

## Top marks for Council's Service Centre

Council's Service Centre is one of the most efficient in Australia, according to an independent investigation conducted by Customer Service Benchmarking Australia.

For its telephone efficiency and response time, Council's Service Centre was rated number one in Victoria and among the top four in Australia, along with Blacktown, Adelaide and Brisbane City Councils.

Council's Director Community Relations Paul Burke said Council worked hard to maintain a quality level of service for its residents and to be acknowledged as the best in Victoria and one of the best in Australia was a great achievement.

"The investigation assessed how quickly calls were answered, how quickly the caller could talk with a person, the quality of interaction and phone manner, product knowledge and enquiry resolution," Mr Burke said.

More than 195,000 calls and 50,000 visits were handled by Council's Service Centre last financial year. The number one request, clocking up 15,500 calls, was for residents to book into Council's hard rubbish collection service.

Requests for Council to collect bundled tree branches came in second with 4,100 calls, followed by requests for home maintenance with 3,000 calls. Also among the top 10 calls received were over-the-phone payments for rates and animal registrations.

Mr Burke said Council implemented a new system late last year to provide a seamless flow of information, which enabled Council's customer

service consultants to better respond to queries from residents and ratepayers.

"Information from a number of different service areas is now linked under the one system, which enables quicker response times, particularly for multiple-issue enquiries," he said.

"Council's Service Centre is recognised by both the public and private sectors as a best practice organisation in regards to call response times.

"More than 96 per cent of calls are answered within 20 seconds and almost 72 per cent of queries can be resolved by the customer service consultant answering the call."

The centre has been operating since 1996 and handles more than 200,000 telephone enquiries and more than 50,000 counter enquiries on average each year.



Customer Service Consultant Aisling answers approximately 90 calls per day.

Council's customer service team is number one for efficiency. Photos: Bernie Bickerton.



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## Top queries at Council's Service Centre

Top five resident queries received by Council's customer service consultants:

### 1. When are my rate payments due?

Rates are payable in four instalments during the financial year. The coming financial year's dates are 30 September 2005, 30 November 2005, 28 February 2006 and 31 May 2006. Instalment amounts are listed on the annual rate and valuation notice which will be mailed to households in August. Reminder instalment notices will be sent before the second, third and fourth instalments are due. Residents can pay all instalments in advance by 30 September if they wish.

### 2. How do I register my pet?

A Council animal registration form needs to be completed and, if a discount applies, proof of eligibility provided. The form needs to be signed and the amount indicated be paid. The varying costs are listed on the form, which can be mailed to residents. Registration renewals are due by 10 April each year.

### 3. What size rubbish bins are available from Council and what is the charge?

For residential properties, for the upcoming financial year, Council proposes a charge of \$129.80 for a 240-litre bin per year and \$118.50 for a 120-litre bin

per year. Both charges include the provision of recycling crates for paper, bottles and cans.

### 4. When is the next hard rubbish collection in my area?

Glen Eira is sectioned into four areas and there is a collection made in each area once every four weeks. The date varies each month. To have hard rubbish collected, residents must make a booking by contacting Council's Service Centre. Consultants will advise residents of the next collection date, the hard rubbish guidelines and the date they should place their items on the naturestrip for collection.

### 5. The tree on the naturestrip outside my house is in poor condition. Can it be looked at?

Consultants will record the request and forward it to a qualified parks services officer who will inspect the tree and subsequently provide the resident with a response on the outcome.

Council's Service Centre can be contacted on 9524 3333.



# Mayor's column



Last month I had the pleasure and honour of presenting awards to more than 230 volunteers for their work in the community. Without the City's volunteers some vital community services, such as delivered meals, would not be able to function.

As part of the celebrations I also presented the Glen Eira Young Citizen of the Year award to Madeleine

Buchner. At only 12 years of age, Madeleine has already made an enormous contribution to the community by raising funds for various charities.

The dedication of these volunteers and community workers is invaluable, and I would like to take this opportunity to thank them again.

To further assist community groups, we're encouraging them to apply for part of the \$200,000 of funds available as part of Council's annual community grants program. These grants provide additional funds to not-for-profit community-based groups to help them provide much-needed services in Glen Eira. Each year the grants go to a wide range of community-based groups and services, enriching the network of support groups for those in need. Forms are available from Council's Service Centre by calling 9524 3333.

