GLEN EIRA

INSIDE

Glen Eira Service Centre launch - more photos

Advisory Committees

Leash free areas

Jouncil wins health award

Community Diary

The new Glen Eira Service Centre team. From left: Greg, Gabrielle, Belinda, Michelle, Denise, Neil, Norm. Centre: Service Centre Coordinator, Irene Barratt.



OFFICIAL NEWSLETTER FOR THE CITY OF GLEN EIRA cnr Glen Eira & Hawthorn Roads Caulfield 3162 Telephone 9524 3333

Glen Eira opens one stop shop

Glen Eira City Council has opened a 'one stop shop' where ratepayers and residents may have their enquiries resolved, questions answered and concerns recorded without trooping all over the City's offices.

The new Glen Eira Service Centre is located on the ground floor, Glen Eira City Council, cnr Glen Eira and Hawthorn Rds, Caulfield. The telephone number is 9524 3333.

The Centre is staffed by a team of highly trained, friendly and helpful specialists who will provide residents with a high level of service.

Continued Page 5 - Launch of the Glen Eira Service Centre.



REMINDER...REMINDER...REMINDER... DON'T GET CAUGHT! RATES INSTALMENT DUE

If you are paying your Glen Eira City Council rates by instalments, the 4th instalment is due by 30 August 1996. If you miss the payment, interest will be charged at a rate of 12% per annum from 2 October 1995 (the date Council struck the rates). You may pay your instalment at any bank. However, banks other than the National Autralia Bank may charge a transfer fee. If you have mislaid your Rates Instalment credit slip (issued in February), please contact the Glen Eira Service Centre on 9524 3333 for a new copy.

August 1996 page 2

Commissioner's column



In my last column I expressed a view that Councillors elected to run a large organisation like Glen Eira City Council, need to deal with matters such as the longer term plans for the City, and set objectives for the Corporate Team and monitor its performance. Councillors also need time to communicate with their constituents and community groups. And they need advice from well informed residents on specialised issues.

The Council has therefore established advisory committees, comprising Commissioners, Council officers and community representatives. The seven new committees were established to promote more effective decision making at Council level, enable Councillors to concentrate on broader strategic matters while being able to adequately represent local issues, and importantly, involve the community in the decision making process.

Committees will act in an advisory capacity only and make recommendations to Council. Their roles and powers will incorporate the establishment of policy and strategic directions, setting objectives and reviewing performance, advising on policy matters, setting the standard, level and quality of services, reviewing and monitoring services against the Corporate Plan and specific issues as they arise

These functions will be restricted to broad strategic issues. Day-to-day service delivery issues will remain in the hands of the Chief Executive and staff.



Community representatives appointed for new advisory committees

Following on from the Commissioner's column, here is a list of the seven new Council appointed advisory committees, which includes portfolios and membership.

ARTS & RECREATION

* Recreation Services

* Arts & Cultural Services

Membership: Chairperson:

Council Officer:

Members:

Charles Williams Kate Maddock, (*Recreation & Cultural Services Manager*) Glen Hibberd Barry Venning Liz Rand

LIBRARY & COMMUNICATION

* Customer Service * Publicity * Libraries * Community Consultation * Information Technology *Membership:* Chairperson: Cliff Caldwell Council Officer: Sandy Gatehou (Organisation)

Members:

Sandy Gatehouse, (Organisational Support Manager) Guy Barbour Nicholas Gold Sue Murphy

STRATEGY FORUM

*Development of strategies to develop the municipality and raise its profile *Membership:*

Chairperson: Council Officer:

Members:

Cliff Caldwell Margaret Douglas, (Chief Executive) Prof. Peter Chandler Alain Grossbard Sam Lipski Michael Nazzari

Do you know the 1997 Victorian of the Year?

It could be a colleague, a close friend, even a member of your own family.

