

Maroondah Focus

YOUR COMMUNITY NEWSLETTER



August 1999

11406 NWD 02-03-02 Box 6

From Old to New - Maroondah on Main Street. See page 4



Special supplement -
Maroondah's
Corporate Plan -
Securing our future

2 Learn more about
the wider range
of payment options
available to ratepayers.

5 Find out why
Ringwood Golf
Course has scored
another hole in one.

7 Want to know more
about Council
initiatives to assist
business?
See pages 7 and 8.

8 Community Safety
Week promotes
safety for 365 days
a year. Learn how
you can be involved
in this year's
activities.

MAROONDAH'S Mayor –

Out and About

Welcome to the August edition of your community newsletter, the Maroondah Focus.

This edition is full of information about Council services, local happenings and opportunities to participate in your community.

In particular, I would like to draw your attention to the new options available for the payment of your rates (below) and to Maroondah's Corporate Plan and Budget in the middle pages.

Our community undertakes some truly wonderful activities and Maroondah is fortunate to have so many energetic local organisations. Each of these provide a whole range of activities which contribute a great deal to our community.

Experience has taught me much about a sense of community and I believe it comes down to participation in community life. My feeling of community comes from a strong interest and involvement in issues which are important or local to me; interests such as youth, tourism, the Wyreana Community Arts Centre and the arts. My role as Mayor also involves me with the business community, whose work and interest in Maroondah are a wonderful asset.

The role of Mayor is very 'hands-on' at so many levels, but I also have the opportunity to get out and about and meet the people who contribute to the City.

On the whole, my role is a fine balancing act between assisting residents with any issues they may have and developing relationships for the good of the Maroondah community.

Since becoming Mayor in March, I have had the pleasure of attending many events and being involved in many launches, including an energy efficient housing program, the opening of the Rotary Circle at Croydon Park and the launch of Council's Internet site.

All of these events contribute to a busy Mayoral role, one which I am enjoying immensely.



FIRST RATE... Mayor Cr Maureen Naylor and Minister for Planning and Local Government Robert Maclellan at the launch of the FirstRate Program.

FIRST RATE IS GREAT

Maroondah is one of nine Victorian Councils set to improve the energy efficiency of new housing with a new program titled the FirstRate Program.

The program aims to improve the energy efficiency of new houses built within Maroondah each year.

The program provides Council with a versatile package of materials, training and advice for facilitating energy efficient housing. It operates on a similar basis to the 'star energy rating' system for electrical goods.

"The house energy rating demonstrates that almost any design can be energy efficient. Living in an energy efficient house could save occupants as much as \$800 per year off their heating and cooling bills. This is good news not only for the occupants, but also to builders and designers seeking new ways to market their houses," Cr Naylor said.

As a first step, Council will be utilising the software to assess and improve the energy efficiency of medium density and multi-unit development.

For more information contact Sean McNamee on 9871 0326.

ANOTHER COG IN ROTARY'S WHEEL.

The Rotary Club of Croydon has opened its Rotary Circle at Croydon Park.

The Rotary Circle is a joint project of the Rotary Club of Croydon, Rotary International and Maroondah City Council. Council allocated \$5,000 to the project with the Rotary Club of Croydon contributing \$15,000 and Rotary International providing \$20,000 towards the project.

It has been developed in the shape of the Rotary 'cog' logo, and incorporates both a barbecue area and a fenced children's playground.

"This circle signifies the commitment of the Rotary Club of Croydon to the people of Maroondah. It also commemorates their work within the City over the past 26 years and Rotary's commitment to the current and future generations of our City," Cr Naylor said.

"Parents can bring their family to the complex and enjoy the picnic facilities while knowing their children are completely safe in a securely fenced environment," said Croydon Rotary Club President, John Baldwin.

For further information contact John Baldwin on 9735 1946.

SET FOR FUN... (l-r) Cr Maureen Naylor, Lynette While, Cr Joe Cossari, Rotary's John Baldwin, Don Di Giandomenico, Steve Goble, Bill Thompson and Simon Mackie at the opening of the playground and barbecue area.



MAROONDAH ONLINE



EVERYBODY'S GOIN' SURFIN'... Jessica and Josh from Eastwood Primary School helped Cr Naylor to launch Maroondah On Line in May.

Two students from Eastwood Primary School in Ringwood, helped Mayor, Cr Maureen Naylor, to launch Maroondah City Council's Internet site.

As "Users of the Future", Jessica and Josh launched the Internet site in front of 60 invited guests. With one click of a mouse, Jessica and Josh put Maroondah City Council on the Information Superhighway.

"Maroondah On Line is a great resource, not only for our community, but also for others who wish to know more about Maroondah," Cr Naylor said.

"There is a stream of business information on line which includes networking opportunities, contacts, forums and valuable marketing and demographic data. But it also caters for community groups, offering information on meeting places and group representatives," she said.

"And that's only a small part of the story. An entire slice of the site is devoted to events where everything that is happening in Maroondah is listed," she said.

"Everyone from students such as Jessica and Josh, to parents and anyone with access to the Internet, is able to connect to Maroondah's web site, which is something my fellow Councillors and I find very exciting and valuable," Cr Naylor said.

So, don't forget to visit Maroondah On Line at www.maroondah.vic.gov.au

New rate payment options

Maroondah City Council is pleased to announce a new range of options for residents to pay their rates. "This new range of payment options give our ratepayers the opportunity to pay their rates in many convenient ways, which may save them time and money," Maroondah Mayor Cr Maureen Naylor said. Ratepayers are now able to pay their rates using the following options:

1. MAIL



Make cheque payable to Macquarie Bank

Detach the payment slip on your rates notice and return it with your cheque, in the reusable envelope to:

DEPT Payment systems GPO Box 2174T
MELBOURNE VIC 3001

Receipts will not be issued for payments by mail

Please do not pin or staple your cheque to the notice when returning the payment

2. POST OFFICE



Payments can be made at any Post Office in Australia

Present your rates notice intact and make your payment by cash or cheque

Cheques may be made payable to the Macquarie Bank.

3. Telephone



A 24 hour automated service from most touch-tone phones, offering three options of payment

Telephone 1300 309 300. The call cost is the same as a local call - except from a mobile phone. The three payment options are:

1. Pay from your bank account. Transfer funds from your pre-registered bank, building society or credit union account. Contact the Revenue Services Unit for a registration form.

2. Pay with your credit or charge card - Bankcard, Visa or Mastercard may be used.

3. Programmed Payments. With a single phone call, ratepayers may program rate payments in advance from a selected account or credit or charge card.

4. MAROONDAH CITY COUNCIL



Payment can be made at any of Council's Service Centres.