Apart from supplying information on community grants, Council's Service Centre is also a one-stop-shop for most Council information. Each year the Service Centre answers more than 200,000 calls and speaks with more than 50,000 visitors.

The quality of service provided by the centre was recently acknowledged by a customer service benchmarking group, who rated Council's Service Centre as one of the top four in Australia. We're very proud of our Service Centre and its friendly, knowledgeable staff — as the first point of contact for many residents, they are important representatives of Council and our City.

Good service is integral to Council's daily operations, and we're always looking for ways to improve. For example, our pre-lodgement certification program for planning applications recently received a national planning award. This program improves the planning application process by saving applicants and Council time and providing more opportunities for earlier consultation.

Good service, provided by Council and community members, is the key to good relationships. We're proud to acknowledge the good service provided by our citizens and staff and endeavour to continue to improve upon the high standards that have been set.

— Cr Margaret Esakoff  
Mayor

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The information in this publication is of a general nature. The articles contained herein are not intended to provide a complete discussion on each subject and/or issues canvassed. Glen Eira City Council does not accept any liability for any statements or any opinion, or for any errors or omissions contained herein.

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## Diggers march on to commemorate 90 years

Led by the City of Glen Eira Band, members of the Caulfield and Oakleigh-Carnegie RSL Sub-branches and the 1st Petroleum Company of the Australian Army marched as one and honoured their fallen comrades in the annual Anzac Day march.

More than 200 people gathered at the Cenotaph in Caulfield Park to welcome the marchers, as they completed their parade from the junction of Hawthorn and Balaclava Roads, and to attend Council's annual Anzac Memorial Civic Service.

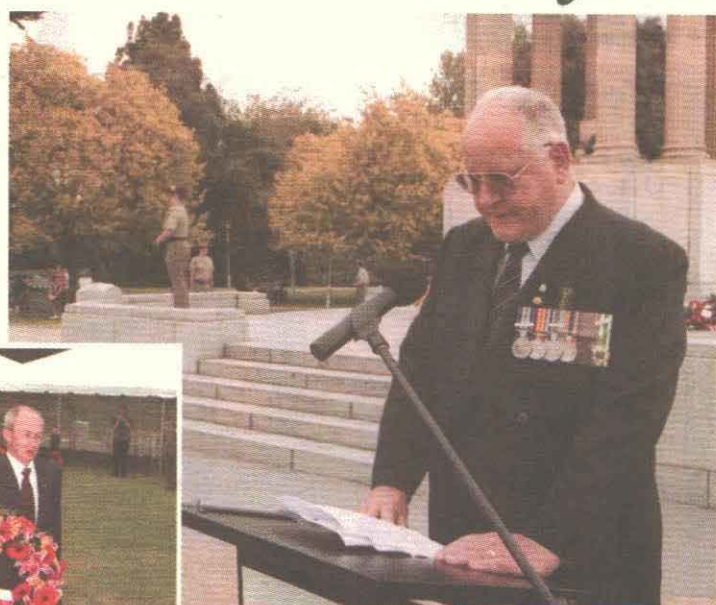
Glen Eira Mayor Cr Margaret Esakoff addressed the crowd which included returned soldiers, members from both the Caulfield St Kilda Legacy Widows Club and Bentleigh War Widows, school students, Scouts and Guides.

"Today we remember the first Anzac Day 90 years ago and the service of all members of our armed forces since then," Cr Esakoff said.

"As we move through our service, let us remember that our men and women are serving their country, as we speak, on active service in disaster relief and in peace keeping missions around the world."

President of the Caulfield RSL Sub-branch Michael Fidler delivered this year's Anzac address and Chris O'Rourke from the Oakleigh-Carnegie RSL Sub-branch read the Anzac Requiem.

In the crowd, ex-servicemen and women, local members of parliament, students from Caulfield Grammar, Shelford Girls' Grammar and St Kevin's Primary School joined members of the Caulfield and Oakleigh-Carnegie RSL clubs and the 12th Caulfield Scouts.



President of the Caulfield RSL Sub-branch Michael Fidler delivers the Anzac address.

Inset: Glen Eira Mayor Cr Margaret Esakoff and Council's Chief Executive Officer Andrew Newton lay a wreath of remembrance.

Photos: Bernie Bickerton

Dignitaries including Cr Esakoff and Council's Chief Executive Officer Andrew Newton, local parliamentarians and representatives from local schools, service organisations and Scouts laid wreaths of remembrance.