A limited number of nomination forms are available from the Glen Eira Service Centre, or you can obtain forms from the Australia Day Committee (Vic.), by

calling Tel: 1800 060024

Entries close 31.10.96

ENVIRONMENT

* Infrastructure/Capital Works including asset preservation Waste & Recycling * Health & Environment Services * Local Law & Traffic * Parks & Gardens Membership: Virginia Rogers Chairperson: Council Officer: Graham Hawke, (Director City Development) Members: Emil Braun Trish Marriott Fay Valcanis

PLANNING & ECONOMIC DEVELOPMENT

* Town Planning * Strategic Planning * Business Planning * Building Control Membership: Chairperson: Charles Williams Jeff Akehurst, (Planning & Development Manager) Members: Gerald Galatis Sherry Hopkins Heather Welsh

PEOPLE SERVICES

* Family & Children's Services * Aged & Disabled Services Membership:

Chairperson: Council Officer: Members: Virginia Rogers Judy Leitch, (*Manager Health & Community Care*) Brian Caulfield Kay Mills Judy Moylan Russell Oke

FINANCE & ADMINISTRATION

* Budget Adoption & Review

* Other Finance & Governance matters

Membership: Chairperson: Council Officer:

Cliff Caldwell Andrew Newton, (Director Corporate Services) James Barrett Carol Benson Barry Neve

Members:

August 1996 page 3

Management of sporting grounds

Over the past eight months, a review of the management and occupancy arrangements of the Glen Eira City Council sporting reserves has been undertaken.

The former Cities of Moorabbin and Caulfield had different systems for the management of their sporting reserves. After Council amalgamation an integrated system for the efficient and effective management of the Glen Eira City Council facilities needed to be developed.

A task group with representatives of all the sporting reserves was formed to assist in the preparation of the new management system.

The review has highlighted the tremendous skill and community service that the committees have provided over a number of years, and the thousands of voluntary hours that have been provided by them.

The new system which was adopted at the 1 July 1996 Council meeting is a more centralised and coordinated system for the management of sporting reserves. The Recreation Services Department will coordinate the management of reserves with the assistance of Reserve Committees formed by a combination of Reserve user groups and community representatives.

Ground allocations for the 1996/97 summer season are currently being advertised. All current users will receive an application form for ground allocations. It is then proposed to begin negotiations with user groups to establish their occupancy agreements.

For further information or an application form, please contact Linda Smith, recreation development coordinator, on 9524 3333.

Leash free areas for dogs

Glen Eira City Council has recognised the need to identify open space areas where dogs can be exercised off leads.

Over the past eight months an extensive consultation process was undertaken in order to develop a balanced strategy for Leash Free areas for Dogs. As a result, a set of criteria were developed to determine appropriate Leash Free areas in open space.

The criteria were:

- Dogs should not be off a lead within

50 metres of playground equipment.

- Dogs should not be off a lead within

50 metres of Barbecue areas.

Sporting Grounds:

 Dogs must be on a lead during times which are allocated training sessions and competition days and days allocated to schools.

- Dogs must be on a lead during the hours of 8.30 am-4.00 pm on Reserves which are adjacent to schools.

- Dogs should not be permitted with 50 metres of schools.

- Dogs should not be permitted on Turf wickets.

- Dogs should not be off a leash within 50 metres of significant Garden Displays.

- Dogs should not be off a leash within 50 metres of areas which wildlife habitats, e.g. lakes.

- Dogs should not be off leash within 50 metres of the velodrome (Packer Park), Duncan MacKinnon Athletics Track and Netball Facilities.

- Dogs should be on a leash in areas when designated for use by other activi-

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ties. For example: Pony Club uses Packer Park one Sunday per month.

The need to create an understanding between dog owners and other users of parks and reserves is extremely important. Although the community relies on dog owners taking responsibility for their dogs a set of conditions of use have also been developed for Leash Free areas.

When using Leash Free areas the following conditions must be complied with:

- All dogs must be on a leash with the exception of designated "Leash Free Areas".

- Dog Owners must maintain effective control of dogs even when off a leash.

- Dog Owners must carry a leash at all times.

- Dog Owners must maintain visual contact when dogs are off a leash.

- Dog Owners must remove all faecal deposits of their dogs in open space areas.

Education

Communication and education will be the key to the successful implementation of this policy. An information brochure will be developed and provided to all households. The brochure will contain the following:

- Areas designated as "Leash Free" - including a Map.

- Information in relation to care of domestic animals in open space.

