-9781

Parents Without Partners, Maroondah Branch
A self-help organisation for lone parents and their children. Ph 836-3211, Welfare 830-5597.

Lone Parents
See also Parents Without Partners.
Ringwood-Croydon Advisory Service, ph 870-3233, Croydon 725-7920

Singles in Society
Liaison: Mrs M Oates 879-1494
Secretary: Ms J Jones (W) 699-2811, (H) 889-6229

The Aloha Social Club
Contact: Paula Crawford 879-3789

Legal services

DISPUTES AND MEDIATION

Disputes Settlement Centre
313 Camberwell Road, Camberwell. 882-5134. Trained mediators help anyone with an on-going relationship find a satisfactory solution to their disagreements (not family disputes).

Consumer Resource and Advocacy Centre, Outer East
5/7 Chandler Road, Boronia. Ph 761-0288. Hours: 9 am to 3.30 pm Mon to Fri. Consumer Credit Advocacy Program, consumer-related problems and issues.

Consumer Credit Legal Service
4th Floor, 636 Bourke Street, Melbourne 3000. Ph 670-5088. Free advice on credit 9 am to 5 pm Mon to Fri.

Corrections
Court Advisory Service for adult offenders and supervision of community-based orders, parolees and people released on early release schemes. Centres at Boronia, Box Hill and Lilydale.

Justices of the Peace
For a current list of JPs, contact Ringwood-Croydon Advisory Service, 870-3233 or Croydon 725-7920.

Ringwood
Mrs Norma Corr 876-2084 (AH); Mr Malcolm MacGibbon 870-4417 (AH) Evenings only Mr Jack Scott 879-1053 (AH); Cr Greg Adkins 879-1850 (AH).

Heathmont
Mr Gerald Ashman 729-4629 (AH); Mr Gerald Smart (AH) 870-4351.

LEGAL SERVICES

Legal Aid Commission of Victoria
19 Ringwood Street, Ringwood. Ph 879-5500

Nunawading & Eastern Suburbs Community Legal Service
1st floor, 60-64 Railway Road, Blackburn 3130.
Contact: Corrine Brewis 877-5777.

Dispute Settlement Centre Outer East Inc
Contact: 882-5134

Outer Eastern Community Legal Service
Brice Avenue, Mooroolbark. Ph 726-5488. Solicitors are rostered to give free advice and make referrals. Appointment unnecessary. Weds 6 to 7 pm, Community Centre.

MARRIAGE CELEBRANTS

A current listing is kept by Ringwood-Croydon Advisory Service, ph 870-3233 or Croydon 725-7920

Juvenile Justice Unit - Health & Community Services Victoria
883 Whitehorse Road, Box Hill. Ph 248-7248.

Ministry of Consumer Affairs
88 Maroondah Highway, Ringwood (upstairs; opposite Billy Guyatt). Ph 879-5677.

Courthouse
Bourke Street, Ringwood. Ph 870-6594. Advice from Clerk of Courts weekdays 9.30 am to 4 pm by appointment.

Post offices

Bedford - 93 Bedford Rd, ph 870-3798 (Map ref Q10).



COMMUNITY ORGANISATIONS

Burnt Bridge – 434 Maroondah Hwy, ph 870-5363 (Map ref H14).

Heathmont – 153 Canterbury Road, ph 870-6192 (Map ref V9).

Heathwood – 139 Wantirna Road, ph 870-6763 (Map ref V5).

Ringwood – 15 Ringwood Street, ph 870-6900 (Map ref P5).

Ringwood East – 50 Railway Avenue, ph 870-6196 (Map ref Q10).

Ringwood North – 188 Warrandyte Road, 876-2412 (Map ref G7).

Service groups

AID AUXILIARIES

Brotherhood of St Laurence
President: Mrs Jess Barnes 874-4252
Secretary: Mrs M Brown 870-6794

Community Aid Abroad Ringwood and District Group
President: Mr Alan Ambrose and Mrs Dorothy Ambrose
Secretary: Mr Ray Hibbs 870-2186

Footmen
PO Box 384, Croydon 3136
President: Terry Harris 725-9000
Secretary: Tony Howden 758-7244

- Opportunity Shops**
- Baptist Bargain Centre, 54 Wantirna Rd, Ringwood. Ph 870-2954. Collection service.
 - Christian Brethren Family Care Op Shop, 116 Railway Avenue, Ringwood East. Ph 879-2323.
 - HICH Op Shop, 138 Canterbury Rd, Heathmont. Ph 720-6757.
 - Maroondah Hospital Op Shop, 4 Murray Place, Ringwood. Ph 879-1856.
 - St Vincent de Paul, cnr Olive and New Sts, Ringwood. Ph 870-9124.
 - "Thrifty Things", 83 Bedford Road, Ringwood East. Ph 879-3933. Run by Maroondah Social Health Centre; collection service.
 - Vermont Lions Club Treasure Shoppe, 42 Railway Avenue, Ringwood East. Ph 870-7768.

Ringwood Ladies Benevolent Society
President: Mrs Audrey Lavis
Secretary: Mrs Jess Barnes 874-4252

COMMUNITY SERVICE GROUPS

A comprehensive current listing is available at Ringwood-Croydon Advisory Service, ph 870-3233 (Croydon 725-7920) and at the City Offices 871-0222.

Apex Club of Ringwood
President: Mr Peter Watts 876-3922
Secretary: Mr Peter Hookey 876-1222
Corres: PO Box 55, Ringwood 3134. 726-0596

Beta Sigma Phi (XI-Sigma)
President: Mrs Pat Mackieson
Secretary: Mrs Lyn Walker 758-6047

Chamber of Commerce and Industry
Corres: PO Box 62, Ringwood 3134.
President: Mr Mark Dobson 879-7891

German Language Cultural Circle
Secretary: Mr W Gurtlar (059) 67-2281

Jonadab Masonic Lodge
Ringwood Masonic Centre
879-3285. For other lodges: Mr R Devonish 876-1369

Kiwanis Club
President: Phyllis Garner (H) 561-3357, (W) 551-5611
Secretary: Kerry Bligh 018 564 304, (W) 380-1811

Lions Club Heathmont
President: Mr Robin Kent 870-5571
Secretary: Mr P Casan (BH) 729-9625, (AH) 801-7661
Corres: Box 623, Heathmont 3135.

Lions Club Ringwood
Corres: PO Box 47, Ringwood 3134.
President: Mr P Hutchinson 879-0706
Secretary: Mr J Swanson 879-5153

Lions Club Ringwood Ladies Auxiliary
Corres: PO Box 47, Ringwood 3134.
President: Mrs M Worthington 870-0390
Secretary: Mrs L East 870-0822

Lioness Club of Ringwood
Corres: PO Box 830, Ringwood 3134. 762-9702
President: Mrs Barbara Brown 876-3184
Secretary: Mrs Lorna East 870-0822

Maroondah Junior Chamber Inc
Corres: PO Box 215, Croydon 3136.
President: Ms Carmel Blain 726-6302
Contact: Mrs Liz Neale 735-0907

Neighbourhood Shopping Centre Traders Group, Ringwood East
Secretary: Mr S Breig, c/- Morris Real Estate, Ringwood East 3135

Neighbourhood Watch
Contact: Snr Const Thom, Ringwood Police Station. 870-6377
PR Comm: Bill O'Keefe 729-9790
Dist coord: Knox Police Station 881-7948

Red Cross
Melb HQ: 619-9999.
Contact: East Ringwood: Mrs Marnie Conn 870-7017. Several units involved in: First Aid; Home Book Delivery; Library Service at Maroondah Hospital; Hospital Visiting; Assisting with Blood Bank, Immunisations; Disaster Relief; Fund-raising; Transport.