Present your rates notice intact

City Offices Service Centre
Braeside Avenue, Ringwood

Main Street Service Centre
50 Main Street, Croydon

Ringwood Mall Service Centre
12 Civic Mall, Ringwood

Ratepayers may pay their rates by cash, cheque, credit card or by using EFTPOS

Rate payments will also be accepted at Civic Square Croydon.

5. BPAY



Payments may be made directly from your bank account.

Payment may also be made via Internet banking

Contact your bank or financial institution for details.

Enclosed with this year's rates notice is a four page brochure, explaining the need for rates, how the rate is calculated and how Council is planning for the future with its Long Term Financial Plan. For the first time this year, the rates notice includes a reusable envelope for payment of your rates by mail.

The notice also includes the rate payment dates for the 1999/ 2000 rating year.

For specific information about the new rate payment options, contact Council's Revenue Services Unit on 9871 0344. For general enquiries, ratepayers may contact a Service Officer at one of Council's three Service Outlets listed on the back page of this Focus.

REVALUATION OF MAROONDAH PROPERTIES

Some private properties in Maroondah may be physically inspected by Council valuers within the next year, as part of the next General Revaluation of properties. The last General Revaluation conducted in 1996. The next General Revaluation will be introduced in the 2000/2001 rating year and properties will be revalued every two years after this time.

Council officers will carry appropriate Council identification and authority while valuing a property. For further information, contact Council's Valuer on 9871 0265.

Maroondah on Main Street

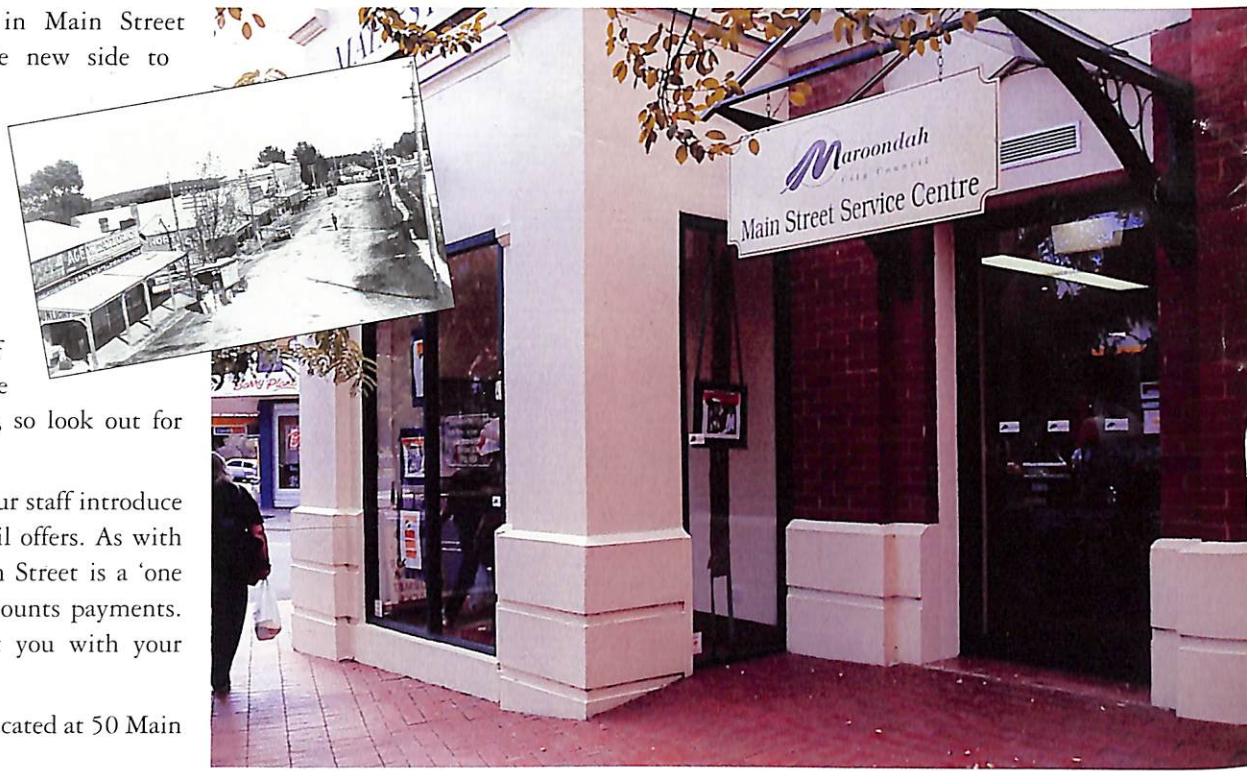
Visit Council's Service Centre in Main Street Croydon and you'll see a whole new side to Maroondah that you probably haven't seen before!

Set in the former State Bank building, the Service Centre is currently housing a display highlighting the history and heritage of the Croydon area, put together with the assistance of the Croydon Historical Society. The window display changes regularly, so look out for new exhibits in the future.

While stopping by for a look, let our staff introduce themselves and the services Council offers. As with all Council's Service Centres, Main Street is a 'one stop shop' for information and accounts payments. Our staff will be happy to assist you with your Council business.

The Main Street Service Centre is located at 50 Main Street, Croydon.

We look forward to seeing you there!



FROM OLD TO NEW... Main Street Croydon circa 1925 and Council's Main Street Service Centre.

2000 Maroondah Festival in the Foothills

Preparations for the 2000 Maroondah Festival in the Foothills, are in full swing as organisers prepare for one of the biggest community festivals in Australia.

A magnificent summer event to enjoy and participate in, the Festival will be held throughout February, culminating in celebrations at Croydon Park on Sunday 20 February, 2000.

"The Festival is a wonderful opportunity for local businesses to show their wares and services, for community organisations to conduct a stall and displays and for performers and performance groups to be involved in a large community event," Maroondah Councillor Neil Rose said.

"The Maroondah Festival is a fantastic, nationally recognised event, offering something for everyone. Keep a watch over the next few months for the exciting new program," he added.

Community groups, performers and businesses are invited to participate in the 2000 Maroondah Festival in the Foothills. Contact Lyndal Mackintosh on 9871 0239 to register your interest.



Painting a face of fun for the Maroondah Festival in the foothills.

Active Australia Day

Are you one of the 60 per cent of Australians who do not participate in regular physical activity?

If you are, then Active Australia Day will provide you with the opportunity to make yourself healthier and reduce the risk of cardiovascular disease, diabetes, obesity and depression.