- Petcare information.
- Penalties for non compliance. *Continued next page.*

With your help, Kerbside Papers will collect around 200,000 tonnes of old newspapers and magazines this year for recycling into new newspapers. By placing your old magazines in the newspaper pile for recycling, you're helping to fully utilise the paper recycling collection service in your area. That's good for you, good for the environment.

For further details contact the Glen Eira Service Centre, 9524 3333 or Kerbside Papers on 9867 7722 August 1996 page 4

Did you know the Boyd family?

Murrumbeena resident, Colin Smith is researching the Boyd family of Murrumbeena and is keen to hear from anyone who knew the family or knew of them.

The Boyds lived in Murrumbeena for nearly 50 years and their involvement in the area represents an important chapter in Glen Eira's history.

Merric Boyd came to Murrumbeena in 1912. He established a home with a pottery studio in Wahroonga Crescent which he called "Open Country".

At "Open Country", Merric created beautiful and original pottery, many pieces featuring representations of Australian flora and fauna such as gum trees and koalas. Now acknowledged as being Australia's first and most original art potter, the shapes and forms he created, along with beautiful glazes, are testimony to his creative abilities and spirit.

Merric and his wife Doris, also an artist, raised five remarkably talented children: Lucy, Arthur, Guy, David and Mary. They have all made major contributions to the arts in Australia, and in doing so, continue their family's rich, artistic tradition.

Merric and Doris lived in Murrumbeena until they died in 1959 and 1960 respectively. The Boyd family are remembered by many of Murrumbeena's longer established residents, many of whom recall Merric drawing and sketching around the area in his latter years.

Colin Smith is keen to talk to anyone who had an association with the family, and have memories they would be willing to share, however small.

If you can help Colin with his valuable historical project, please contact him on 9569 0554.

Leash free areas for dogs cont'd...

Appropriate signage clearly indicating the "Leash Free Areas" throughout the Parks and Reserves is also essential for smooth implementation.

Implementation

The Dog Leash Free Areas strategy will be implemented on 1 October 1996. The following provides the implementation timeline.

TASK	TIME LINE
1. Leash Free Areas advertised in local papers, Glen Eira News, libraries & other community facilities.	July/Aug 1996
 Clear signage to be installed in all reserves indicating "Leash Free Areas". 	Aug/Sep 1996
3. Brochure to be developed and distributed to all households providing information as described above.	Aug 1996
4. Local Laws officers to provide information about Leash Free Areas.	July 1996 onwards
5. Leash Free Areas.	1 Oct 1996
6. Review to be undertaken.	Oct 1997

LEASH FREE AREA

Following is a list of parks where dogs can be exercised off a leash.

PARK/RESERVE

Princes Park

Victory Park

Allnutt Park **Bailey Reserve Bentleigh Reserve Boyd Park Caulfield Park Caulfield Racecource** Duncan MacKinnon Park **EE Gunn Reserve Glen Huntly Park** Joyce Park King George VI Mem. Reserve Lords Park Marara Rd Marlborough St Reserve Western End Moorleigh Murrumbeena Park Packer Park

Northern half of park above walking track Sporting ground Sporting ground Neerim Rd to Dandenong Rd East of Holland Gve Under control of VATC Middle section of Turf area, between playground, athletics and netball Sporting ground no. 1 Sporting ground East of bowling club East sporting ground Sporting ground Booran & Narrawong Rds Sporting Ground only Outer ground only North/West boundary Sporting grounds Sporting grounds

Clean sweep to outside contractor

The contract for keeping the streets of Glen Eira clean has been awarded to an external contractor. On Monday 1 July 1996, the Glen Eira City Council appointed P&O Berkely Challenge to undertake street sweeping and pick up litter for the entire municipality. Three tenders, including one from Council staff were evaluated.

"Glen Eira is committed to high levels of service delivery," said Chief Executive, Margaret Douglas. "The P&O Berkely bid was impressive in its approach to quality, performance measurement and customer feedback. It was also a lower cost than the in-house bid."

P&O Berkely, which has more than 1750 staff in Australia alone, started cleaning Glen Eira streets on 8 July 1996. Two of Council's sweeper drivers have taken up positions with P&O Berkely.

August 1996 page 5

Glen Eira opens one stop shop

From Page 1.

The Centre will handle enquiries ranging from waste management, rates, pensioner rebates, maintenance requests to information about health services, local laws, animal registrations, infringements and Council meetings.

