

## Council Acts Upon Customer Service Questionnaire

A good response to the Customer Service Questionnaire in the April edition of *Kewriosity* has helped Council assess its services and priorities. Through the questionnaire the community highlighted areas it saw as requiring improvement, and this has been useful in developing budget priorities for the forthcoming year.

Overwhelmingly, residents indicated that they would like more works to be undertaken to improve the City's footpaths. As a direct response to this wish, the 1993/94 Budget allocation for footpaths has been tripled.

Other services highlighted by residents as being priorities for Council include the Library, traffic management, the control of development in residential areas, street trees and beautification.



**The 1993/94 Budget allocation for footpaths has been tripled following response to the Customer Service Questionnaire.**

The questionnaire asked residents to rate the performance of Council. Respondents indicated that there was a good approach to customer service by Council Staff, and 71% believed that the Council's performance was satisfactory or better. The majority of respondents agreed that the Library, Kew Recreation Centre, recycling services, local parks, pavilions and sports grounds were all of a high standard.

Following the success of the questionnaire, Council is intending to continue the process on an annual basis. However Council welcomes your comments at any time, either directly to the Municipal Offices or through your local Councillor. There is also an after hours telephone message service. To leave a message, telephone 854 5299, and each weekday morning the message will be passed to the relevant Council staff.

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## Reporting Rates and Charges

At a time when Victorians are looking for some good news it disappoints me that the *Progress Press* uses a headline to give the incorrect impression of more bad news, when in fact the news is good.

This was definitely the case in the 7th September edition with a headline which read "Charges to Double" relating to the City of Kew's 1993/94 Budget.

Only one charge, the Municipal Charge, is to double from \$25 to \$50. On an average rate bill, this increase represents an increase of 2.6%. The other charge, being the Waste Services Charge, has been decreased by 10% from \$96.80 to \$87.50.

For approximately one third of Kew's ratepayers, due to the continued phase out of minimum rates, their rate bills will decrease between 10% and 13%. This is good news for those ratepayers who pay the rates on properties with lower values and in many cases have been the hardest hit by the recession.

The effect on the remainder of Kew's ratepayers will be an increase in their rate bill from 0% up to approximately 4%. This is because the phase out of minimum rates shifts the rate burden to higher valued properties, although this effect is minimised through imposing the higher Municipal Charge.

In a year when the economic forecast is for an inflation rate of

3.5%, the total increase in rates and charges income for the City of Kew has been kept to 0.8% or 2.7% below inflation. I believe that this is good news for our ratepayers and it is very disappointing that the *Progress Press* did not portray it in this way.

Over the past six months, following the City of Kew raising the question of municipal boundary reform in this area, the *Progress Press* also published letters from Mr. Brian Steele, when he was the Mayor of the City of Camberwell, and more recently, Mr. Ken McNamara, City Manager of the City of Hawthorn (in response to Cr. Steele). Both these writers provided comparisons of levels of rates and charges between the Cities of Kew, Hawthorn and Camberwell on a house with a market value of \$250,000.

To compare the level of rating on a property with a market value of \$250,000 between each of the Cities is impossible. This is because the Cities of Kew and Camberwell determine their rates on the site value of property (basically the value of the property as vacant land) whilst the City of Hawthorn rates on net annual value, which is a derivative of the market value (capital improved value).

Depending upon the location of the property for example, there are actual examples within the City of Kew where a property with a market value of \$250,000, incurred rates and charges totalling \$481.08 in 1992/93, whilst another property



**Chief Executive Malcolm Hutchinson**

with the same market value in another part of the municipality, incurred rates and charges of \$1,020.00.

This is because the site values of the two properties are vastly different due to both their location and the size of their allotment.

The only way a close to true comparison can be made, is to convert the City of Hawthorn's rate to a site value basis.

When this exercise is undertaken, for a property with a site value of \$150,000, the rates together with the inclusion of other charges (being the municipal charge and garbage charge) for 1992/93 were:

City of Camberwell	\$751.49
City of Kew	\$795.45
City of Hawthorn	\$970.20

Therefore, assuming that you have a property with a site value of \$150,000, the level of rates and charges in the City of Camberwell are the lowest for the area by \$43.96. This should be the expected result because that City is the largest of the three and consequently enjoys some economies of scale. This is of course also one of the central arguments for considering municipal boundary reform.