Red Cross Unit Heathmont
Chair: Mrs Liz Robinson 870-3328
Secretary: Miss A Mackie 729-4496

Red Cross Unit 1, Ringwood
President: Mrs N Biddlecombe 870-1640
Secretary: Mrs B Martin 800-2818

Red Cross Unit Ringwood North
Chair: Desally Walliker 879-3298

Red Cross Service Unit Ringwood East
Chair: Mrs Marnie Conn 870-7017
Secretary: Mrs B Taczanowski

Red Cross Transport Unit Ringwood East
President: Mrs June Anderson 725-7754
Secretary: Mrs Win Hopper 877-2636

Red Cross Telecross
Coord: Mrs A Timms 729-8431
Deputy: Miss Betty Beggs 870-6993

Returned Servicemen's League, Ringwood
President: Mr Ron Burch 870-1685
Secretary: Mr Stuart Little
Corres: 16 Station St (PO Box 210) Ringwood 3134. 870-6604

Returned Services League Women's Auxiliary
President: Mrs E Wells
Secretary: Mrs Val Walkerden 870-2717

Rotary Club of Ringwood
President: Mr Gerald Touhy 870-0248
Secretary: Mr S Macdonald (W) 870-5922
Corres: PO Box 319, Ringwood 3134.

Soroptomist Club Ringwood and Foothills
President: Miss A Cazlet (059) 67-1231
Secretary: Ms Diane Rae 879-1950
Corres: PO Box 344, Ringwood 3134.

St John Ambulance Brigade Ringwood/Nunawading Div.
Corp Off: Mr Mick Sellar 726-0407
Contact: Margaret McKenny 872-3406
Corres: PO Box 230, Mitcham, 3132

The Gunners Association of Australia, Ringwood Branch
President: Mr W Ponting 729-5561

Wesley Contact Centre
Contact: B Durkin 143 Maroondah Hwy, Ringwood. 879-3544

Yarra Valley Group of Melbourne Legacy
President: Mr John Bugge 735-1515
Secretary: Mr R B Nash 870-3798

Yarra Valley Senior Widows Croydon Legacy
President: Mrs Nancy Briggs 735-1407
Secretary: Mrs L Pearson 735-5352

Zonta Club of Waverley Inc
Corres: 158 Wattle Road, Camberwell 809-1084
President: Ms Shelley Headley 807-4706
PR Off: Ms Imke Fischer 728-1910.

Sporting organisations

ATHLETICS

Ringwood Athletics Club
Contact: C Gorman, 40 Wonga Rd, Nth Ringwood 3134. 870-3074.

Ringwood Professional Aths Club
President: B Morgan 870-8186
Secretary: R Woodbridge 898-7105

BADMINTON

Kilsyth Badminton Centre 727-1229

Mountain District Jnr Badminton
President: Mrs Elaine Paul 762-7204
Secretary: Hilary Scukovic 870-8749

BASEBALL

Heathmont Baseball Club
President: Graham Hunkin 762-7843
Secretary: Mark Le Grew 870-0671

Ringwood Saints Baseball Club
President: Phil Barclay 729-8217
Secretary: Peter Rogers 801-6946

BASKETBALL

Kilsyth & Mountain Districts Basketball Association
President: Frank Bailey (059) 64-4528
Secretary: Ms Ruth Woolcock 728-1375

Ringwood Hawks Basketball Club
President: Mr Wayne Bird 876-4089
Secretary: Mrs J Thompson 870-4376

BOWLING

City of Ringwood Bowls Club Inc
Corres: The President, PO Box 149, Ringwood 3134. Ph 870-6767
Secretary: Merv Pottenger 870-6857

City of Ringwood Ladies Bowls Club
President: Mrs Alison Taylor 874-2378
Secretary: Mrs Shirley Pearce 879-4769

Heathmont Club
President: Vincent Callander 729-4039

Heathmont Ladies' Bowling Club
President: Mrs Phil Newton 870-8954
Secretary: Mrs Joy Stokes 873-2698

BOXING

Ringwood Amateur Boxing Club
Trainer: Mr M Canavan (AH) 870-4718

BUSHWALKING

Maroondah Bushwalking Club
President: Gordon Jones 876-1055
Secretary: Andrew Hillier 482-3597
Office: Ms Gwen Owen 870-0483
Corres: PO Box 575, Ringwood 3134.

CALLISTHENICS

Callisthenics Victoria Inc
Registrar: Mr S Tokley for all Callisthenics Colleges 706-2617

Brianna Callisthenics Inc
President: Ms Sandra Krick 762-8627
Secretary: Ms A Archibald (H) 725-7879 (W) 729-0549

Maroondah Callisthenics Club Inc.
President: Michelle Mackay 739-1660
Secretary: Ms Kay Verniers 728-3086

Rondelle Callisthenics College Inc
Instructor: Ms L Cunningham 879-1186
President: Mrs M Matlingley 842-6273
Corres: 16 Holland Road, Ringwood East 3135

CANOEING

Kirinari Kayak Klub
Secretary: Bernard Bolton, 46 Hume St, Bayswater 3153. 729-1538

CARPET BOWLS

Heathmont Club Inc.
President: Mr G Girdlestone 729-7548
Secretary: Mrs E Dorman 720-3601
Corres: 9 The Greenway, Heathmont 3135.

CRICKET

Ringwood & District Cricket Association Inc
President: Mr W R Wilkins 870-2016
Secretary: Mr L Trollope 727-1229

Ainslie Park Cricket Club
Corres: PO Box 1194, Croydon 3136.
President: Mr Jeff Berry 723-6820
Secretary: Mr Russell Davison 725-5548

East Ringwood Cricket Club
President: Mr Bill Wilkins 874-2016
Secretary: Mr D Watt 870-3076

Heathmont Baptist Cricket Club
President: Rev Paul Burnham
Secretary: Mr David Wright 762-5560

Heathmont Cricket Club
President: Mr Paul Reilly 763-9997
Secretary: Mr David Boxshall 874-5339



COMMUNITY ORGANISATIONS



COMMUNITY ORGANISATIONS

North Ringwood Cricket Club Inc
President: Mr Neil Henderson 876-4911
Secretary: Mr Chris Chalkley 876-2882

Norwood Cricket Club
President: Mr David Brush 879-3271
Secretary: Mr Peter McShane 870-0517
Corres: PO Box 979, Ringwood 3134
870-6151

Parkwood Cricket Club
President: Mr John Caulfield 876-3609
Secretary: Mr Rob Wood 879-7911

Ringwood Cricket Club 726-6067
President: Mr G O'Donnell 876-3053
Secretary: Mr Paul Jones 879-3263

**Ringwood Salvation Army
Cricket Club**
President: Captain John Vale 870-7632
Secretary: Mrs R Evans 725-0009

South Ringwood Cricket Club
President: Mr Michael Baker 873-5416
Secretary: Mr Paul Dickie 870-6121

St Andrews Cricket Club
President: Mr Leigh Murray 758-6685
Secretary: Mr Mark Cairns 727-1307

Templeton Cricket Club Inc
President: Mr Murray Parker 800-3313
Secretary: Mr Norman Barnfield (BH)
619-4231, (AH) 801-6075

Yarra Valley Cricket Club
President: Mr R McDonnell
Secretary: Mr D Thompson 489-5459

CROQUET

Ringwood Croquet Club
President: Ms Miriam Shiels 726-9836
Secretary: Mrs B Powney 879-6853

CYCLING

Bicycle User Group, Ringwood
Contact: Rosemary Smith 720-7067.
Aims at improving local cycling conditions and promotes cycling.