The Service Centre is supported by an integrated customer tracking system to record requests, concerns and complaints and to follow them through quickly to ensure nothing is lost in the 'system'. Any resident will be able to follow the progress of a request with one telephone call. Council will also be able to moni-

Glen Eira Chief Executive, Margaret Douglas, said at the opening of the Service Centre that the City is improving its service delivery in every way. "This is just one of the efficient, central and nonbureaucratic initiatives planned to help residents. It will be followed shortly by the new Community Information System that will enable residents to get the inside story on just about everything that's happening in the City at local libraries and via the Internet."

The Glen Eira Service Centre was launched on Monday 1 July 1996 at a ght and lively breakfast in the City offices. Over 60 guests, including local Members of Parliament, enjoyed healthy food and the energy of local band, Bobsy-Die.



Above: Glen Eira Service Centre Coordinator, Irene Barratt demonstrates the new Customer Tracking System to Local Parliamentarians, Helen Shardey, MLA and Peter Katsambanis, MLC.





Above: Chief Executive, Margaret Douglas with Peter Katsambanis, MLC and son Ross, and local real estate agents Kevin Biggin and Mark Kausman.

Left: Local Band, Bobsy-Die.



August 1996 page 6

Congratulations - Glen Eira wins 1996 Best Local Government Healthy Nutrition award



From left: Sir Rupert Hamer, Chairman, Cancer and Heart Offensive, Phil Tucker, State Manager, Hong Kong Bank, Jane Price, Health Advancement Program Leader, Glen Eira City Council and John Grigg, Chairman, National Heart Foundation.

"A best practice which should inspire other councils to implement a comprehensive food award scheme," was what the judges of the Healthy Nutrition Program said at the 1996 State Healthy Hearts Local Government Awards.

They went on to say that Glen Eira City Council and its TASTE 4 HEALTH program was an excellent example of drawing together a wide range of expertise to create a thorough, well thought out and supported program.

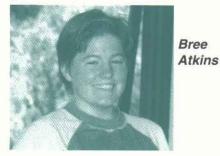
TASTE 4 HEALTH is a food award scheme which encourages local restaurants, cafes and takeaway outlets to provide excellence in hygiene, healthy choices and smokefree dining. In return for reaching standards in these areas food outlets receive an award, tablecards, menu stickers and extensive local publicity.

Jane Price, Glen Eira's health advancement program leader said the program exploits the increasing consumer demand for healthy food and smoke free dining.

"Customers are encouraged to ask why a food shop doesn't have the awards and stickers. They should ask for a table in a smoke free area when they book." "The development of this project was a group effort and many thanks go to all those local individuals and groups involved - they should all feel very proud of their achievement."

TASTE 4 HEALTH is strongly focussed on taste to prove that nutritious food doesn't have to be boring. The nutrition criteria were developed by Kathy McConell, a local dietitian who said, "food outlet owners will know how to prepare and serve food in a more nutritious way, and customers will know that the outlet is working to achieve excellence in food preparation. Also customers will be able to recognise the most nutritious menu items instantly: they'll be distinctly labelled *healthier* and *healthiest*."

TASTE 4 HEALTH now enters the National Healthy Hearts Local Government Awards to be announced in Sydney this month.



New youth services promotions team

Glen Eira City Council's Youth Services department has established a new media and promotions team. The new team, comprising young people between the ages of 12-25 will be responsible for developing youth services publicity material including a regular newspaper.

The objectives of the team is to develop young people's communication, creative and promotional skills, to inform young people and the general community about local youth facilities, programs, services, activies and issues, to raise the profile of young people in the municipality and to develop a medium through which youth information can be disseminated.

Team members will attain invaluable experience by participating in journalism, graphic design, advertising, law, accounting and marketing.

Keep watching *Glen Eira News* for details of when and where promotional material and the newspaper can be obtained.

For further details, contact Joe Losinno, Glen Eira Youth Services, on 9524 3283.

Local students succeed

Caulfield Secondary College students have once again made headlines. Earlier this year, Ebony-Jo Gamble entered the 'class clown' competition, organised as part of Melbourne's International Comedy Festival and walked off with the first prize of \$5,000. Ebony-Jo's academic ability matches her acting skills. In spite of numerous job offers, she intends to complete her VCE and is taking her studies very seriously.