The past month has been a busy introduction to the Mayoral year, with many exciting events taking place in the community.

One of my first official duties as Mayor was to attend the annual Sunday Golf Tournament held between the Kew Golf Club, Green Acres and Kew Council. The City of Kew is pleased to be associated with this event which was established more than 20 years ago to foster closer working relationships between the clubs and Council. I am especially pleased to announce that this year, despite the rain, our team of Councillors and Council Staff won the trophy.

Kew has a great diversity of sporting clubs and activities which do much to promote our community spirit. On Saturday 4th September my wife Jane and I were honoured to officially open the season at the Kew Bowling Club. The first bowl of the day was by the Club's President Betty Osmond, and more than 80 members and guests took advantage of the fine weather to enjoy a day on the greens, followed by a devonshire tea. The Club is now looking forward to a successful season and welcomes any new members.

Another great foundation of community spirit is our children. I

have a young family and take a special interest in the needs of children within our community. I recently had the pleasure of visiting the students at St Anne's Primary School and it was a great opportunity to talk about the process of Local Government and the things that affect our daily lives. I was greatly encouraged by the informed level of questions and found it a rewarding and worthwhile visit.

On Tuesday 14th September I was called upon to open Kew's new Australia Post Business Delivery Centre. I believe this is an important event for local businesses as it marks the future direction of postal services and communication in our community. The new facilities will provide a better quality of customer service for both businesses and residents alike.

The Centre's location in the Kew business district should prove to have many benefits. Beside providing a convenient and accessible service, with drive-in access and bulk mail handling facilities, it will also help to facilitate initiatives by the Council to improve amenities in the Kew Junction shopping area.



*Mayor of Kew Cr Tom Indovino*

In closing I would like to draw your attention to a new radio service starting up within our community. Whitehorse FM Radio (94.1 FM) is a voluntary organisation catering for the communities of Box Hill, Kew, Hawthorn and Camberwell.

At present the station is only operating test transmissions at certain times of the year, most recently being on air from 18 September to 2 October. As it develops, the station intends to offer a wide variety of community programs catering for many tastes. As Mayor I was recently interviewed about Kew and found it a great opportunity to talk about the many positive attributes of our City and highlight new projects and initiatives by Council.



### THREES AND FOURS Pre-School Kew

*This long established pre-school is situated in the beautiful grounds of Holy Trinity Church, Kew.*

*We provide a structured kinder programme including music for 3 & 4 year olds. A gentle and caring atmosphere is created by mature and fully qualified staff.*

Hours 8.45 am to 3.15 pm  
Enquires welcome 853 5806



### Genazzano Family Fair

10.00am - 4.00pm

Sunday 14 November

### Fun For All The Family

Auction - New, Antique & Good Quality Furnishings, Pony Rides, Trackless Train, Jumping Castle, Fabulous Craft Stall, French, Italian, Asian & Aussie Foods

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# DIARY DATES

## OCTOBER

**9** Saturday 9.30am-3.00pm, East Kew Uniting Church, 142 Normanby Road. Annual Church Fete and BBQ Lunch. Stalls will include gifts, cakes, sweets, books, toys, white elephant and a lucky dip. Enquires 859 1229.

9.30am-4.00pm, Annual Spring Fair at Missionary Sisters of St Peter Claver Convent Grounds, 154 Cotham Road, Kew. Enquires 817 3715.

**11** Monday 7.30-9.30pm, Kew Council Public Waste Management Forum in conjunction with Mina Sirianni of the Worldwide Home Environment Network. The Forum will be held in the Old Library area (underneath the Municipal Offices). For more information telephone the Physical Services Department on 854 5277.

**12** Tuesday 8.00pm, Nursing Mothers Association evening meeting on Breastfeeding and Nutrition. Contact Anne Kay on 853 6409.

**13** Wednesday 8.00pm, Kew Historical Society Annual General Meeting in Hall No 3. The Mayor of Kew, Cr Tom Indovino will be the guest speaker. Visitors welcome. For more information ring 853 9003.

**14** Thursday 8.00pm, Kew Garden Club will meet in the Senior Citizens Centre in High Street, Kew. Miss Catanach will speak about Iris. All welcome. Enquires 853 7057.