Active Australia Day is a nationwide celebration of physical activity encouraging people to get out and be active on Sunday 10 October, 1999. It is anticipated that Active Australia Day will become an annual day of recreation and activity, of similar recognition and participation to the Clean Up Australia Day campaign.

Watch your local newspapers for further information on activities available within Maroondah.

For further information, contact Council's Leisure and Cultural Services Unit on 9871 0373.



SECURING OUR FUTURE

Maroondah's Corporate Plan 1999 - 2002

A Message from Our Councillors

All the activities undertaken by Maroondah City Council are driven by the community's Vision for the future, detailed in "Maroondah 2020: A Shared Future":

Vision:

Maroondah will be a vibrant City. It will have an active community, a strong local economy and a diverse cultural life in a prosperous and sustainable environment.

The challenge for Council is to build on the vibrant and diverse character of the City and its community.

To effectively address this challenge as the City of Maroondah moves towards the achievement of this shared vision for the future, it is vital that clear directions with specific goals are set. The Corporate Plan establishes a clear program for the next three years.

The Plan outlines our commitment to efficient and effective local government, responsible financial management and the delivery of community focused services that meet the needs of both residents and businesses. This commitment is reflected in Council's Mission Statement:

Mission:

Maroondah City Council will be an efficient and dynamic leader in partnership with its community in ensuring quality in environmental, economic and social lifestyles for its people.



(left-right) Maroondah City Councillors: Neil Rose, Marj Munro, Les Willmott, Mayor Maureen Naylor, Joe Cossari, Peter Gurr and Nick Kirnos.

This Corporate Plan, which is the vehicle for meeting the challenges ahead, builds on the community's current strengths and establishes new initiatives for a better future.

It also provides clear means by which our performance can be measured.

We hope you will share in the City of Maroondah's exciting future as we enter the new millennium.

Why have a Corporate Plan?

The Corporate Plan turns vision into reality. It is the blueprint for action.

To achieve the shared vision for Maroondah, the community has developed STRATEGIC GOALS covering six areas of Community life.

- Our Community
- Our Environment
- Our Council
- Our Economy
- Our Services
- Our Leisure & Culture

The Corporate Plan aims to specifically address these areas. In determining the directions to follow, Council has had to identify and account for the significant changes occurring generally within the global economy, within the local government environment and specifically within the boundaries of Maroondah itself.

Councillors have fully recognised the vital role local government plays in facilitating growth and prosperity, and through a number of workshops, have developed STRATEGIC DIRECTIONS for developing specific actions, objectives and targets over the next three years.

Where to get more information

Specific Corporate Plan Information
For information on the Corporate Plan and Annual Community Satisfaction Survey Results which contain the corporate performance indicators contact Brian Smith on 9871 0218.

General Information

City Offices Service Centre
Braeside Avenue, Ringwood 3134
(PO Box 156, Ringwood 3134)
Tel: (03) 9871 0222

Main Street Service Centre
50 Main Street, Croydon 3136
Tel: (03) 9722 9529

Ringwood Mall Service Centre
12 Civic Mall, Ringwood 3134
Tel: (03) 9876 9899



Our Community

STRATEGIC GOAL:

Maroondah will have a clear identity and a highly informed and responsible community actively involved in the achievement of an environment that values choice, cooperation, respect and participation.

STRATEGIC DIRECTIONS:

Encourage community involvement in new technologies, plan forums where key changes and trends in the community are identified, acknowledged and responded to, and ensure that vital services are available to the community, in particular to the frail aged and people with disabilities.

KEY RESULT AREAS:

Community Events: Develop, manage and promote a range of events and activities in a variety of City settings that attract broad community interest and participation.

Consultation Process: Maintain and improve public consultative processes, including the development of a communication code for statutory and non-statutory matters that enhance consultative processes beyond minimum statutory requirements.

Standards: Enable every person to enjoy a safe, healthy standard of living facilitated by a set of agreed policies and processes that reflect the community's attitudes and needs.

Volunteer Recognition: Encourage participation, and acknowledge through meaningful recognition, the key role played by the municipality's volunteers.

STRATEGIC GOAL:

Maroondah will be seen as a leader in local government, committed to a partnership with an informed community, the innovative use of resources to ensure access to a wide range of services and lifestyle choices, and the effective representation of Maroondah within the region and beyond.

STRATEGIC DIRECTIONS:

Maroondah will not corporatise its business units and will retain its current hierarchy of labour relations (e.g. Enterprise Agreement, Service Team Agreement and Local Authorities Interim Award). The use of electronic communications will be further developed without blindly pursuing the leading edge of communications and its associated costs. The impact of taxation reform and its implications for service delivery and legal structures will be the subject of a watching brief. Rate revenue raising will be managed responsibly. Council will also take a public position on the possible impact of value added type taxation on local government. A Code of Conduct will be developed to ensure all Council activities are undertaken in an ethical and responsible manner.

KEY RESULT AREAS:

Civic and Governance: Ensure the development of a range of efficient and effective representative and support services that facilitate Councillors in the strategic leadership of the City and that contribute to the overall management and operation of Council's various service teams.

Corporate Planning: Ensure effective management of the municipality and Council through development of a strategic planning framework that has strong community and Council ownership, identifies key priorities, sets performance goals and facilitates the effective use of resources.

Organisational Effectiveness: Ensure a productive and effective organisation that utilises competitive Best Practice Human Resource management and has a community focused organisation culture that fosters continuous improvement, teamwork and individual accountability.

Continuous Improvement: Ensure the reliability and responsiveness of Council's operations through the development of a continuous improvement program that utilises quality management and benchmarking.

Market Testing, Contract Management & Purchasing: Ensure Council's services are cost competitive with specified service levels that safeguard consumer access and value and which are delivered by the most appropriate provider.

National Competition Policy & Legal Services: Strategic implementation of Council's framework to comply with the National Competition Policy.

Marketing: Ensure the community and other stakeholders understand the benefits that Maroondah offers and that the Council develops a thorough knowledge of trends and requirements within the municipality through the development of a marketing program.

Information Technology: Ensure all Council Information Technology systems continue to operate in accordance with Council's IT Strategy and at a standard which ensures continual improvement in resident and ratepayer services.

Financial Services: The provision of a range of financial services that provide timely and accurate financial information, ensure compliance and internal control and support the CCT process and the management of Council's various business units.

Revenue Services: The maintenance of a fair and equitable rating system that is enhanced by the completion of general revaluation of all property to maintain the relativity of rating liability across the municipality.

Property Management: Progressively improve the financial return on leases of commercial and residential Council properties.

Our Council

STRATEGIC GOAL:

Maroondah will be a leading advocate in the provision of a sustainable environment by conserving, managing and enhancing our built and natural environment through innovative approaches and education.