Bree Atkins, another VCE student has been selected by the Southern Cross Cultural Exchange to participate in their student exchange program and will be studying in Japan for 12 months.

August 1996 page 7

Council's on-going support for active older adults

With the increasing interest from people over 50 to keep fit and active, Glen Eira City Council continues to offer a wide range of activities including: walking, swimming, fit-active exercises, chair-based exercises, prymeball, table tennis, card games and outings.

Council now provides a community bus for residents without their own transport or or those who are unable to use public transport to travel to the swimming and chairbased exercise programs.

The swimming program gives participants the opportunity to enjoy swimming (as a relax-

ing form of exercise) in a heated indoor pool. Swimming is available on Monday mornings at the Waves Leisure Centre and Tuesday afternoons at the Harold Holt Swim Centre. Bookings essential.

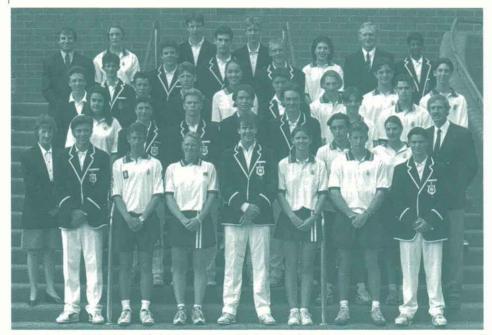
The chair-based exercises are ideal for people who may suffer from arthritis, heart conditions or other complaints that ay result in limited movement. Classes



Local resident, Alice Dove enjoys the chair-based exercise class.

are held on Wednesday mornings in Carnegie and Thursday mornings in East Bentleigh.

For class times, bookings and further information, contact Council's older adults recreation officer, Cheryl Kennedy, on 9524 3356/9524 3470.



Members of the Caulfield Grammar School cricket and tennis teams tour of England 1996.

School's successful sporting tour of England

Members of Caulfield Grammar School's cricket and tennis teams are currently enjoying an exciting 25 day tour of England. Thirty four girls and boys from years 10-12 are representing the School against a number of schools throughout England.

Caulfield Grammar School has a long history as a touring school. This recent tour follows three successful tours of England in 1986, 1990 and 1993.

This tour, however, marks an important evolution in the School's sporting tradition as it is the first time that tennis players have been involved in international competition.

Caulfield Grammar School has a proud reputation for sporting success and sportsmanship, and both cricket and tennis are a major part of the School's sporting programs. Girls and boys are regular competitors in the Associated Public Schools competition.

"Sport is an integral part of the School's education program and our students are encouraged to participate in competitive, individual and team sport at School and House Level," said Principal, Mr Stephen Newton.

At the time of going to print, the teams had not completed the tour, but our most up-to-date news saw the boys tennis team undefeated, cricket captain, Damon Rowan made 84 not out, Adam Reed and Suneil Mangalore both took four wickets, all helping to convincingly defeat the opposition school, Bruton. The team also defeated Dulwich College, London, 215 runs to 176. The girls tennis team convincingly defeated Bruton School for Girls in Somerset and Heathfield School in Berkshire and the boys tennis team easily defeated Wellington College in Berkshire and Bryanston School in Dorset.

August 1996 page 8

COMMUNITY DIARY ART

Glen Eira Cheltenham Art Group have commenced classes for term three. Classes and demonstrations are conducted at Moorleigh Community Village, 92 Bignell Rd, East Bentleigh. Vacancies are available in oil and watercolour painting, mixed media, calligraphy, folk art, and learn to draw. There will be an oil painting demonstration by Helene Seymore on Sunday, 18 August, 2pm and a pastels workshop on Sunday, 22 September, 10am. For details, call Denise, 9570 2858, Mary, 9570 1807.

BUS TOURS

Caulfield U3A will conduct the following bus tours over the next few months:

2 October - Tessalaars Tulip Farm in the Dandenongs. BYO lunch or buy there.

12-14 November - Special tour to the 'edge of the high country', inc. two nights at the Myrtleford Motor Inn - early book-ings essential. For information and book-ings, call 9532 8462 or 9523 7862.