### Deadlines

The deadline for the July issue of Glen Eira News is **Wednesday 8 June** for delivery 1-3 July.

#### Coming deadlines:

August issue, Wednesday 6 July for delivery 5-7 August  
September issue, Wednesday 10 August for delivery 2-4 September

For advertising and Community diary enquiries contact 9524 3431.

To submit editorial material write to:  
Glen Eira News, PO Box 42 Caulfield South 3162  
or email: [editor@gleneira.vic.gov.au](mailto:editor@gleneira.vic.gov.au)

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# Safe cycling in the City

Glen Eira residents can look forward to safer cycling, thanks to Council's newly installed on-road bicycle lanes in Orrong and Kooyong Roads.

The on-road shared bicycle and parking lanes have been installed in Orrong Road between Riddell Parade and Dandenong Roads and further lanes will soon be completed along Kooyong Road, between North and Dandenong Roads.

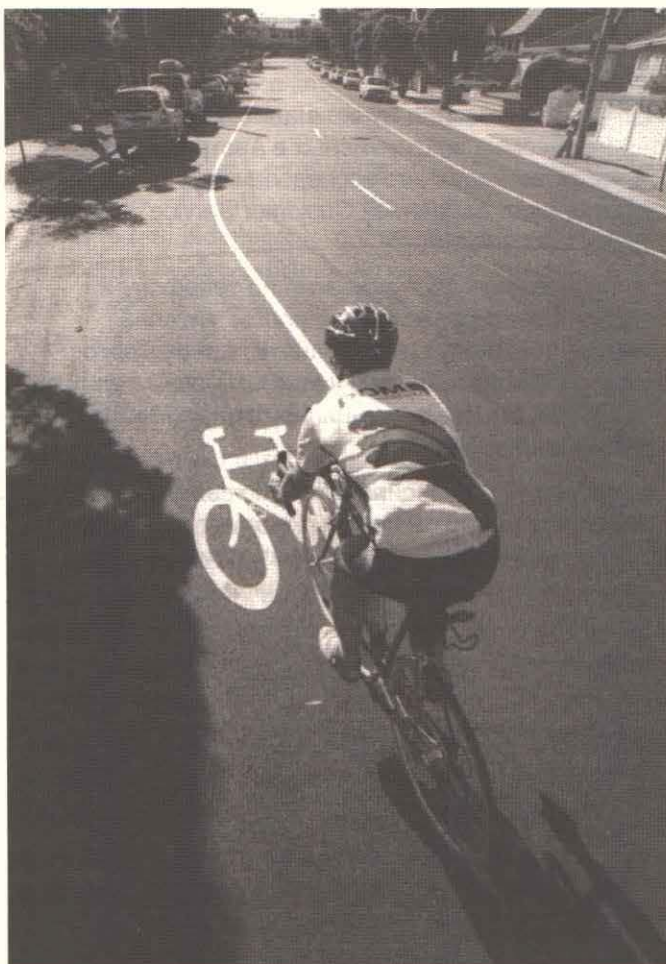
Council's Manager Traffic and Parking Carl Russo said the shared bicycle and parking lanes are wide enough to accommodate a bicycle and a parked vehicle.

"Shared parking and bicycle lanes improve usability for bicycles whilst allowing traffic to move freely around parked cars," Mr Russo said.

"The construction of these lanes also promotes bicycle usage by providing safe facilities for cyclists.

"The lanes offer improved safety for residents reversing from driveways, improved sight distance for vehicles exiting side roads off Orrong and Kooyong Roads, and a potential reduction in vehicle speeds due to the narrowing of carriageway available to vehicles."

The new on-road lanes form part of Council's adopted bicycle network and the shared bicycle and parking lanes which link to other lanes, previously installed in Glen Eira, Booran, Neerim, Alma, Inkerman and Bamba Roads, to provide improved access and safety for cyclists.



Shared parking and bicycle lanes improve usability for bicycles.  
Photo: Bernie Bickerton.

## Council backs Carnegie shopping centre

Council has acted to reduce the size of a proposed supermarket on the corner of Dandenong Road and Koornang Road, Carnegie.

The proposed development included a supermarket at ground floor level, a Spotlight store at first floor level and offices and gym at second floor level with associated car parking.