STRATEGIC DIRECTIONS:

Environmental initiatives will be pursued by Maroondah as a high priority, including high levels of recycling and waste minimising, despite the cost. Environmental audits of Council buildings and facilities will continue. Both business and community will be encouraged to embrace environmental objectives. Local Agenda 21 will continue to be addressed. Pursuit of and lobbying for enhanced transport infrastructure will continue. Council will pursue a total life cycle asset management system and will increase its level of funding to maintain the standard of its assets and carefully rationalise under-utilised assets.

KEY RESULT AREAS:

Environmental Management: Enhance the diversity of Maroondah's natural environment through the development and implementation of an integrated management approach.

Facility & Asset Management: Ensure the effective and efficient maintenance, preservation and prolonging of Maroondah's physical and environmental assets, based on the principles of Total Life Cycle Asset Management.

Open Space: Enable equitable access to open space (including native bushlands, parklands, reserves and roadside reserves and trails) that caters for a diversity of uses for the community. This will be implemented through the Open Space Strategy and other strategies relating to open space/environment.

Commercial Centres: Development of a framework for commercial, strip and local shopping centres which promotes diversity, provides convenient access to services, fosters economic growth, connects with the City's transport systems and encourages cultural activities.

Planning Controls: Enhance Maroondah's built character, support the protection of the natural environment and ensure consistency of planning through the development of a revised Planning Scheme for the municipality.

Approval Processes: Provide streamlined approval processes which recognise Council's legislative responsibilities and requirements and that are consistent with Council's strategic directions for the future.

Regulation: Enable every person to enjoy a healthy and safe standard of living through the continual development and compliance with legislative and Council policy requirements which reflect the community's attitudes and needs.

Transport Development & Usage: Ensure the community's awareness of, and access to, appropriate modes of clean, safe and user friendly private and public transport within the municipality.

Environment Education/Fieldwork: Maximise development of community behaviours and attitudes consistent with responsible and self-regulated management of the City's environment, facilities and resources.

Waste Management & Minimisation: Provide waste management and recycling services that reduce disposal to landfill and achieve a reduction in waste.

Our Environment

Our Services

STRATEGIC GOAL:

Maroondah will have a network of agencies committed to the provision of a comprehensive range of high quality, accessible and cost effective services and facilities that promote community well being and respect individual dignity.

STRATEGIC DIRECTIONS:

Community needs and legislative requirements will determine Council's approach as it aims to retain its role as Service Provider. Reviews (including annual community surveys) and expansion of services will continue, and where beneficial, will include joint ventures and partnerships. Staff will endeavour to represent the needs of residents in an equitable and balanced manner. Case-by-case assessment will determine any application of user-pays. Expansion of primary services to the aged, people with disabilities and their carers is planned, including ADASS programs and brokerage and assessment services. Redevelopment of some facilities will be considered. Council will maintain its role in Child Care, and pursue greater integration of library and Council services. Improved partnership roles with other levels of government will be sought, rather than simply accepting the devolution of responsibilities from the State Government. Council will advocate greater autonomy and self-reliance for Local Government, and will tender for Federal/State Government services where they are in the community's interest.

KEY RESULT AREAS:

Family & Children's Services: Plan, purchase and deliver an integrated range of accessible and flexible services that address the social, physical and emotional needs of families and children.

Aged & Disability Services: Plan, purchase and deliver an integrated range of accessible and flexible services that address the social, physical and emotional needs of older persons, those with a disability, and carers.

Youth Services: Make a positive contribution to the lives of young people aged 12 to 25 years by providing a range of high quality, integrated services and programs that are relevant to their changing needs.

Information Services: Produce and distribute information material relating to services within the municipality.

Advocacy: Ensure that all sectors of our community have access to information and/or services to maintain a reasonable quality of life.

Community Planning: Develop and implement a plan based on clear priorities for the development and delivery of innovative and integrated services to the community.

Community Service Networks & Forums: Develop a coordinated community and regional approach to the development and management of community services and the sourcing of funding and resources.

Community Understanding: Ensure the Maroondah community has a clear understanding of the Council's role in the planning, coordination and delivery of services.

Community Satisfaction: Develop and maintain a high level of community satisfaction with the range and quality of services provided or offered by Council

Our Economy

STRATEGIC GOAL:

Maroondah will have a vigorous local economy based on environmentally sustainable and socially responsible practices that attracts business investment and growth, and promotes employment within the municipality.

STRATEGIC DIRECTIONS:

Council will actively pursue measures that support local employment and continue the level of support to local Economic Development and maintain and develop Council's support for enhanced transport infrastructure.

KEY RESULT AREA:

Strategic Economic Direction: Develop clear strategic directions for key business sectors in the local community.

Business Encouragement: Provide specific assistance to foster business growth in the City of Maroondah.

Business Promotion & Marketing: Actively promote existing businesses and market key business opportunities and competitive strengths of the City.

Our Leisure and Culture

STRATEGIC GOAL:

Maroondah will maximise opportunities for choice and involvement in, and access to, quality culture and leisure experiences.

STRATEGIC DIRECTIONS:

Council will continue to provide, and make accessible, a wide range of leisure and cultural opportunities, become more active in the development and support of cultural activities and develop partnerships to maximise resources and services.

KEY RESULT AREAS:

Leisure & Cultural Strategy: Enable and enhance the community's access and opportunity for involvement in quality leisure and culture related activities.

Community Groups: Maximise the use of available resources and ensure an equitable approach in supporting and promoting effective self-management of community organisations and groups.

Recreation Planning: Ensure all sectors of the community have access to a wide range of active and passive recreation, leisure and cultural opportunities.

Encouragement of Community Participation: Maximise relevant skills and knowledge in the community through the active identification, encouragement and involvement of individuals and groups with relevant skills, experience and knowledge.

MONITORING OUR PROGRESS

Monitoring and measuring performance is central to good management. Most organisations use performance indicators to determine how effectively their services are delivered and whether desired standards are being reached.

Maroondah is committed to continually improving its service standards, with the following chart defining targets for specific Council services until 2002.

Recently, the Office of Local Government began conducting its own surveys of all local government services. The Office of Local Government Annual Community Satisfaction Survey results, opposite, contain indexed means as a method of comparison with other Councils. In the 1999 survey, Maroondah performed very well, assessed as one of the top 15 Councils in the State, based on community perceptions of its performance.

FINANCIAL HEALTH OF OUR CITY

Budget planning is a vital element in supporting Maroondah City Council's Corporate Plan. It ensures the resources are available to achieve the plan and realise the City's vision.