DRAMA

Glen Eira City Council holds drama workshops for older adults every Wednesday (except school holidays), 1.30-3.30pm at the Glen Huntly Bowls Club, rear 1147 Glen Huntly Rd, Glen Huntly (enter Safeway carpark entrance or at carpark adjacent to railway line). Cost \$2.50 per session. Transport assistance if required \$1.50. New members welcome. For details, contact Cheryl Kennedy, Older Adults Recreation Officer, 9534 3356.

Resource Guide updates

Justices of the Peace Frank Durra 3/1 MacKay Ave, GLEN HUNTLY, 3163, Tel: 9578 8046 (app. nec.)

Emergency Telephone Numbers

Electricity - Tel: 13 3000

Churches

Coatesville Uniting Church cnr North & Mackie Rds, EAST BENTLEIGH, 3165, Tel: 9570 6632 (Rev. Steve Terrell)

FINANCIAL

The Anchor (Ministry of Caulfield Baptist Church), cnr Lillimur Rd and Walsh St, Ormond will hold a seminar "How to make your budget stretch" with Rob Hurrell, Renshaw Dawson Lang Chartered Accountants on Tuesday, 13 August, 12.30-2pm, For details, call 9578 1144.

HEALTH

The Caulfield Women's Social Network was initiated by staff from Caulfield Community Care Centre in April, with aims of friendship and social activities. The group now meets monthly, and new members and ideas for activities are very welcome. The next meeting is on Tuesday, 13 August, 6.30pm at 259 Kooyong Rd, Caulfield South (cnr Seymour St). For information, call the Centre on 9523 6666.

Caulfield Community Care Centre, 240 Kooyong Rd, Caulfield offers free preliminary hearing tests for adults on the fourth Thursday of every month. Information is also provided on; hearing loss, tinnitus, hearing aids and hearing aid management, assistive listening devices for TV, telephone etc., strategies to improve communication. For appointment, call 9523 6666.

Monash BreastScreen is an organisation which supports women and provides assistance to help groups. Screening for breast cancer does not prevent the disease from occurring but by finding it early, the chances of successful treatment and recovery are greatly increased. Screening appointments can be made by calling 13 20 50, or contact Lisa Scott, Monash BreastScreen's community educator, on 9575 7760.

MEETINGS

Glen Eira Community Forum will convene a meeting on Monday, 26 August, 8pm at the Christ Church Hall, cnr North Rd and Arnott St, Ormond. Topic - Compulsory Competitive Tendering (CCT). For details, call 9527 1205.

MUSICAL

Caulfield City Choir Inc., recently

renamed Glen Eira City Choir, is rehearsing for their next presentation in their Golden Year of Celebrations, entitled 'A Banquet of Melody'. This will be held at the St Stephen's Uniting Church Hall on Sunday 25 August 1996. A delightful varied and interesting program of pleasantly familiar music will be provided, supported by talented associate musicians. Afternoon tea will be served. For details and bookings, contact Lucy Adeney, choir secretary, on 9889 3889 or 572 3295.

PEOPLE FROM NON-ENGLISH SPEAKING BACKGROUNDS

Caulfield Adult Literacy Group will hold an Information Day for residents from non-English speaking backgroun' on Tuesday, 13 August, 10am-1pm In the Dining Room, Glen Eira City Council, cnr Glen Eira and Hawthorn Rds, Caulfield. Come and join in and find out more about the services available to you in the Glen Eira area. You can listen to people speaking about the services they offer, you can ask questions, and there will be plenty of information to take away. Specialist segments will include: *** Employment issues** - personnel from

the DSS and CES will be available to answer your questions.

* Education - what classes are available and how much do they cost etc.?
* Health - personnel from the Caulfield Community Care Centre will be available to talk to you about health issues:
* Social - issues such as divorce, bereavement, network support etc., community information and Resource Centre. For details, call 9532 8319.

RECREATION

Bentleigh/McKinnon Youth Club holds Olympic gym classes for girls all levels, recreational gym for boys and girls, and judo. Vacancies are available in all classes. For details, call 9551 4887.

VOLUNTEERS

Southern Citizen Advocacy needs volunteers. Your ability to handle everyday matters would assist an adult with a disability to participate in community life. Short orientation program starting soon. For details, call 9576 0155.