Knox Bicycle Touring Club Inc
President: Mr J Weller 870-5894
Secretary: Mr Ian Pengelly 728-3180
Corres: PO Box 289, Bayswater 3153.

Ringwood Bicycle Users' Group
Contact: Rosemary Smith 720-7067

DIVING

Ringwood Diving Club
President: Ms Val Beitzel 756-6407
Secretary: Mrs Lesley Moore
Springbd: Mr D Mason (W) 870-5259

FISHING

**Ringwood and District Angling Club
Inc.**
President: Mr Peter Ronchi 808-4390
Secretary: Larry Prichard 725-0438
Corres: PO Box 695, Ringwood 3134.

FOOTBALL

Eastern District Football League
President: Mr Robert Tregear
Manager: Mr Bruce Holines
Corres: PO Box 117, Boronia 3155.
762-5766, fax 761-1315

East Ringwood Football Club
President: Trevor Browning 870-2374
Secretary: Peter Martin 879-6253
Corres: Box 83, East Ringwood 3135.

Heathmont Football Club
President: Rob Parker (BH) 720-4383,
(AH) 870-1503
Secretary: Peter Wishart (BH) 615-5151,
(AH) 729-3662
Corres: 18 The Greenway, Heathmont
3135.

North Ringwood Football Club
President: Mr D Foy 870-5398
Secretary: Mr E McCarthy 876-3297
Corres: PO Box 420, Ringwood 3134.

North Ringwood Junior Football Club
President: Mr Rob Lea 876-2728
Secretary: Mrs Sue Braybrook 879-0082

Norwood Football Club
President: Mr Brian Girvan 725-1675
Secretary: Mandy Hosking 879-1157
Corres: PO Box 205, Ringwood 3134.

Our Lady's Ringwood Football Club
President: Mr Mick Nolan 870-6828
Secretary: Mr Jeff Beaumont 879-1630
Corres: 9 Pearwood Street, Ringwood
East 3135

Ringwood Football Club
President: Mr Steve Jones 723-4755
Secretary: Mr Scott Cooper 870-0621

GOLF

Ringwood Golf Club Inc
President: Mrs Joan Trengrove
Secretary: Mrs Rae Flaherty
Corres: PO Box 427, Ringwood 3134.

HOCKEY

Ringwood Women's Hockey
President: Administration Officer for
Melbourne Women's Hockey
Association 741-3670.
Secretary: Jenny McFarlane 350-6028

Croydon Amateur Hockey Club
President: Mr Mick Tibby 723-1548
Secretary: Mr Craig Broadbent 879-2726

HORSE RIDING

Ringwood Horse and Pony Club
President: Mr Peter Wilton 876-3088
Secretary: Mrs Sue Hodgson 876-4441
Corres: PO Box 327, Ringwood 3134.

Wyena Pony Club
President: Mrs McKellar 844-2655
Secretary: Mrs Luke 873-1491
Corres: 6 Halley St, Blackburn 3130.

LITTLE ATHLETICS

Ringwood Little Athletics Centre
President: Mr Michael Nunn 879-0670
Secretary: Ms Jenny McNally 801-8582
Corres: PO Box 31, Ringwood East
3135

Heathmont Little Athletics Club
President: Mrs Joy Percy 720-7338
Secretary: Mrs Carole McNeel 729-7907

Maroondah Little Athletics Club
President: Mr Peter Batchelor 876-2067
Secretary: Christine Clark 879-0519

Norwood Little Athletics Club
President: Mr Chris Morris 876-3375
Secretary: Mrs Morris 876-3375

Ringwood Heights Little Aths Club
President: Mr Russell Imer 874-8931
Secretary: Mrs Chris Ebsworth 870-0432

COMMUNITY ORGANISATIONS



NETBALL

Heathmont Baptist Netball Club
President: Pastor C Hunter 729-0708
Secretary: Miss J A Banfield 725-9662

Heathmont Uniting Church Netball
President: Ms Cheryl Mullens 720-1079
Secretary: Miss T Robinson 874-3974

St Stephens Uniting Church Netball
President: Rev G Ness 870-2017
Secretary: Ms Judith Tinny 870-1950

ORIENTEERING

Brumby Orienteering Club
President: Mr H Dalheim (059) 68-5115
Secretary: Ms Nicole Quantock 876-3769

Dandenong Ranges
Contact: Wally Cavill 802-2508
Secretary: Mr Mark Besley 752-5020

RUGBY

Eastside Eagles Rugby League Club
President: Mr Alan Broughton 850-8213

RUNNING

Ringwood Professional Runners
President: Mr Brian Morgan 870-8186
Secretary: Mr N R Woodbridge 898-7105

SHOOTING

Ringwood Rifling Club
President: Mr R B Bethell 739-1427
Secretary: Mrs R B Bethell 739-1427

SOCCER

Heathmont Baptist Soccer Club
President: Rev H Kitchen 729-5748
Secretary: Mr D Barr 729-4553

**Ringwood City "Wilhelmina" Junior
Soccer Club**
President: Mr Rick Van Dupen 876-4427
Secretary: Mr Robert Bullock 876-2587

Ringwood City Jnr Soccer Club Inc.
President: Cor Teeuw 763-6166
Secretary: Mr Joe Vanderwal 726-5199,
fax 726-7936

Ringwood Rovers Soccer Club
Corres: PO Box 694, Ringwood 3134
President: Mr Alberto Pereira 874-2650
Secretary: Mr A Gonzalez (059) 61-5220

SOFTBALL

Heathmont Raiders Softball Club Inc.
President: Ms Joy Larter 729-2613
Secretary: Ms Linda Ross

SQUASH

**Maroondah Squash-Racquetball
Club Inc**
Secretary: Parry Roper 870-9235

SWIMMING

Ringwood Swimming Club Inc.
President: Mr Tony Ryan 729-7161
Secretary: Ms Campbell-Burns 728-5391
Corres: PO Box 784, Ringwood 3134.

Ringwood Water Rats Inc
President: Ms Jeanette Holowuik
Secretary: Ms C Crossley 872-4357

SPORTING CLUB

East Ringwood Sporting Club
President: Mr Brian Coopersmith
Secretary: Cr Chris McRae 879-1117
Corres: Box 36, Mt Dandenong Rd,
East Ringwd 3135. 879-2922

TABLE TENNIS

Ringwood Table Tennis Club
Contact: Mr Ed Menegol 876-4434

TENNIS

Burnt Bridge Tennis Club Inc
President: Mr Peter Rees 727-1246
Secretary: Mr Clive Barber 870-5935
Corres: PO Box 689, Ringwood 3134.

East Ringwood Tennis Club
President: G McIntyre (AH) 879-1549
Secretary: Geoff Rowe (AH) 879-1515
Corres: PO Box 66, East Ringwood

Heathmont Baptist Tennis Club
President: Mr N Cameron 870-5352
Secretary: Mr A Sonnenburg 729-4838

Heathmont Tennis Club
President: Mr Harry Sampson 870-4110

H E Parker Reserve Tennis Club Inc.
President: Mr Noel Beanland 870-1139
Secretary: Ms Dianne Phillips 720-7371

North Ringwood Tennis Club Inc.
President: Ms Fiona Barnett 870-3758
Secretary: Mrs Judith Dungey 876-1636
Corres: 246 Warrandyte Road, Ring-
wood North 3134.

Parkwood Tennis Club Inc
President: Mr Les Bartlett
Secretary: Mrs Ann Barry
Corres: PO Box 5, Ringwood 3134

Ringwood Catholic Tennis Club
President: Mr Vincent Cassidy
Secretary: Mr Michael Cramer 725-3197
Corres: PO Box 867, Ringwood 3134.