Council's 1999/2000 budget continues to ensure the financial health of the City and provides a balance for the short-to-medium-term needs of the community and the long-term financial health of the City. It also aims to consolidate Council services and contains a host of new initiatives contained in the three year Corporate Plan.

Part of good financial planning is careful management of rates revenue. Maroondah's rate increase of 2.9% represents an increase of around \$14 per Maroondah household. This is significantly lower than the anticipated five per cent increase throughout Victoria.

At Maroondah, rates and charges are less than 50 per cent of Council's total income. The balance of Maroondah's income comes from a variety of sources including the State and Federal Governments, user charges, reserves, asset sales and interest.

The 1999/2000 budget provides for a number of new projects for the benefit of the community and Council will be undertaking \$7,757,500 capital expenditure in the 1999/2000 financial year.

Highlights of the capital expenditure budget include:

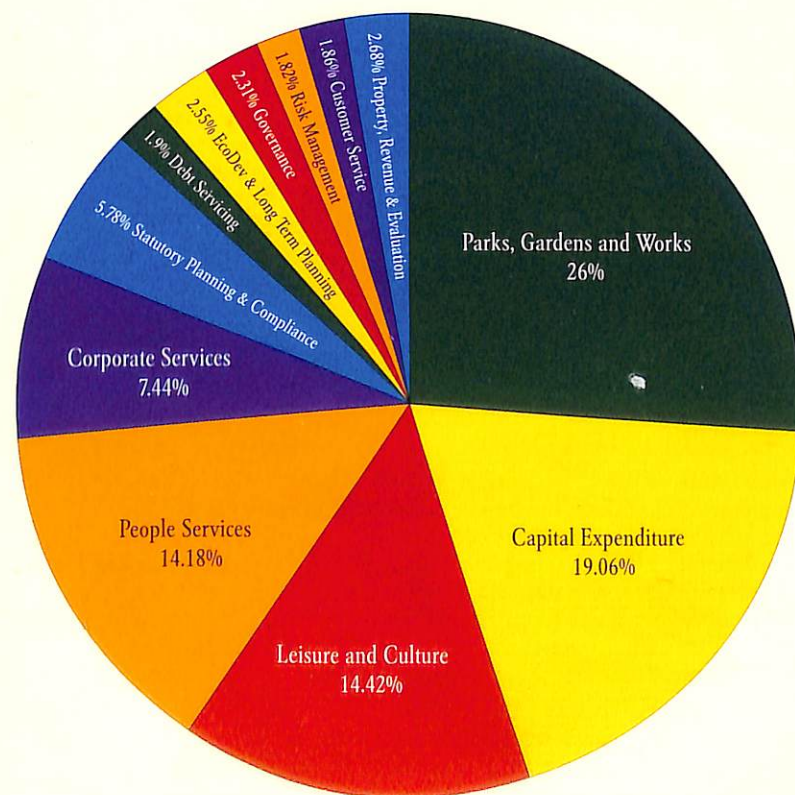
- Redevelopment of the former Ringwood Primary School site into the Federation Estate. This will be a Cultural, Arts and Community Centre focusing on the history of Maroondah and Australia.
- Major Roadworks in Colchester Road and Liverpool Road.
- Traffic calming treatments in Croydon Hills.
- Development and part implementation of Ringwood Lake Masterplan.
- On-going refurbishment of playgrounds.
- On-going program to upgrade existing bicycle path network.
- On-going program to provide access for the disabled to all community facilities.
- Fitting of fire sprinklers to the existing residential care buildings at Lionsbrae.
- On-going program to renovate and improve access to public toilets.
- Replace protective coating on filter shell at Ringwood Aquatic Centre.
- Fairway drainage improvements at the Ringwood Public Golf Course.
- Undergrounding of electrical power lines and poles in Main Street, Croydon.
- Resealing of road pavement and footpath replacement works.

In addition to these and many more new initiatives for the coming year, Maroondah City Council's long term financial strategy will still see the repayment in full by December 1999 of all capital works loans raised in previous years.

| Corporate Performance Indicators | Result 1998/1999 | Target 1999/2000 | Target 2001/2002 |
|--|------------------|------------------|------------------|
| OUR COMMUNITY | | | |
| Overall Performance of Council* | 68 | 70 | 72 |
| Advocacy/Representation* | 61 | 64 | 66 |
| OUR SERVICES | | | |
| Customer Service Quality* | 74 | 75 | 77 |
| Health and Human Services* | 69 | 70 | 72 |
| Regulations/By-Law Enforcement* | 62 | 63 | 65 |
| % of Eligible Infant Immunisations completed | 80% | 80% | 85% |
| No. of Library visits per capita | 7.4 | 7.3 | 8.0 |
| Ave. days to respond to from referral to delivery for Aged/Disability Services | 9.0 | 9.0 | 8.0 |
| OUR ENVIRONMENT | | | |
| Waste Management* | 76 | 77 | 79 |
| Appearance/Cleanliness of Public Areas* | 69 | 71 | 73 |
| Local Roads and Footpaths* | 62 | 63 | 65 |
| % of household garbage recycled | 32 | 32 | 35 |
| OUR LEISURE AND CULTURE | | | |
| Recreational Facilities* | 74 | 75 | 77 |
| Community participation in Arts Programs and Cultural Events | 110,000 | 120,000 | 130,000 |
| % Increase on Net Return from Maroondah Leisure | 5.1% | 6.2% | 5.1% |
| OUR ECONOMY | | | |
| Economic Development* | 59 | 60 | 62 |
| Town Planning Policy/Approvals* | 59 | 60 | 62 |
| Ave. Days to process Planning Applications | 41 Days | 40 Days | 35 Days |
| No. of businesses participating in training programs | 100 | 150 | 200 |
| OUR COUNCIL | | | |
| Rates and Charges per assessment | \$576 | \$576 | \$602 |
| Capital Expenditure per assessment | \$236 | \$245 | \$259 |
| % annual movement in Rates and Charges declared | 4.8% | 4.8% | 4.9% |
| % of Capital Expenditure Projects completed | 87.5% | 90% | 100% |
| Response time to general written requests | 10 Days | 10 Days | 9 Days |

*Office of Local Government Annual Community Satisfaction Survey Indexed Means.

PLANNED PROGRAM EXPENDITURE FOR 1999/2000 (as set out in the 1999/2000 Budget)



Plotting a course

Ringwood Public Golf Course has scored another hole in one, with the recent announcement that it ranks in the top ten for Pro-am golfing events in Victoria.

Voted by Victorian PGA members, the Ringwood Public Golf Course received seventh place in the 1998 PGA Awards, considered a significant achievement for clubs which conduct pro-am events.