Glen Eira Mayor Cr Margaret Esakoff said there were several concerns with the development — the increased traffic generated could adversely impact nearby residents, the size and intensity of this commercial proposal and the size of the supermarket could reduce the economic viability of the existing Carnegie shopping centre south of the railway line.

"The development included a proposal for a 3,200m<sup>2</sup>

supermarket to be built at the site," Cr Esakoff said.

"Council has recommended that the applicant reduce the floor area of the supermarket by more than half to 1,500m<sup>2</sup>."

Cr Esakoff said Council also had concerns that the existing road traffic network would not cope with the increased traffic.

"The recommendation to reduce the size of the supermarket lessens the potential for it to become the major drawcard in the centre, yet still allows a smaller second supermarket to compliment the existing centre rather than compete with it," she said.

"Allowing the development, on the smaller scale, would give life to the Dandenong Road end of the centre but at the same time allow Council to protect the remainder of the centre from the economic and traffic impacts of a large development."

"Town planning appeals have been lodged with the Victorian Civil and Administrative Tribunal (VCAT) by both resident objectors and the applicant.

The application is scheduled to be heard by VCAT in the next few months.



The site of the proposed development at Carnegie Shopping Centre.

Photo: Bernie Bickerton.

## Council foots the bill

A reduction in support from the Federal and State Governments has caused a \$1 million hole in Council's budget.

Council has had to bear the burden of increased costs for services, exacerbated by the withdrawal of funding and cost shifting from both Federal and State Government recent budgets.

Glen Eira Mayor Cr Margaret Esakoff said Council is constantly faced with the challenge of resisting increased cost shifting from other levels of government.

"While our finances are sound, legislative compliance, government withdrawal from service delivery, or government funding not keeping pace with demand, all affect our ability to deliver essential services, such as immunisation, home care, aged care and road maintenance work," Cr Esakoff said.

Cost shifting occurs where other levels of government withdraw funding for a service, such as the withdrawal of funding for tobacco control and children's resource and development officers, leaving the financial hole to be covered by councils.

Some cost shifting also relates to instances where Federal or State Governments have passed legislation or programs which require local government implementation, including increased accreditation requirements for family day care, new immunisation programs and revised child care regulations. Council has been forced to implement revised programs or services which are either not funded or have been inadequately funded for the level of service required.

Cr Esakoff said Council's responsibility to ensure that essential services are efficient, easy to access, provide value for money, and are continuously improved and maintained, is increasingly affected by cost shifting.

"Council aims to maintain core services at no less than present levels, to review every Council service with a view to continuous improvement, and to keep day-to-day costs and rates well below our peers," she said.

"Reduced or inadequate government funding in some service areas and external and unavoidable cost pressures, have resulted in the need for some members of the community to contribute more toward some of the Council services they use.

"We have strongly lobbied government for fairer distribution of funds and will continue to do so."

## Community Information Glen Eira Inc Auditors required

Community Information Glen Eira Inc is seeking experienced auditors to undertake this highly responsible role.

We offer information, referral, emergency relief, tax help, social support, and volunteer placement services to the local community. The service is staffed by trained volunteers.

It is necessary to have accounts for these services audited annually.

We are looking for this work to be carried out in a voluntary capacity.

**Please contact Laurel Thompson on 9524 3272 for further information**



# Language line

## Αριστα στο Κέντρο Εξυπηρέτησης της Δημαρχίας

Το Κέντρο Εξυπηρέτησης της Δημαρχίας κατονομάστηκε ένα απ' τα αποδοτικότερα στην Αυστραλία σύμφωνα με μια ανεξάρτητη έρευνα που έκανε η Αυστραλιανή Υπηρεσία Καθορισμού Προτύπων Εξυπηρέτησης Πελατών.

Σχετικά με την τηλεφωνική εξυπηρέτηση και χρόνο ανταπόκρισης, το Κέντρο Εξυπηρέτησης της Δημαρχίας πήρε την πρώτη θέση στη Βικτώρια και ήταν στα πρώτα τέσσερα της Αυστραλίας μαζί με τους δήμους Blacktown, Adelaide και Brisbane.

Ο Διευθυντής Δημόσιων Σχέσεων της Δημαρχίας Paul Burke είπε ότι η Δημαρχία εργάστηκε σκληρά για να διατηρήσει ένα ποιοτικό επίπεδο εξυπηρέτησης για τους δημότες της και η αναγνώριση ως το καλύτερο στη Βικτώρια κι ένα απ' τα καλύτερα της Αυστραλίας αποτελεί μια μεγάλη επιτυχία.