**Ringwood North Uniting Church
Tennis Club**
President: Mr F Flentje 876-3208
Secretary: Mrs R McAlpin 876-2393

Ringwood Tennis Club
President: Mr Ian Kirk 870-8545
Secretary: Mr G Lewis 870-6445
Corres: PO Box 803, Ringwood 3134.

**Ringwood Uniting Churches Tennis
Club**
President: Mrs Anne Hubbard 729-5221
Secretary: Mrs Beverly Fewster 873-5035
Corres: PO Box 858, Ringwood 3134

Norwood Secondary College
Principal: Mr I Macfarlane 870-5399

TRIATHLON

Ringwood Dist Triathlon Club Inc.
Corres: PO Box 763, Ringwood 3134.
Secretary: Mr Greg Adkins 879-1850

Transport

For information on bus, train, tram routes and timetables contact: Transport Information Centre, 610-5265. Mon to Sat 7.30 am to 8.30 pm; Sun 9.15 am to 8.30 pm. Rail: Ringwood Railway Service 610-5265.



DRIVER TRAINING

Metropolitan Traffic Education Centre
Colchester Road, Kilsyth.
Contact: Charles Gorman 725-4758.
A community project providing driver education.

Volunteers

Eastern Volunteer Resource Centre Inc
Corres: PO Box 133, Ringwood, 3134. 870-7822
President: Mrs Pam Pitt
Secretary: Ms Maureen Farrer

Youth groups

The City of Ringwood provides a wide range of youth services. Contact Diane Childs on 871-0281.

GUIDES

Maroondah Region
Contact: Margaret McKellar 729-4359

Ringwood East
Contact: Mrs R McKibbin 879-4041

Ringwood North
Contact: Mrs N Low, 1 Landscape Dve, Mooroolbark 3138.

Division Commissioner, Mullum Mullum
Corres: Mrs L Curtain, 11 Terrigal Close, North Ringwood 3134. 879-2010

SCOUTS

Ringwood District Scout Association
Corres: 117 Heathmont Rd, Heathmont 3135. 879-4300
D Comm: Mr Ken Jones 870-7816
Secretary: Mrs Laurel Cribbes 870-1733
4th Ringwood Scout Group
Corres: Andy Mafriaci 870-0759
Venue: Mines Road, Ringwood East 3135

OTHER YOUTH GROUPS

Air Training Corporation (Victorian Squadron)
Contact: Ft Lt John Ritchie 870-7073

Australian Air League, Ringwood Squadron
President: Mrs Pauline Pigdon 728-5409
Secretary: Ms S Price
Corres: PO Box 974, Ringwood 3134.

Heathmont Community Youth Club
President: Andrea McPherson 870-6446
Secretary: Mrs J Haggart 729-3984

Hillside Young Program
Contacts: Ian and Kristen Purse, Box 112, The Basin 3154. 762-7596
Phil & Liz Thorne 762-8016

Heathmont Youth Fellowship
Leader: Mr Steve Treble 870-4867

Metropolitan Traffic Education Centre Inc
Contact: Colchester Rd, Kilsyth 725-4758

Park Orchards Youth Group
Leader: Barry Watson 876-1031

Ringwood East Red Cross Service Company (16 and over)
Chairman: Mrs M Conn 870-7017
Transport: Mrs June Anderson 870-5717

Ringwood Lutheran Church Youth Fellowship
Contact: Karl Neumeister 725-1056

Ringwood Salvation Army Youth Group (Girl Guides, Sunbeams, Boys Legion)
Leader: Lt Williamson 870-6552

Rotaract Club of Ringwood
President: Sandra Connan (H) 728-5427, (W) 875-6000
Secretary: Jane Bebe (H) 725-2167, (W) 848-9395
Corres: PO Box 319, Ringwood 3134

Royal Rangers
Contact: Senior Commander Mr Warren Billson 725-1742

St John Ambulance Brigade Cadets and Nursing Cadets (Ringwood and Division)
Corres: Jeannette Lacy, PO Box 230, Mitcham 3132.

Adults: (H) 870-4881
Cadets: Marg McKenny (H) 872-3406

Uniting Church Boys Club
Contact: Mr D Cromie 870-8307

Loan liability reduced in 1992-93

Loans

No new loans were raised during the 1992-93 financial year. During the previous year, an amount of \$630,500 was raised to fund a number of capital works projects.

As a result, Council has been able to reduce its total loan liability from \$7.45 million to \$6.44 million. This excludes \$1.36 million, which Council has invested to cover loans when they are due for repayment.

Interest on investments

Interest rates continued to drop from 5.8% in October 1992 to 4.5% in September 1993. This is a 1.3% reduction in rates compared to the 3.5% reduction that occurred in 1992. The sum of \$686,800 in interest was received from invested funds during 1993 (\$739,600 in 1992).

Financial reporting

During the year, all departments received monthly management budget reports.

The 1992-93 Council Budget Estimates were prepared in accordance with the provisions of:

- Local Government Act 1989
Local Government (Reporting and Accounting) Regulations 1992
Relevant Australian Accounting Standards.

Similarly, the 1992-93 Statement of Accounts has been prepared in accordance with the above provisions, with particular emphasis on Australian Accounting Standard AAS27. This standard changes the way in which municipalities prepare their annual general purpose financial reports for external users. It alters the emphasis from funding to concentrating on the performance and financial position of the municipality.

Table with 2 columns: Finance Department provides... and Monitoring of expenses and income. Rows include Creditors and Debtors, Debt services/investments, Financial services, and Financial Statements.



Office procedures

Payments to trade and other creditors are now made monthly and no longer need to conform with Council's meeting cycle or require prior approval from Council before payment is made. Changes have been made to the details contained on Council's employee pay-slips to comply with new regulations made pursuant to the requirements of the Industrial Relations Act 1988.

Staff

Again, 1993 has been a busy year in the Finance area. Not only have staff been involved in meeting new legislative and accounting requirements, but also they have made greater use of Excel spreadsheets to replace manual record-keeping and reporting.

Council income & expenditure 1993-94

EXPENDITURE

Table showing Council income & expenditure 1993-94. Categories include Corporate Management (\$1,149,850), Corporate Services (\$5,293,710), and Financial Services (\$11,095,314).

Continued on next page

Community organisations listing

This Community Guide is produced annually and is distributed to all residential and commercial properties. Non-profit groups in the municipality are invited to submit the following information for publication:

- Name of organisations
What the organisation does (20 words or less)
Name of contact person
Business hours phone number.
After hours phone number

- Category (choose from this year's list).

Please submit the data on your group's letterhead, signed by the responsible officer, and sent it to:

Community Liaison Officer, City of Ringwood, PO Box 156, Ringwood 3134.

Information must be in by 20 December 1994.

Listings of current information can be inspected at Reception, City Offices, Braeside Avenue, Ringwood.

The City of Ringwood reserves the right to select organisations for inclusion in the Community Guide.



FINANCE

TECHNICAL SERVICES	\$15,839,614
General Management	617,100
Town Planning	340,110
Building	3,203,120
Golf Course	613,550
Road and Drainage Maintenance	1,310,150
Depot	159,850
Construction	2,300,299
Sanitation Services	480,100
Workshop	1,682,300
Parks and Gardens	1,817,020
Aquatic Centre	1,024,035
Design and Investigation	2,178,480
Traffic Engineering	113,500

adopted a garbage and recycling charge of \$65 per service. Previously, the cost of this service has been partly offset by the general rate. It is proposed to remove this effective subsidisation by 1994-95.