Ringwood Public Golf Course Manager, Mark Schmutter, said it was an honour to receive recognition from PGA members.

"We work hard to provide a course that is suitable for tournament play and we work even harder at keeping the course at the highest possible standards year-round," Mark said.

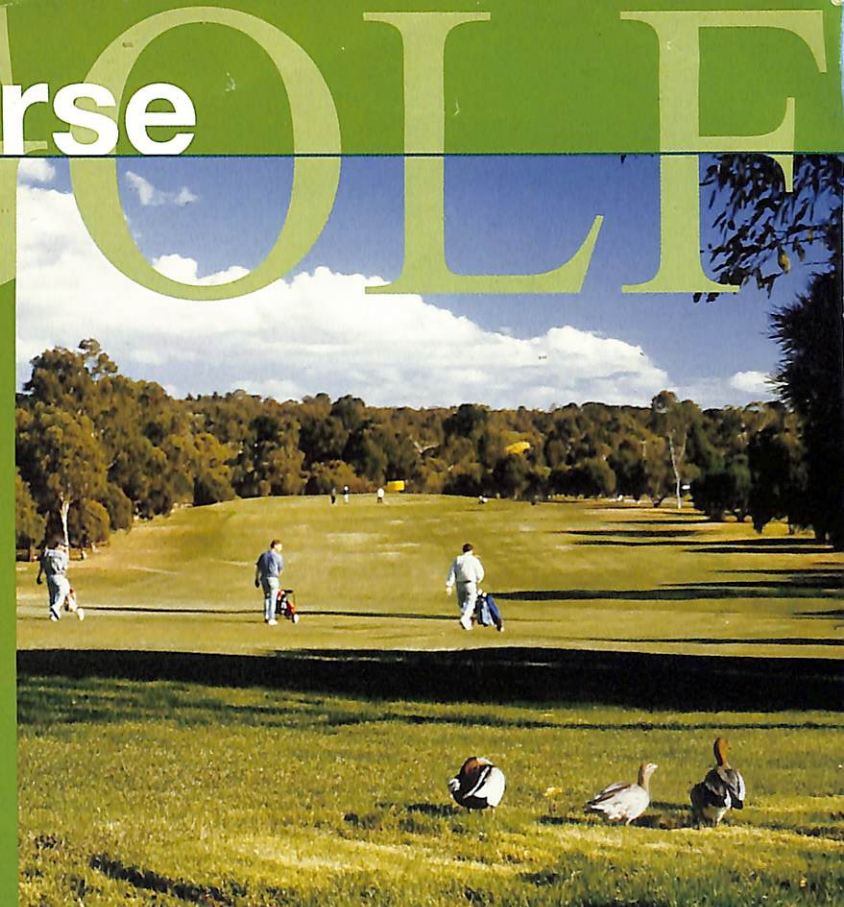
Ranked among the more popular courses in Victoria, Ringwood Public Golf Course offers a stunning 18 hole par 70 golfing experience.

"Ringwood Public Golf Course is one of the better public golf courses in Victoria. To find similar standards and facilities, golfers would have to attend a private course - and Maroondah residents have all this on their doorsteps," Mark added.

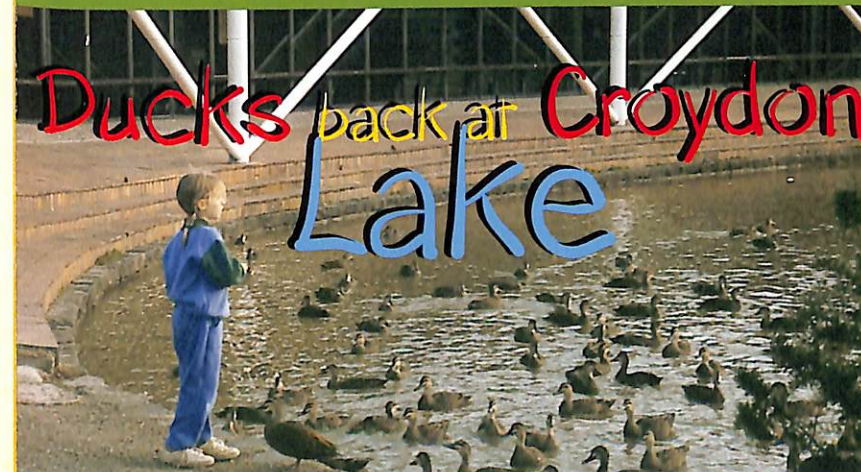
Its on-course facilities are some of the best on a public golf course in the eastern region, with a fully licensed Bar and Café open to the public, seven days a week. Other facilities includes Optigolf video practice - the only one of its type on a private or public course in Australia and a fully-stocked Pro-shop.

The Ringwood Public Golf Course is "pokie-free", and also offers function rooms for corporate or private use.

For further information contact Mark Schmutter on 9876 8010.



ON COURSE... Golfers can enjoy the magnificent fairways and facilities at the Ringwood Public Golf Course, year round.



Ducks back at Croydon Lake

Maroondah Council reopened Croydon Library Lake in May, following its closure due to an outbreak of blue-green algae in January, 1999.

The Lake is now back to its former glory and clear of the dangerous levels of blue-green algae, detected as part of Council's ongoing water monitoring program.

Manager City Parks, Steve Goble, said the risk to Lake users and animals was now negligible.

"Council's monitoring program first detected the algal bloom in January, erecting a cyclone fence to maintain a 'safety zone' around the Lake to protect residents, visitors and also domestic and wild animals," he said.

"The level of risk now is negligible, both to visitors and animals. Council opted for a natural solution to the algal bloom and cooler weather and increased levels of oxygen in the water worked to reduce the harmful levels of algae within the Lake," he added.

"The main cause of the algal bloom at the Lake has been the high levels of nutrients, associated with duck droppings and duck feeding," he said.

"Bread is not always the best food for ducks, or the Lake. It increases the nutrient levels within the water, which increases the probability of the blooms re-occurring," he said.

"Council asks visitors to the Lake not to feed the ducks bread of any kind. This also discourages other ducks from making the Lake their home because of its bread food supply," he said.

Puppy Love - Safely!

Everyone can have good experiences with dogs providing we all know how to behave around them. The Department of Resources and Environment has released some hints to help reduce the risk of dog bites occurring.