“Η έρευνα αξιολόγησε πόσο γρήγορα απαντούσαν στα τηλεφωνήματα, πόσο γρήγορα το άτομο που τηλεφωνούσε μπορούσε να μιλήσει με κάποιον υπάλληλο, την ποιότητα της συζήτησης και συμπεριφορά στο τηλέφωνο, τη γνώση του προϊόντος και έκβαση των αιτημάτων,” ανέφερε ο κ. Burke.

“Το Κέντρο Εξυπηρέτησης της Δημαρχίας χειρίστηκε πάνω από 195.000 τηλεφωνήματα και 50.000 επισκέψεις το περασμένο οικονομικό έτος. Το μεγαλύτερο αίτημα, συνολικά 15.500 κλήσεις, ήταν από δημότες που ζητούσαν να κάνουν κράτηση στην υπηρεσία συλλογής απορριμμάτων μεγάλου μεγέθους της Δημαρχίας.”

Το Κέντρο Εξυπηρέτησης της Δημαρχίας λειτουργεί από το 1996 και χειρίζεται πάνω από 200.000 τηλεφωνικά αιτήματα και πάνω από 50.000 υπηρεσιακά αιτήματα ετησίως.

## 市政府服務中心獲得好評

澳大利亞顧客服務基準 (Customer Service Benchmarking Australia) 的一項獨立調查將本市政府服務中心評為全國效率最高的服務中心之一。

市政府服務中心的電話效率和接答時間被評為維州第一，在全國也與 Blacktown、Adelaide 和 Brisbane 市政府一起名列前茅。

市政府社區關係主任 Paul Burke 說，市政府努力保持優質的居民服務，這次被評為維州乃至全國最佳確實是一大成就。

Burke 先生說道：“這項調查評定了接聽電話的迅速程度、員工開始與顧客通話的迅速程度、通話質量以及員工的通話禮貌、產品知識和詢問解答。”

上個財政年度市政府服務中心處理了 19 萬 5 千多個電話詢問和 5 萬多人次來訪。共有 1 萬 5 千 5 百個電話是居民要求預訂市政府的硬垃圾收倒服務。

市政府服務中心從 1996 年開始服務，每年接聽回答 20 多萬個電話詢問並接待 5 萬多人次的來訪詢問。

## Центр обслуживания муниципалитета получает высокую оценку

Центр обслуживания муниципалитета был назван одним из самых эффективных в Австралии по результатам недавнего исследования, проведенного компанией Customer Service Benchmarking Australia.

Эффективность обслуживания по телефону и быстрота реагирования на запросы жителей позволили нашему Центру занять первое место в штате Виктория и войти в число четырех лучших в Австралии, вместе с муниципалитетами Blacktown, Adelaide и Brisbane City.

Представитель муниципалитета по связям с общественностью г-н Paul Burke отметил, что признание Центра лучшим в Виктории и одним из лучших в Австралии является важным достижением для муниципалитета и отражает значительные усилия и внимание, уделяемые качеству обслуживания населения.

“В рамках исследования проверялось, как быстро Центр обслуживания отвечает на телефонный звонок, как быстро происходит соединение с работником муниципалитета, качество и вежливость общения с клиентом по телефону, компетентность и эффективность разрешения проблемы,” отметил г-н Burke.

“В прошлом финансовом году мы ответили на 195 000 телефонных звонков, и 50 000 человек лично посетили Центр. Чаще всего жители обращались с просьбой организовать вывоз ненужных вещей – 15 500 звонков.”

Центр обслуживания муниципалитета работает с 1996 г. и отвечает на 200 000 телефонных и 50 000 личных запросов в год.

## Ottimo risultato dei servizi del Council's Service Centre

Il Centro Servizi del Comune (Council's Service Centre), secondo un sondaggio indipendente condotto dal “Customer Service Benchmarking Australia”, è stato giudicato uno dei centri al servizio del cittadino più efficienti in Australia.

Grazie alla sua efficienza telefonica ed ai suoi tempi brevi di intervento, il Council's Service Centre si è assicurato il primo posto nel Vittoria qualificandosi tra i primi quattro centri in Australia al servizio del cittadino, assieme ai Comuni di Blacktown, Adelaide e Brisbane.