To further reduce long-term debt, for the second year in a row Council elected not to take up any new loan funds. With careful management, Council could be debt free by 1996-97. The advantage of such a policy is funds that have in the past been used to meet debt servicing can now be used for capital works.

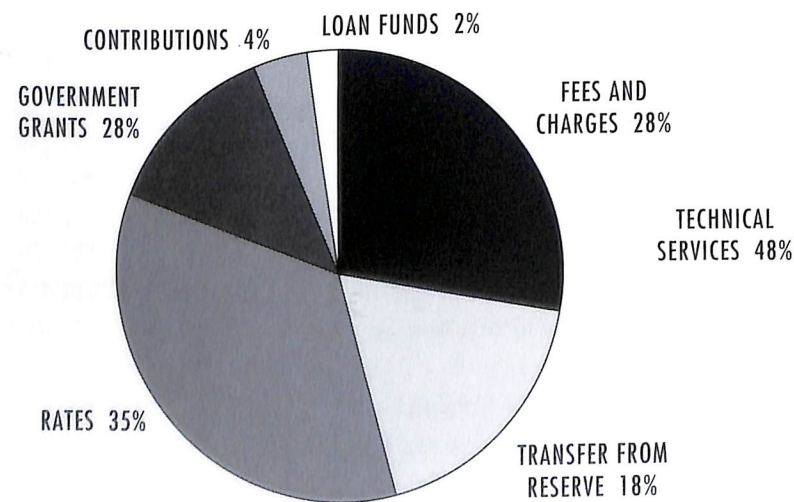
INCOME

COUNCIL INCOME 1993-94	\$33,378,488
Government Grants	4,217,097
Fees and Charges	9,453,568
Contributions	1,315,791
Loan Funds (Existing loans)	401,500
Transfer from Reserve	4,861,550
Rates	11,531,300
Garbage Charge	1,000,870
Surplus Brought Forward	596,812

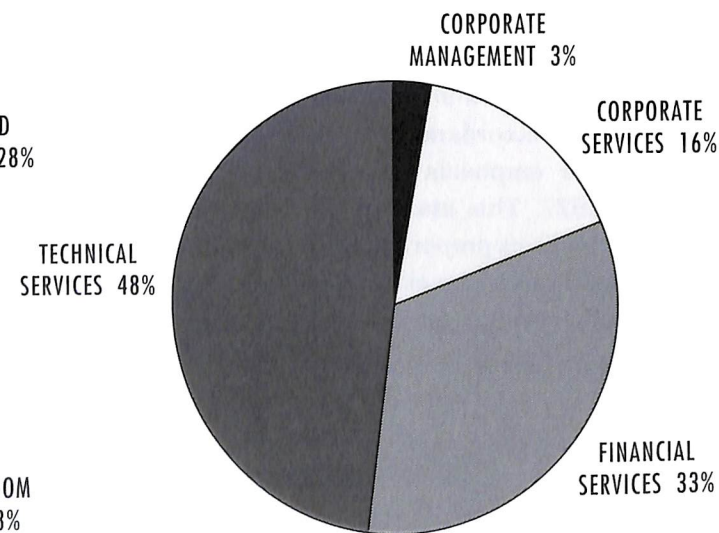
Total Rate Revenue for 1993-94 has been reduced from \$11,698,900 to \$11,531,300, a decrease overall of 1.43%. Minimum rates are being phased out over a four-year period. In 1992-93, 3729 properties were on minimum rates compared with 1113 in the current year.

As a further step towards recouping the full cost of the Waste Management Collection Service, Council

COUNCIL INCOME 1993-94



COUNCIL EXPENDITURE 1993-94



ADMINISTRATION



Connectivity the buzz word

Administration is primarily a service that is focused internally. It provides a service for the meetings of Council, including the provision of agendas, minutes and the requirements for each meeting. In addition, it coordinates the movement of correspondence and files within the Council operation, and provides facilities for common use such as telephones and photocopiers.

An external focus is provided via the reception area, which is the prime port of call for people initially contacting the City Offices. Changes for this area are currently being devised and will be implemented over the next 12 months. One aspect that has increased is the ability for residents to ring in on direct in-dial numbers.

Major initiatives

In the course of the year, major initiatives for Administration were:

- Change of word-processing system to a Local Area Network incorporating Word for Windows software. This enabled all users on the network to be connected and send messages to each other (CC Mail) or arrange meetings between each other (Packrat) without leaving a desk, greatly simplified the procedures for creating documents, both in word-processing and spreadsheets as well as charting. The initiative has produced many savings.
- A new meeting cycle of Council was introduced. Council now meets once a fortnight instead of once a month. This initiative has enabled the processes of Council to work more efficiently, enhancing services to the residents of Ringwood.

- Substantial review of all leases.
- A photocopier was purchased by Council to provide an enhanced, cost-effective service.
- Elections were conducted in all wards of the municipality with the process working very well. A recount was conducted within one day in North Ward.
- An extensive alteration to Council's archiving facility. Storage facilities have been increased and access to material has been improved.

In-dial telephone

In October 1991, a new telephone system was installed that provides more lines for both incoming and outgoing calls from the City Offices. Included within the system is the ability for outside callers to ring direct to an extension instead of via a receptionist – direct in-dial. Use of this facility has been increasing since that time.

The impact on the organisation has seen an increase in the ability to communicate quickly with departments as well as gains in productivity. Some 38 per cent of calls to the City Offices are now direct in-dial calls.

Administration provides...	Leases and legal agreements
Administrative services	Legal advice
Cleaning services	Maintenance of voting role
Collection and monitoring of statistical records	Office furniture and equipment
Conduct of elections	Production of council agendas and minutes
Council committee meetings	Records management
Election advertising	Regional library operations
Election summonses	Servicing of meetings
Freedom of information	Word-processing

THE RANGE OF SERVICES PROVIDED AND USAGE DURING THE YEAR

SERVICES PROVIDED	TYPICAL USERS	POPULATION/COMMUNITY INDICATOR	% POPULATION OR No.
Administration			
Meeting Services	Councillors/staff, residents, newsmedia	Requirements for minutes from meeting	50 sets
Election Services	All residents	Process at election: Numbers of failure to vote notices	Total population of city
Customer Services	Residents, Councillors	Calls being dealt with professionally and courteously – few complaints	Total sub-set of enquiries received via phone & visits



Radio, print carries the news to Ringwood

Community Liaison this year has involved even greater communication with the community on the multitude of activities of both Council and the City of Ringwood.

With a weekly radio program on ECBFM (98.1 MHz), we have been able to communicate news and activities before they can appear in any printed form. The half-hour program is supplemented by regular community service announcements. ECBFM is also an ideal news and information medium for people with visual impairment and other disabilities. The *City of Ringwood Half Hour* is broadcast every Monday morning at 11.

In presenting the news of the City of Ringwood, a variety of other media is also used. Local journalists attend weekly press conferences and review the week's news and media releases.

Three local papers service Ringwood: *Ringwood Mail*, *Ringwood Post* and the *Local Paper*. All regularly publish news articles and advertisements on activities, events and information of interest and importance to ratepayers and residents. Metropolitan newspapers also publish articles on Ringwood, particularly on the more innovative programs of interest to a wider audience.

The *City of Ringwood News* is produced quarterly by the Community Liaison Officer, bringing detailed information on policy, programs and events in Ringwood. As this is a Council newsletter, it features many articles on activities of relevance to the local community. It assists the community to understand the breadth of activities funded by rates and other sources. The information contained in the *City of Ringwood News* is of vital importance to residents. This year, particular attention was paid to ensuring all residents received a copy. Apart from letterbox distribution, copies are also available at the library, the Ringwood Aquatic Centre, Maternal Child and Health Centres, and the City Offices.