**15** Friday 10.00-11.30am, Kew Drop-In Centre. Drop in for a cup of

coffee and a chat at Kew Baptist Church Hall, 20A Highbury Grove, Kew, each Friday morning. All welcome.

**16** Saturday 12.00 noon, Antiques Valuation, 20 Lisson Grove, Hawthorn. Lunch and one item \$10. Funds to assist the War Widows Guild. Bookings 818 0568.

**17** Sunday 2.00-5.00pm, Friends of Kew Library Book Sale is held in the lobby of the Library on the third Sunday of each month. Proceeds go to help the Library.

**20** Wednesday 10.30am, Kew Arthritis Self Help Group Meeting in Hall No. 3 to hear a guest speaker from the Water Board. Contact Ada Davey on 853 1409.

11.00am, Kew Legacy Widows Club meet at the Kew RSL Hall, 63 Cotham Road. Legatee Saltmarsh will speak on the University of the Third Age. All Legacy widows welcome. Enquires 853 7049.

7.30pm, Boroondara Bushwalkers meet in Parents and Friends Hall, Trinity Grammar School. Veteran mountaineer and trekker Tim McCartney-Snape will talk about his experience in the Himalayas. Tickets at the door. \$10 adults, \$5 children.

**21** Thursday 8.00pm, Penguin Club of Australia Kew Group will meet in Hall No 3. The group offers an opportunity for women to become more proficient in the art of public speaking and meeting procedures. Contact Barbara on 817 1778.

**23** Saturday 9.00am-2.00pm St Paul's Church, corner Windella Ave and Hale Street, East Kew, Strawberry Fair. Delicious

strawberries, morning tea and lunch. Cakes, plants, gourmet food and jams, handcrafts, trash and treasure, books, children's stall and entertainment.

9.00am onwards, Holy Trinity Church Fair. Stalls include cakes, jam, specialty craft, trash and treasure, a sausage sizzle and raffles. A marquee will ensure wet weather does not dampen the day's success.

9.00am-4.00pm, Mini Fete for the Royal Victorian Eye and Ear Hospital Kew Auxiliary, 159 Peel Street, Kew. Stalls will include cakes, plants, books, Christmas cards, gifts and novelties. Devonshire teas will also be served.

**25** Monday 1.30pm, Kew Afternoon Garden Club meet in Hall No 3 to hear guest speakers Joan Foley and Esther Jeffrey talk on Cacti. Visitors welcome. Enquires 859 2977.

**29** Friday 4.00-9.00pm, Saturday 30th 10.00am-5.00pm & Sunday 31st 10.00am-3.00pm, Floral Hymns Festival at St Aidan's Uniting Church, Duggan Street, North Balwyn. Each flower arrangement will symbolise a hymn.

**31** Sunday 1.00-3.30pm, Carols by Candlelight pre-loved toys collection for needy children. Keith Shaw will be in the Old Library complex on the second and last Sunday of each month to collect the toys. Or telephone 853 6132.

2.00-3.00pm, Parents for Music present 'Rainbows, Trees and Tambourines' with Susie Davies and Phillip Splitter. A musical performance with participatory music making for 3-8 year olds. \$12 per family (members), \$15 (non-members). Bookings: Fiona Biss on 859 9398 or Chris Polack on 859 5236.



## Kew Joins National Meals On Wheels Day

Wattle Day on September 1st this year was also celebrated across Australia as the first National Meals On Wheels Day.

Municipalities throughout the country joined together with the National Meals on Wheels Association to organise the event. The day was designed to promote community awareness of this important service which assists frail and elderly residents to remain living at home.

Kew Meals On Wheels volunteers wore sprigs of wattle as they delivered roast lamb and apple pie to over 100 people who receive Meals On Wheels daily.

Other Meals On Wheels recipients enjoyed their lunch in the dining room at the Senior Citizens Centre where the friendly company and some exciting games of Bingo were thoroughly appreciated.

Meals are prepared daily at the Senior Citizens Centre and delivered by over 120 volunteers who help weekly, fortnightly or monthly. Some volunteers have been with the service for over 30 years and have seen it grow from the days when meals



*Meals On Wheels recipients enjoy lunch at the Senior Citizens Centre.*

were prepared at South Esk and delivered in metal containers that fitted into a special suitcase.