Il direttore responsabile delle relazioni comunitarie presso il Comune, Paul Burke, ha affermato che il Consiglio si è molto impegnato per assicurare un servizio che offra ai residenti un alto indice di qualità ed ha ribadito che il riconoscimento conseguito come migliore servizio nel Vittoria, nonché uno dei migliori in tutta l'Australia, costituisce un importante riconoscimento.

“Il sondaggio ha verificato i tempi di risposta alle chiamate telefoniche, la prontezza con la quale il residente è stato messo a contatto con la persona in questione, la qualità dell'interazione, la cortesia al telefono, la competenza nell'argomento trattato e la risoluzione dei quesiti” ha aggiunto Burke.

“Durante lo scorso anno fiscale il Council's Service Centre ha ricevuto più di 195.000 chiamate e 50.000 visite. La richiesta più frequente, con un totale di 15.500 chiamate, riguardava la prenotazione, da parte del residente, per il servizio di raccolta rifiuti solidi”.

Il Council's Service Centre è in attività dal 1996 e risponde annualmente a più di 200.000 richieste tramite telefono e più di 50.000 richieste dirette allo sportello.

## GLEN EIRA U3A BUS TRIPS 2005

Organised by volunteers for you. It is not necessary to be a member of our U3A, all are welcome

Wednesday 13 July 2005

Christmas in July at the Cuckoo Restaurant  
Guaranteed full smorgasbord and entertainment by  
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Hurry, bookings filling fast

Upcoming trips:

10 August, 2005 — Daffodils  
14 September, 2005 — The Big Bouquet

Bookings: by phone U3A Glen Eira office  
on 9572 0571 or at U3A Glen Eira office,  
Monday to Friday from 10am to 3pm  
at 1151 Glen Huntly Road, Glen Huntly.

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## Travel grant to Japan — September 2005

City of  
GLEN  
EIRA

The Glen Eira-Ogaki Friendly Cities Advisory Committee invites Years 9 to 11 students whose parents are ratepayers or residents of Glen Eira, to participate in a student exchange to Ogaki, Japan from 17 September to 28 September 2005.

The visit will be partially sponsored by a travel grant. Applications close 5pm Friday 22 July, 2005.

For further information, contact Council's Service Centre on 9524 3333.

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Ph: 03 9528 6133



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Phone ( )

Email DOB(optional)

Mail Postage Free To: AudioClinic National Hearing Aids Reply Paid 661, Parramatta, NSW 2124

or call 1800 057 220 Ref: PA1000JUN AUDIOCLINIC NATIONAL HEARING AIDS



# Safety first for volunteers

Council has received a 24 per cent higher score than the local government average for its occupational health and safety (OHS) practices.

A recent routine audit conducted by the Auditor General of Victoria found that Glen Eira rated above average for safety procedures when compared to other Victorian councils.

The audit measured management commitment to OHS practices; integration of systems and strategies; a co-ordinated approach to risk management; communication and involvement of staff on OHS issues; performance reporting; and training and competency.

Council's Chief Executive Officer Andrew Newton said occupational health and safety is an integral part of a well-performing organisation.

"We are delighted to have achieved above average scores as part of the audit. Council is committed to maintaining the highest safety standards for its staff,"

Mr Newton said.

"Our statistics show that days lost through injury have been cut by 75 per cent over the last few years."

As part of its OHS procedures, Council recently introduced fluorescent safety vests for staff and volunteers involved in its delivered meals service.

Council's Director Community Services Peter Jones said staff and volunteers deliver meals to frail older people and people with disabilities in all conditions, on quiet streets and on busy thoroughfares, in differing weather conditions.

"On any given round there are two people assisting with a delivery of a meal, a driver and a jockey who retrieves the meal from the car and delivers it to the client at their door. This often exposes staff and volunteers to passing motorists, so it is critical that they are highly visible whilst undertaking this task," Mr Jones said.

"Council values the vital contribution that staff and volunteers make to its delivered meals service and it is of upmost importance that its workforce is safe at all times.

"The visibility provided by the safety vests will go a long way towards achieving that."

*Delivered meals volunteers Tom Davidson and Eva Tierney wear their fluorescent safety vests on delivery rounds. Photo: Anna McGibbon.*



## Community groups can share in \$200,000

Glen Eira community groups can now apply for a share in \$200,000 in grants as part of Council's 2005-06 community grants program.