- AVOID patting dogs you don't know
- ALWAYS get the permission of the owner to pat his or her dog
- APPROACH dogs on an angle, not from the front or rear
- SLOWLY extend the back of the hand (not an open palm), curl the fingers and allow the dog to sniff it
- STROKE the dog gently on the side of the chest or under the chin (not the top of the head or the shoulders)

- If approached by a strange dog
- NEVER pat the dog
- DON'T run away, stand completely still
- AVOID eye contact with the dog
- KEEP your hands firmly by your sides
- SLOWLY back away

- Some general rules about dogs:
- STAY away from a dog while it's sleeping or eating
- NEVER tease a dog
- IF attacked, cover your face and roll into a ball
- DON'T touch a dog that has puppies

Council's Neighbourhood Services Team has an informative video available for loan, which may assist dog owners.

Training collars are available for barking dogs. These include the Electrostatic correction collar available from Paragon Electronic Training Systems on 0419 801 831. A citronella spray collar is also available from Council's Neighbourhood Services Team by contacting 9724 3253.

Maroondah Federation Estate Update

Maroondah residents will have a world class Cultural Arts and Lifestyle Centre at the former Ringwood Primary School site, following news that the project is to receive \$1.215 million from the State Government.

The funding, which has been made available from the Community Support Fund, is in addition to an initial \$2 million received from the Federal Government for the project, to be known as the Maroondah Federation Estate.

The project will include two facilities on the one site; a lifestyle centre and a cultural arts centre. The lifestyle facility will be purpose built for the use of community groups, with a major focus on older adults and people of non - English speaking backgrounds. The cultural arts centre will be a place of learning, work and creativity, catering for both amateur and professional artists.

Mayor Cr Maureen Naylor said the funding would allow the Council to retain an important community asset.

"Council is absolutely thrilled to receive this additional funding from the State Government and very thankful for the support of Federal and State politicians, community groups and service agencies with this project," she said.

"Council will match the \$1.215 million funding out of its capital works program over three years, which means that Council also has a funding role to play in the project," the Mayor added.

"The project will progress full steam ahead and it has the full support of all three spheres of government - the Federal Government provided funding for the Cultural Centre, the State Government has provided funding for the new Lifestyle Centre and Council will purchase the land and cover other logistics," she added.

"Our Federal and State Members of Parliament have been rock solid supporters of this project from the start," she said.

"What's more, I believe we will have a world class Cultural Arts and Lifestyle facility for the use of all sectors of the Maroondah community. We can all look forward to the opening prior to the centenary of Federation in January, 2001," she said.

Celebrating Mothers in Maroondah

Celebrating Mothers is the message being spread by the PRISM project, taking a preventive approach to improve the emotional and physical well-being of mothers.

PRISM (Program Of Resources Information and Support for Mothers) is a joint project of La Trobe University and Maroondah City Council, which seeks to create a whole community response to the needs of mothers.

The project team has developed a resources kit, to be given to mothers by their Maternal and Child Health (MCH) Nurse. Mothers are encouraged to consider their own health needs, by taking time out to undertake activities they enjoy and to spend time with other mothers.

Local businesses have become involved in the project, by offering mothers complimentary vouchers for home delivery services, child care, leisure facilities and relaxation sessions.

Relevant local organisations, mothers and Council make up a steering committee which contributes to and guides the PRISM process.

'A Celebration of Mothers' will be held at Eastland Shopping Centre on 26 August at 11am, to promote the project. Sally Cooper from 'Mum's the Word' will be performing a short sketch from that hit play. Interested residents, especially mothers, are invited to come along, be entertained and find out more about PRISM.

For further details keep an eye on local papers or contact Community Development Officer Leanne Skipsey on 9870 8450.



CELEBRATING MUMS... Mothers benefit from regular social contact with each other. Local mums Samantha and Ruth (with children Blatnaid and Tom, respectively) enjoy spending time together.

A Focus on Services

Maroondah City Council's newly formed Children's Services Unit provides a range of family and children's services that meet the needs of working parents and their children.

"The creation of the Children's Services Unit allows us to focus more on the needs of children in our community and to involve them in our programs from a young age," Maroondah Councillor Marj Munro said.

"The consolidation of Council's Children's Services in one area promotes easier access for the community to services and ensures that staff are able to support each other in joint training and related programs," she added.

Other services of the Unit include:

- Occasional Day Care
- Family Day Care
- Vacation care programs for primary school age children
- Information on Child Care Centres, Playgroups
- Special events including Children's Week and activities at the Maroondah Festival
- Information on 4-year-old kindergarten

For further information about Maroondah's Children's Services Unit, contact Team Leader Louk Thiele on 9871 0254.

21 years of culture and community

Wyreena Community Arts Centre, Maroondah's premier arts facility, has operated as such for 21 years and birthday celebrations will continue until March, 2000.

"Happy birthday to Wyreena, the home of arts and culture in Maroondah!" Mayor Cr Maureen Naylor said.

"Wyreena is all about sharing ideas and learning new skills. It's a place where the community come to create and build and experiment and laugh. It really is a place of great enjoyment, laughter and sometimes, even peace," she added.

Set in five acres of elegant gardens, the historic buildings of the Wyreena Community Arts Centre feature a gallery and craft shop which exhibits works by emerging and established artists.

Adjoining the gallery is a stunning classic English-style glass Conservatory which operates as a tea room with a delicious array of cakes and light meals (Sunday to Friday 10am to 4pm) and is also available for private and public functions.

The Centre has a long established arts program offering classes in many mediums and is home to a range of community groups including the School of Dance, Eastern FM, ERA television, and the University of the Third Age Croydon.

Wyreena has an interesting history and is one of Maroondah's oldest properties. In 1884, the land on which Wyreena now stands was the original Crown lot of Hector Turner, the son of Croydon's European founder, William Turner.

The Conservatory tea rooms and a playground were constructed in 1998.



CHEERS... Wyreena administration officer Elisa Bates and co-ordinator Kate Turnbull toast the art centre's 21st birthday. Artwork by Niki Hassold.

Having trouble putting out the papers?

Council sells handy newspaper balers from its Service Centres for just \$10 each. These help you to bind your papers together for collection and also provides you with an effective and tidy way of keeping your papers in the one place. Contact Yvonne or Tracey at Council's Waste Management Unit on 9724 3365 or call by at one of Council's Service Centres listed on the back page of this Focus.



Maroondah residents are reminded to compost leaves from their trees, in an effort to reduce landfill.

Councillor Les Willmott said residents were encouraged to compost throughout the year with organic waste, but there was a particular need in the winter months.

"Composting is important all year round, especially with food scraps and other organic waste. But in winter, leaves from the garden are also useful for the compost heap. Apart from making a house more attractive, composting the leaves makes perfect sense, and also reduces landfill and burning off," Cr Willmott said.

"To assist residents in composting, Council sells three types of compost bins, suitable for both large and small families," he said.

The bins are available for viewing and purchase at Council's Depot, at 24 Lincoln Road, Croydon or may be ordered at any of Council's Service Centres.