As it is important for new residents to receive detailed information on all the facilities available through their local government, a *New Residents' Kit* is sent to new ratepayers. People moving into rental properties can obtain a kit from their local real estate agent. The kit contains information that has been distributed to residents: the *Community Guide*, *City of Ringwood News* and other information that is helpful when settling into a new area – including notification cards for the Electoral Office.

The *Community Guide* is produced annually and contains information on the activities of every area of operation of the City of Ringwood and its Council. The guide includes a listing of local services that supplement the activities of local government in Ringwood. It is the first point of reference for anyone needing information on the City of Ringwood. It also contains a phone listing for direct dialling to all areas of Council operation. It is distributed to residents annually and is available at the City Offices at any time during the year.

Brochures, leaflets and handouts are produced as required to inform the community of our services and activities. Each department produces information to assist the community to understand what is available and how to access these services.

The Community Liaison Officer also assists the various areas within the City of Ringwood on the information needs of the community. This consultancy role enables various areas to produce information that is useful to the community and in a form that will be read and easily understood by the many groups of people in Ringwood.

The Community Liaison Officer also attends to phone calls when residents do not know who to contact to gain particular information. Many students completing school projects contact the Community Liaison Officer to be directed to particular references for projects.

Probably the biggest single issue that occurred during the year was the decision of Council to develop and adopt a new visual image. The decision was made after extensive consideration and the presentation of a number of designs for a new logo. The new design, which reflects four key aspects of Ringwood's identity, was launched in mid-December and brings the City of Ringwood up-to-date with a visual image that clearly indicates the progressive and dynamic nature of local government in Ringwood. The choice of a vibrant, modern logo has been very positively received. Costs were kept to an absolute minimum with use of a long-term replacement program. The new visual image will take Ringwood into the next century.

Community Liaison provides...	Media liaison
Annual reports	Photography
Community awareness of services	Public relations
Community newsletter	Publication production
Consultancy to the organisation	Publicity
Information guide	Student information kits
Market research	Visual image
	Welcome kit for new residents



Networking makes life easier

The Local Area Network (LAN) installed in September 1992 was developed throughout the year. This included direct access to the Unisys mainframe using a PC, which enables PCs to emulate the Unisys as well as download data onto spreadsheets and for word-processing.

Extensive training was held on site for staff involved in the first stage of the implementation. This included training for Microsoft Windows, Microsoft Word for Windows, Microsoft Excel for Windows, Packrat (meeting scheduling, to do lists, index cards, phone lists), CCMail (electronic mail) and Facsys (automatic fax). Automatic macros were developed to automate the processing of faxes, memos, labels, letterheads and Council reports.

Improvements made to the network included the installation of a backup file server to reduce any downtime, continual automatic virus checking, documentation and training for both the scanner and colour printer. Typing tutor software was loaded onto the system enabling staff to improve their typing standards and to cater for testing prospective employees.

A modem was installed in the administration department to cater for on-line downloading of papers, notes, bulletins and circulars from the Municipal Association of Victoria. This provides quicker access to the information as well as reduced paper workflow.

The Accounts Department utilised new software for the budget process. As with most new systems, numerous problems were experienced and a review of this process will be completed.

The Engineering Department also developed the three-year works program using Microsoft Excel. Further enhancements will be made to the spreadsheets prior to next year's budget.

The City of Ringwood, in conjunction with four other municipalities, developed an asset management system. Full implementation of the software will occur this year.

After careful studies and analysis, a pavement management system was purchased and installed. A Unix workstation was required to run the software, and it enables use of both DOS-based and Unix software.

Throughout the year Information Systems and the Community Services Department worked closely with software suppliers. This saw the development of the first Windows-based software for Community Services and Family Day Care. The software includes Family Day Care and Home Care databases for debtors and employees, a full rostering system, time sheet production and improved reporting facilities for council and government funding. The final stage of implementation is the upload of payroll data to the mainframe. The new software is expected to eliminate 95 per cent of the manual system's booking problems. Productivity gains will free staff from administration and enable them to spend more time in the field. Input time for payroll will be dramatically decreased. Time savings will also occur with on-line reporting and improved statistics for analysis.

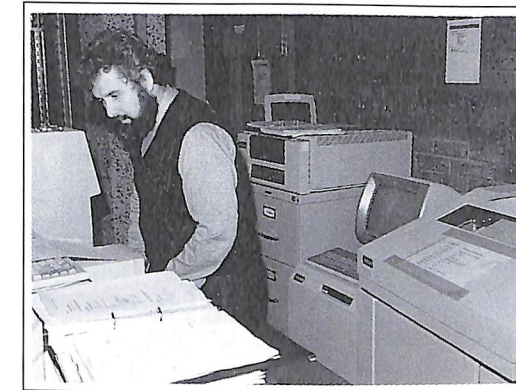
Meals on Wheels activities were computerised via a rostering system using Microsoft Word for Windows. The roster provides details and route lists for the delivery of meals.

Upgrades to the drafting area in Engineering were made, and Health's immunisation package was updated. Two portable PCs are now used at immunisation sessions.

The mainframe operated with minimum downtime. Heavier demands have been placed on the system with the introduction of PC

access. Additional requests have been made for data from the mainframe to be provided on floppy disk rather than on paper. The property database has been coded to allow for specific downloading to the network. Data is continually being downloaded from the mainframe, either as specific groupings or as random extractions for survey purposes. Rating analysis reports were produced on the mainframe and presented graphically. An upgrade of records management software introduced the opportunity for tracking of files.

The mainframe will undergo an evaluation to monitor performance and to assist future planning.



Computer technology assists efficient functioning of Ringwood services.