The grants are available to not-for-profit community-based groups that provide services to residents in Glen Eira.

Glen Eira Mayor Cr Margaret Esakoff said the Community Grants Scheme aims to support and assist not-for-profit community-based groups to meet community priorities and strengthen Glen Eira networks.

"Awarding grants is an extremely important function of Council. We are pleased to be able to offer financial support to so many of Glen Eira's groups and organisations," Cr Esakoff said.

The community grants scheme is open to organisations that provide community services, recreation, or arts and culture services within Glen Eira, have open membership and encourage community ownership and self-sufficiency.

A wide range of organisations apply for the grants each year, including multicultural groups, community houses, playgroups, sporting clubs, senior citizens groups, adult learning centres, musical groups, community agencies, churches, service organisations, support agencies and historical societies.

Cr Esakoff said that through programs such as community grants, Council aimed to develop an accessible and inclusive Glen Eira and strengthen the community as a whole.

"Community groups are a practical means of generating social and community networks," she said.

Applications for community grants are now open and will close on Thursday 30 June at 5.30pm. For further information or an application form, contact Council's Service Centre on 9524 3333.

## Council supports proposed tennis project

The Maccabi Sports Foundation's long search for a permanent home for its tennis court and club house has come to a successful conclusion.

Council officers and senior members of the Maccabi Sports Foundation recently came together to find a solution for the nomadic club.

After much searching Council officers identified the land at the rear of the Moorleigh Community Village in Bentleigh East as a possible site for the tennis club. The land currently consists of disused asphalt basketball, tennis and netball courts.

Council's Chief Executive Officer Andrew Newton said Maccabi immediately saw the potential the site offered and asked if they could develop a proposal for Council's consideration.

"In developing their proposal for eight state-of-the-art tennis courts and a club house, Maccabi consulted widely with existing users of Council's Moorleigh Community Village facility and nearby residents," Mr Newton said.

"The reaction was positive all-round including from Council which gave the proposal the green light."

Mr Newton said agreeing to the proposal means Council will enter into a nine year land-only lease with Maccabi who will be wholly responsible for the construction and maintenance of the courts and club house.

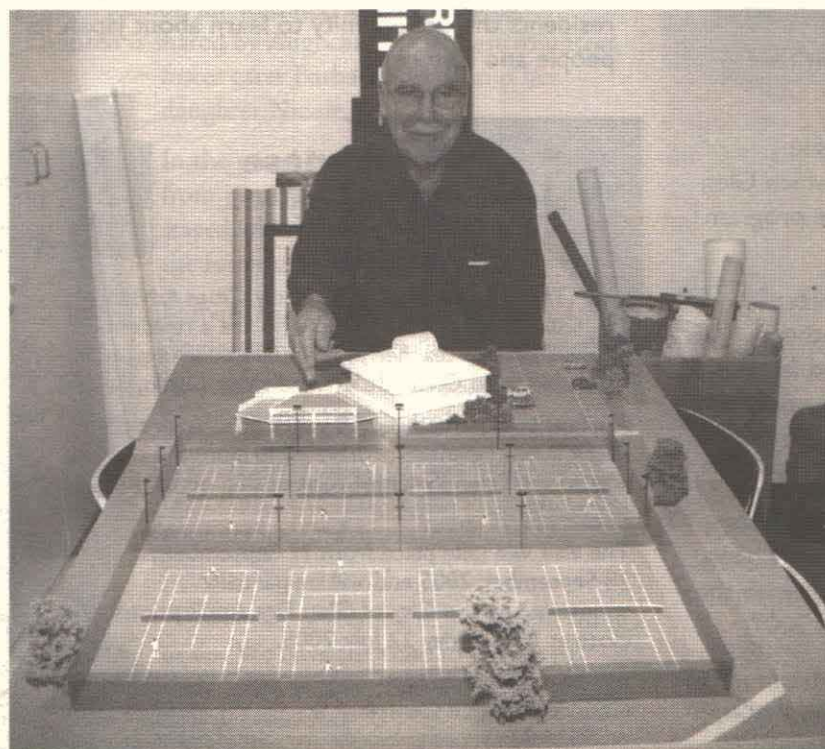
"This project will give life to a new vibrant sports facility in Glen Eira on land where not much was happening," he said.