The three bins are:

- the Reln Budget Bin 225 litre \$30. Will fit into a car.
- the Sherlock 225 litre green or black \$42 including delivery
- the Palamont 280 litre black \$50 including delivery

For further information about compost bins, worm farms or waste management, contact Council's Waste Management Team on 9724 3365.



What's happening in Business?

Council operates a number of programs to assist business owners and operators within Maroondah.

Our bi-monthly Business Breakfasts are a popular way to catch up with local business people, but also a great way to learn more about new ways of doing business from our excellent guest speakers.

There are also fantastic networking opportunities through Council's links with the Eastern Business Network and Maroondah Homebiz, Maroondah's own home-based business network.

Council also conducts, in conjunction with Swinburne TAFE, a series of four business training courses throughout the year, which are sold out well in advance of their commencement dates.

In conjunction with the Cities of Boroondara, Whitehorse, and Manningham, Maroondah also conducts Business Start Up Information Sessions. Two sessions remain for this year, on 14 September at Whitehorse's Civic Centre and on 19 October at Maroondah's City Offices. All sessions cover the same material and cost \$15.

For further information about any of Council's business assistance programs, contact Jo Lo Presti on 9871 0278.

A direct line to business

Maroondah Council is delighted to announce the 1999/2000 Maroondah Business Directory is now available to all businesses and residents.

The Business Directory is a Council initiative to encourage residents and businesses to "Support Maroondah Businesses - Buy Locally".

The Directory lists over 4,000 Maroondah businesses and is unique in its design. It contains comprehensive information on local businesses including numbers of employees, e-mail and web-site addresses, quality certification and very detailed information on the products and services offered by individual businesses.

Maroondah Councillor Joe Cossari said information contained in the directory would "encourage local businesses to work together and forge new local trading relationships".

The new directory takes a technological turn for the better and is now available in two alternate formats, traditional hard copy format for \$20 or on the new CD-ROM for \$30.

For your copy of the Maroondah Business Directory contact Jo Lo Presti on 9871 0278.

Community Safety Week 1999

With statistics from the National Injury Surveillance Unit estimating the cost of injury to Australian society to be well over \$11 billion annually, action to prevent injury will save lives and money.

This year's Maroondah Community Safety Week will run from 5 to 11 September and Maroondah residents are invited to participate.

An initiative of the Victorian Safe Communities Network, Community Safety Week is a State-wide event coordinated by local councils.

Committed to the world-wide trend of creating safer communities for people to live, Community Safety Week aims to promote safety in the home,

at work and in the community at large.

This year's activities have been organised by the Maroondah Police Community Consultative Committee, and are sponsored by Maroondah City Council. Safety displays will be held at Eastland Shopping Centre and Croydon Market.

The committee will also hold a fun poster competition focusing on safety which will be held in local primary schools, with a selection on display at Eastland throughout the week of activities.

Chair of the Maroondah Health Planning Network and Maroondah Councillor, Peter Gurr, encourages Maroondah residents to become

involved in the Week.

"Community Safety Week is an opportunity for individuals, groups, the community, government, local government agencies, and the corporate sector to work together towards creating a safer community," Cr Gurr said.

"The emphasis is on proactive behaviour. Injuries, whether intentional or unintentional, don't have to happen and Community Safety Week is about promoting prevention," he continued.

Brochures outlining the full program of events to be held in the Maroondah area during Community Safety Week are available from Council's three Service Centres, listed below.

Life in Maroondah 2050

As part of the lead-up to Maroondah's millennium celebrations, grade five students from across Maroondah will be asked to participate in a story writing competition, describing what they believe Maroondah will be like in the year 2050.

"The competition will give students the opportunity to describe how we will live, what we will wear and what changes will have occurred by the year 2050," Maroondah Councillor Nick Kirmos said.

Selected entries will be published in local newspapers and the most interesting, amusing or thought-provoking entries will form part of a Maroondah time capsule, to be buried on Australia Day, 26 January, 2000.

For further information about this competition, contact Jeanette Edgar on 9871 0380.

Small Business Expo

Wanting to learn more about small businesses in the Maroondah area?

The Eastern Business Network, in conjunction with Council's Economic Development Unit have organised a Small Business Expo which puts local small businesses and their wares on show.

The Expo will be held at Eastland's Centre Court on Friday 22 October and showcases various local small businesses.

So, come along and support Maroondah's small businesses!

For further information about the expo, contact Jo Lo Presti on 9871 0278.

Community News

Grow Me a Home

In September and October this year, Greening Australia Victoria's Spring Planting Festival will focus on the importance of planting local native vegetation to establish habitat for animals and to enhance our living and working environment. Join your local community this Spring for Melbourne's largest annual planting festival - enjoy the barbecues, entertainment, planting activities and have lots of fun! For further information, contact Greening Australia on 9457 3024.

Ever Active in the community: Attention Over 55's!

Ever Active, a project funded by VicHealth, aims to identify ways in which Community Centres and Learning Centres in the Outer East could be more accessible to people aged over 55. As part of the project, Community Centres in Maroondah will host a Come and Try day on Thursday 28 October where people are invited to sample the wares of each Centre, ranging from furniture decoration and basic computer skills to crafts and self-esteem classes. Maroondah Centres involved in the project include Glen Park, Central Ringwood and Yarrunga Community Centres and the Arrabri and North Ringwood Community Houses. Each will offer specific activities and a timetable of events is available by telephoning 9879 8834. For people requiring assistance with transport or who wish to apply for assistance with respite care, please contact Maureen McConnell on 9879 8834.

Anyone for tea?

Anglicare Parentzone is an information and support agency for parents of children of all ages, from babies through to young adults. Parentzone provides information packs for parents new to Maroondah and warmly invites parents new to the area to visit the shopfront centre at 16 Railway Place, Ringwood for morning tea (dates to be announced), where they can meet others new to the area and discover the services available. To register your interest or for further information about Parentzone's services, telephone 9876 8945.

AT YOUR SERVICE...

The staff at each of Council's Service Centres will be happy to assist you with your Council business.

City Offices Service Centre

Braeside Avenue, Ringwood 3134

PO Box 156, Ringwood 3134

Tel: (03) 9871 0222

Fax: (03) 9879 3534

Main Street Service Centre

50 Main Street, Croydon 3136

Tel: (03) 9722 9529

Fax: (03) 9722 9441

Ringwood Mall Service Centre

12 Civic Mall, Ringwood 3134

Tel: (03) 9876 9899

Fax: (03) 9876 8966

Maroondah On Line

Visit us on-line at

www.maroondah.vic.gov.au

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