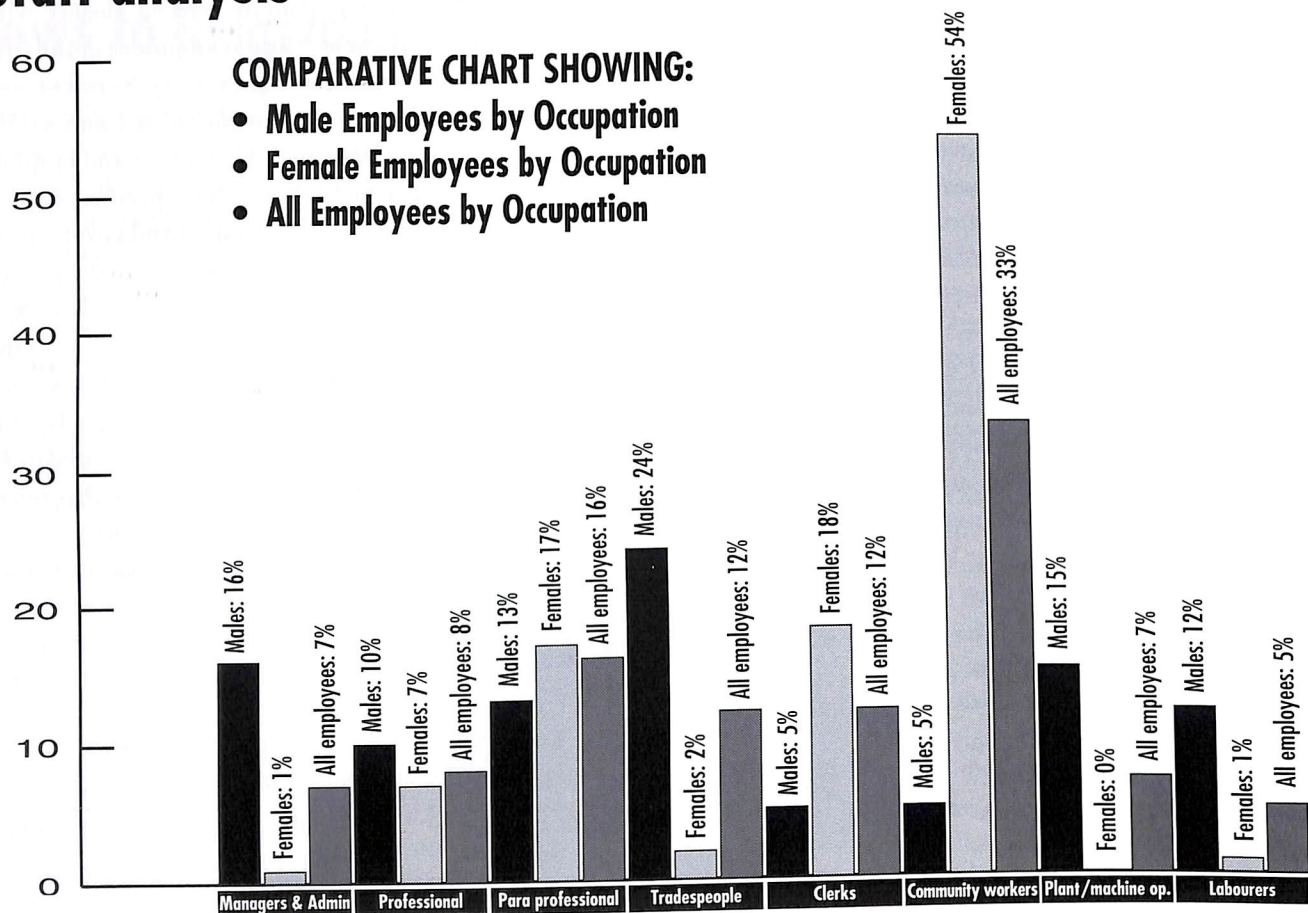
Information Systems provides...	Data back-up and storage
Computer network installations	Computer maintenance/support
Computer supplies	Specific software development
	User training



Staff analysis

COMPARATIVE CHART SHOWING:

- Male Employees by Occupation
- Female Employees by Occupation
- All Employees by Occupation



MALE AND FEMALE EMPLOYEES

Males	165
Females	259

MALE EMPLOYEES BY EMPLOYMENT TYPE

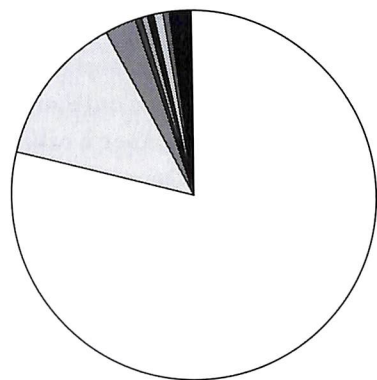
Full-time	108
Part-time	18
Casual	39

FEMALE EMPLOYEES BY EMPLOYMENT TYPE

Full-time	42
Part-time	121
Casual	96

ALL EMPLOYEES BY COUNTRY OF BIRTH

Country	Per cent
Australia	79.1
United Kingdom	13.2
Holland	2.8
Yugoslavia	0.6
India	0.6
Sri Lanka	0.6
Italy	0.6
New Zealand	0.6
Other	1.9



Personnel provides...

- Award restructuring
- Corporate library
- Development programs
- Employee assistance program
- Employment advertising

- Enterprise bargaining
- Equal Employment Opportunity programs
- Industrial advice
- Industrial representation
- Job redesign
- Personnel policy development

- Pre-employment assessments
- Service recognition awards
- Staff development scheme
- Staff induction kit handbook
- Staff records maintenance
- Training and development



Our commitment to equal opportunity

The objective of Council's Equal Employment Opportunity Program is to establish and maintain a non-discriminatory working environment that provides equal opportunities for all employees.

POLICY STATEMENT

All employees and potential employees should not be discriminated against on the grounds of sex, marital status,

parenthood, race, colour, national origin, physical or mental impairment, religious or political affiliation. Selection of individuals for employment, promotion, training and staff development will be on the basis of personal merit according to the skills, qualifications, knowledge and efficiency relevant to the position involved.

- Program objectives and policy statements have been widely

communicated to staff at the EEO Awareness Sessions.

- An EEO Program Committee has been established and conducts regular meetings.
- Responsibility for program action rests with the City Manager.
- Council's policies and practices in relation to employment matters reflect a strong commitment to EEO.

RISK MANAGEMENT

WorkCover premiums fall

Over the past 12 months, a number of important issues have been considered by the Risk Management Officer. Perhaps most significant was the substantial fall in WorkCover premiums, effective from 1 July 1993. For the year ended 30 June 1993, the total premium was \$375,000, compared with \$256,000 in the current year.

As required under the Accident Compensation Act, Council was required to appoint a Return to Work Co-

ordinator, and Council's Risk Management Officer was appointed to the position.

Although not operative until 1 October 1993, considerable time was devoted to development of an Occupational Rehabilitation Program. Council has entered into the spirit of the new legislation over the past 12 months by redeploying injured workers into alternative positions until their injuries have stabilised.

A further project instituted during 1992-93 was the Employees Assistance Program. This program provides

support and assistance to employees and their families through a wide range of personal and work-related issues. The thrust of the program is to provide intervention at an early stage to avoid undue illness and absenteeism, and, in some instances, WorkCover claims.



■ An example of a well-maintained and safe playground.

Risk Management provides...

- Insurances
- Public liability
- Risk management
- Safety of properties
- WorkCover



Rates calculated on land value

In the City of Ringwood, the site (or land) value is used as the basis for calculating your rates.

Government legislation requires that municipal valuations are updated every four years using a common date fixed by the Minister for Local Government in consultation with the Valuer General. The 30th of June 1990 is the basis for current valuations. All rate and valuation notices issued as from 1 October 1992 reflected these new valuations. However, due to the downturn in the property market, Council's valuations may be higher than the current market value of your property.

Each year during the weeks prior to September, Council holds extra meetings for preparation of its budget for the following year; the rate in the dollar is then set.

For the 1993-94 year, a rate of 1.0724 cents for every dollar of site valuation (minimum amount payable of \$291) plus a garbage charge of \$65 per tenement has been declared.

Payment of rates

Rates may be paid in a lump sum by 11 April 1994, or by four instalments:

- 31 December 1993
- 28 February 1994
- 31 May 1994
- 31 August 1994

All payments received after the above final payment dates will be subject to interest charges of 12% per annum calculated from the date the rate was declared to date of payment.

Ratepayers unable to make payment or who are in financial difficulties should contact the Rate Office.

During 1992-93, four Special Rate Schemes were introduced to cover retail and commercial properties in both the major retail district (Ringwood Central) as well

as the local shopping centres. In all, just under 500 properties are affected by these schemes, which were instituted primarily to assist in the advertising, promotion and enhancement of community facilities.

Unemployed ratepayers

On application, ratepayers in receipt of the Job Search Allowance or New Start Allowance can make payments at any time without the imposition of interest. Contact the Rate Office for further details.

Pensioner Rate Assistance Scheme

All eligible pensioners may claim a rebate on their Council rates, to a maximum of \$135. To claim, you must be able to produce documentary evidence such as a current pensioner concession card. Please contact the Rates Office at the City Offices if you think you are eligible. Staff will assist you in making your claim. In all cases, the address of the property on which the rebate is claimed must be the same as that shown on the concession card (or other documentary evidence of eligibility).