New volunteers are always needed and always very welcome. Please contact the Meals On Wheels Coordinator, Pam Petschack, on 854 5262 if you are interested.

## Kew High Celebrates Art Awareness Week



Kew High School recently celebrated Art Awareness Week with a talented display of art in the Basement Gallery. Students from other schools and members of the public were treated to an array of works including ceramic witches and warlocks, paper butterflies, collages, paper assemblages of the seasons, and masks.

The school's Visual Arts Coordinator, Ron Reynolds, was enthusiastic about the high standard of art displayed and the future development of talent. "The students are expected to gain a wide range of practical skills so that their work is robust and well-jointed. They are pressed to make imaginative and original responses to tasks, to see and think laterally."

## Discover New Interests at the Kew Library

Don't sit at home and be bored. Take up a new exercise, or increase your enjoyment and knowledge of the sport you play.

The Kew Library has a wide range of books on sport. As well as 'How To' manuals (which include hints from the professionals) there are books on the rules of different games, and another section on sports injuries.

Perhaps you need to know the difference between Rugby

Union and Rugby League, or who won the Charles Brownlow Medal in 1985. You will find the answers to these questions in the sport section. In addition to these books on sport, there is also an interesting biographical collection on athletes.

So whether you intend to spend some time skiing at Falls Creek, or practising Tai Chi in the comfort of your home, plan to visit the Kew Library and browse through the sport section.



# COUNCIL NEWS

## Bee Swarms

At this time of year bees swarm looking for suitable places to build hives. Should you experience problems, allow 48 hours before disturbing them as the swarm generally moves on. If they persist in building a hive, please contact Council's Health Section on 854 5245 for information on bee removalists (a small fee may be applicable).

## Responsible Cat Ownership

There is increasing concern about the damage that feral and poorly managed domestic cats can cause to the environment. It is therefore important that cat owners take proper care and responsibility for their animals.

Choose a breed of cat which best suits your lifestyle; ensure your cat wears a collar, bell and identifying tag from a young age; check for fleas and groom long haired cats regularly. Most importantly, feed your cat regularly and keep it inside at night. Try and encourage your cat to stay at home by spending time with it.

Visit your local vet to have your cat vaccinated once a year and wormed every three months. Also consider desexing your cat if you do not wish to breed from it.

For further information please contact your Local Laws Officer on 854 5213.

## Swooping Magpies

The months from August to November are magpie breeding time and care should be taken to avoid breeding areas if possible. Magpies care for their young like all parents and may 'swoop' passers-by if they think their chicks are in danger.

If it is not possible to avoid a known swoop area, precautions should be taken when travelling past. Wear a hat or carry an open umbrella. Children on bicycles should walk their bike past the swoop area, wear a helmet and place a tall safety flag on their bicycle. If in danger of attack, facing the magpie may prevent swooping.

For further information please contact the Department of Conservation on 412 4795.

## Free Fruit 'n' Veg Kit

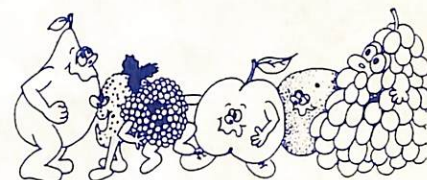
**HOW MUCH FRUIT SHOULD YOU EAT?**



Health authorities recommend people eat at least two pieces of fruit and five serves of vegetables every day. To encourage an increase in the community's daily intake of fruit and vegetables, the Council's Health Office has free Fruit 'n' Veg Kits available.

The Kits are part of the 2 Fruits 'n' 5 Veg Program, and comprise tips and recipes on including more fruit and vegetables in your diet.

The Kits are available free of charge from the Health Section and the Kew Recreation Centre. For more information please contact the Health Section on 854 5245.



## COUNCIL MEETING DATES

Tuesday 12 October 7.30pm	Review Committee / COUNCIL MEETING 8.15pm
Tuesday 19 October 7.30pm	Operations/Planning & Development Committees
Tuesday 9 November 7.30pm	General Purposes Committee

Meetings are held in the Committee Rooms and Council Chambers at the Municipal Offices. Entrance is via the main portico off Cotham Road. All these meetings are open to the public. Copies of the agenda are available for inspection at the loans desk of the Kew Library.