Once you have claimed a rebate and you are still eligible, you will automatically receive the rebate each year. If your circumstances change and you are no longer eligible for the rebate, you should notify the Rate Office. Failure to do so could make you liable for a penalty.

Property

The Rate Office maintains the property file for about 17,000 properties in the City. Records are updated daily from documentation received from estate agents, solicitors and ratepayers. Information contained in the property file includes title particulars, ownership both past and present, valuation information, and details of improvements. For further enquiries, phone the Rate Office on 871 0344.

State Deficit Levy

The levy imposed by the State Government on all rateable properties in Victoria applies also for 1993-94.

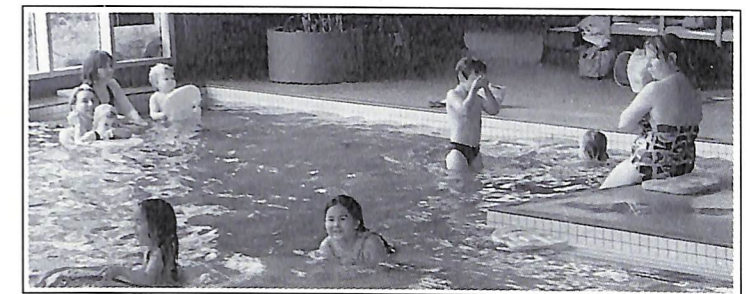
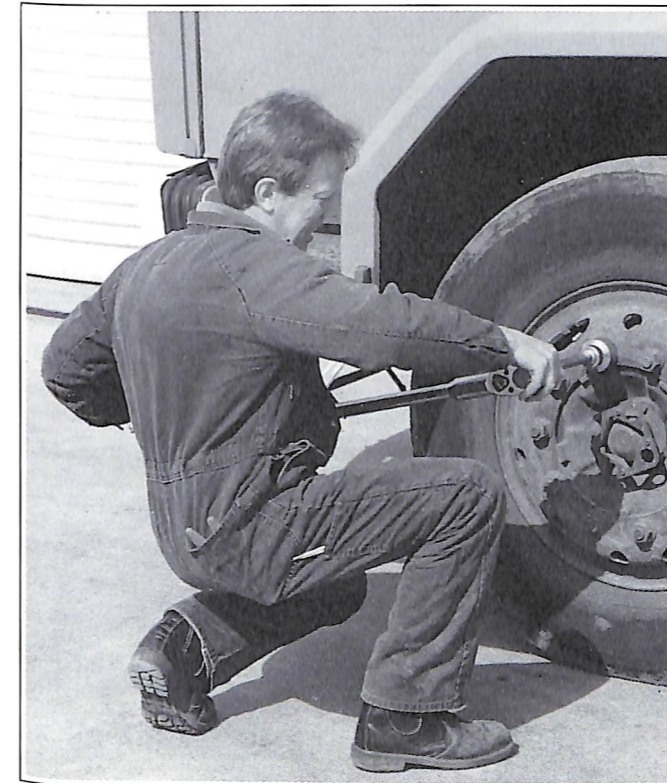
The \$100 levy is applicable to all rateable properties. A rebate is available on a proportional basis to ratepayers currently receiving a rate rebate.

Rates and Valuations provides...

Commercial waste fees
Footpath scheme receipts
Garbage charge
Issuing accounts for special rates and charges

Issuing certificates
Property file maintenance
Rate debt collection
Rate rebate assessments
Rates revenue collection
State Deficit Levy collection
Valuations
Voting rolls for council elections

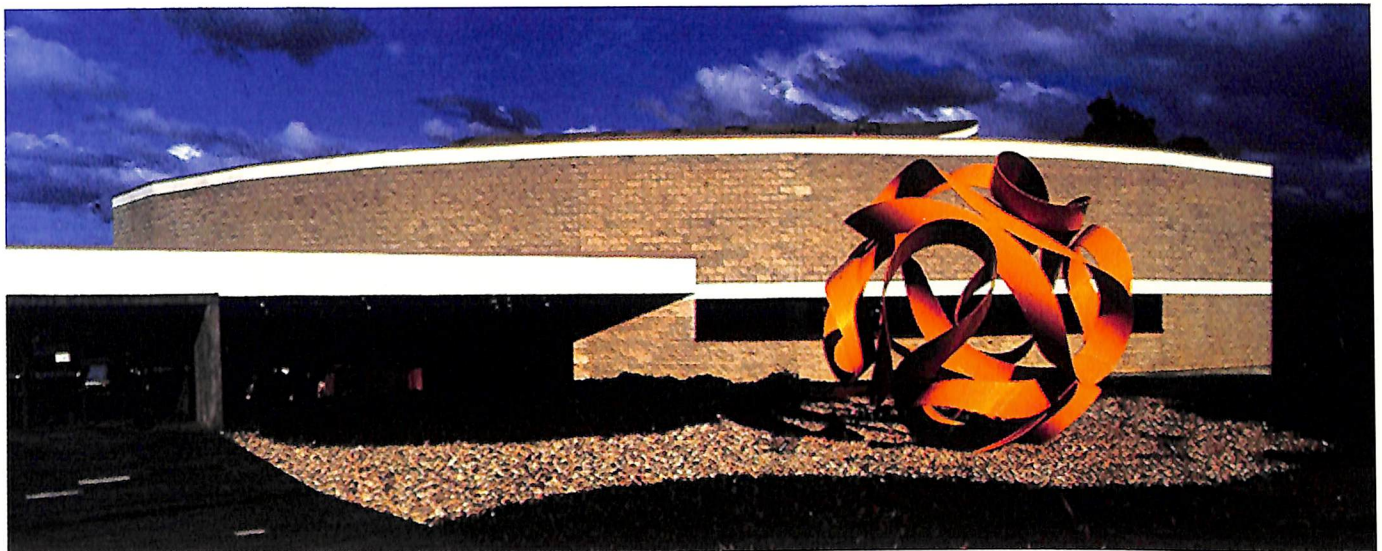
Ringwood at work and play



YOUR NEXT FUNCTION CAN BE MORE THAN JUST A MEAL

Ringwood Convention Centre is a unique facility in Melbourne's outer eastern suburbs. This award-winning centre, designed by Harry Seidler, is an eye-catching, technically advanced venue for commercial, public and private occasions of all kinds. A large, pillarless convention hall holds 770 people, but in a flash it can be divided into three soundproofed, air-conditioned function rooms for:

- Product launches
- Conventions
 - Meetings
- Staff training
- Seminars
- Trade displays
 - Rallies
 - Weddings
 - Dinners
- Dinner dances
- Debutante balls
- Cocktail parties
 - Sports nights
- Pageants and quests



Ringwood Convention Centre offers personalised, first-class service, which is surprisingly affordable. Come and inspect our facilities and equipment, or phone for a brochure. We cater precisely to your needs with projectors, PAs, blackboards, whiteboards, lecterns, blackout curtains, portable staging and as many tables and chairs as you need.

- Versatile, air-conditioned function rooms for 50 or 770 people
 - International cuisine and full liquor licence
 - Set in almost 4.5 hectares of beautiful parklands
- Stunning Karralika Theatre seats 435 for events with true drama
 - Convenient parking for 400 vehicles
- Nearby accommodations offer 330 rooms for visitors from interstate
- Local sporting facilities include an 18-hole golf course, driving range, aquatic centre and tennis centre.

Ringwood Convention Centre and Karralika Theatre, Mines Road, Ringwood East, Victoria 3135. Ph 870 2888 fax 870 2283