**K** EWRIOSITY

**D** EADLINES

**I**TEMS FOR THE NOVEMBER  
EDITON OF KEWRIOSITY MUST  
BE SUBMITTED BEFORE 18  
OCTOBER.

**W**RITE TO THE EDITOR, KATINA  
BRIGHTON, CITY OF KEW,  
LOCKED BAG 2, KEW 3101.



## Free Professional Counselling

The Citizens Advice Bureau (CAB) is staffed by trained volunteers and a qualified social worker, and offers referrals to support services covering most human needs. In August alone, the CAB assisted 222 clients.

If you are experiencing difficulties following the loss of an important friend, problems being a sole parent, loneliness, issues relating to growing older or financial difficulty you might like to talk to a professional counsellor. The service is free and you can make an appointment by telephoning 853 5244 10.00am to 3.00pm weekdays, or visiting the CAB Office behind the Kew Library.

## Belford Oaks Community Child Care Centre

Belford Oaks is a community centre managed by a committee elected annually and drawn from the 70 plus parents who use the centre each week. The centre offers child care to three main age groups in three separate, adjoining areas of the centre: the 'Ragged Blossoms' (babies) from 6 months to 2 years, 'Cuddle Pies' (toddlers) from 2 to 3 years and the 'Snuggle Pot Room' for Kinder children from the ages of 3 to 6 years. The centre is limited to a total of 35 children. For more information please contact Helen Lindner on 859 7148.

## John Says Good Bye

*My warmest thanks to all those people who made a special effort to come into the Council Offices to say good bye before I retire. Best wishes to each of you.*

*John Wheeler*

## Farewell and Best Wishes Janet!




Kew has lost a familiar face. The Council's Director of Community Services, Janet Dore, will be sadly missed when she takes up her new position as the Director of Corporate Services at the City of St Kilda.

Janet began with the Kew Council as the Director of Planning and Development in 1989 and was instrumental in reshaping the department. She was actively involved in Heritage Control and the Kew Junction Strategy Study. She also negotiated the important Willsmere Planning Scheme.

In 1992 Janet was appointed Director of Community Services, where she gave a new focus to the department by emphasising future requirements of the community. She took a personal interest in ensuring that services were accessible to those who needed them, and the many people who use the Library, Maternal and Child Health Centres, Kindergartens, youth services and aged facilities will have benefited from Janet's expertise.

We wish Janet all the best in her new position.

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# Track Players Present 'Little Women'

Bernard Curry, presently starring in the TV series of 'Snowy', is part of a talented group of actors cast in Louisa Alcott's 'Little Women', directed by Ray Russell. This popular play is a warm hearted story which combines laughter and pathos in its depiction of a middle class family during the American Civil War.

'Little Women' opens on 21st October and continues on 22nd, 23rd and then 28th, 29th and 30th October. The show can be seen at the Renaissance Theatre, Kew High School, High Street, Kew. The theatre is close to transport and there is free parking on site. For bookings please ring 885 5603.

Pictured right are Chevaun Williams as Meg, Clare Hannan as Jo, Susie Bailey as Amy and Christine Brooks as Beth, the four sisters who are the 'Little Women'.



## Open Your Door To 30,000 Potential Customers

**Kewriosity** is the ideal way for local businesses to communicate their message to the community. **Kewriosity** now boasts the added attraction of computer generated fonts and more flexible presentation. Advertising in **Kewriosity** is effective and inexpensive. Telephone Katina Brighton on 854 5204 for details about our competitive rates.

*No endorsement of services is implied by the City of Kew.*

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- \* Computers for Women
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- \* Introduction to DOS 5.0
- \* Introduction to Windows 3.1\* WordPerfect 5.1 Intro & Intermediate
- \* WordPerfect 5.2 for Windows
- \*Italian
- \*French
- \* Japanese
- \* Calligraphy
- \*Raffia Hat Making
- \* Interior Decoration
- \* Life Drawing
- \*Photography
- \*Swimming
- \*Jazz Improvisation & Styles

**Enquiries & Enrolments 854 5411(BH) 818 7771 (AH)**