"The lease is a further positive for Glen Eira residents and will ensure the land which belongs to the community is properly managed, administered and maintained. Part of the agreement Council has struck with Maccabi also ensures public access to the facility, a matter that Maccabi were keen to highlight.

"Whilst this has been a long process it has also been a positive, open, transparent and sensitive process that has led to a very welcome outcome. My thanks to Joe Aarons, Phil Sheezel and Russell Jaffe for their patience and understanding — this is definitely a win-win outcome."

*Joe Aarons from the Maccabi Sports Foundation with a model of the proposed development.*

*Photo: Anna McGibbon.*





# Down on the farm at Elsternwick children's centre

By Anna McGibbon

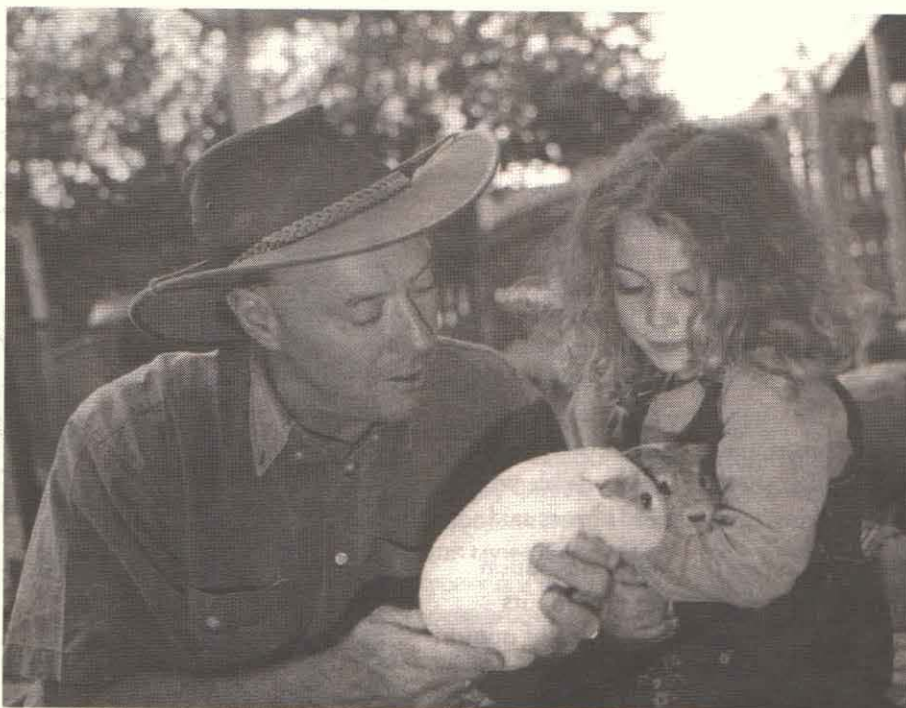
Children at Council's Elsternwick Children's Centre shared their playground with some unusual creatures last month when farm animals paid them a visit.

The travelling farm visited the centre as part of a learning program designed to teach the children about different types of animals.

The children watched excitedly as Farmer Kevin, in a sort of Noah's ark in reverse, unloaded animals into the playground. It was hard to tell whose squeals were more excited — the children's or the animals' — as chickens and ducks waddled into the pen with piglets, sheep, goats and a calf.

While some children jumped at the chance to get up close and personal with the animals, others preferred to watch from a distance. Either way, they learned much about animals that some were meeting for the first time.

While the piglets insisted on digging up the playground



Farmer Kevin helps five-year-old Pip become acquainted with a new furry friend.  
Photo: Les O'Rourke.

in search of food, the sheep and goats were happy to be fed from cups of dried grass in the children's willing hands. Farmer Kevin patiently showed the children how to safely hold many of the animals, from cuddling a cute rabbit to managing a long-legged baby goat.

## A tribute to a friend of Glen Eira

Council was saddened to hear of the sudden death of Mr Hiroshi Okuda, one of the founders of the Glen Eira-Ogaki sister city relationship.

Chairperson of Council's Glen Eira-Ogaki Friendly Cities Committee Cr Veronika Martens said Council felt a sense of loss by the news as Mr Okuda had been actively involved in fostering relationships between the two cities since 1988.



Hiroshi Okuda, one of the founders of the Glen Eira-Ogaki sister city relationship.

"He was the managing director of the Ogaki International Exchange Association with which Glen Eira has run a successful student exchange program for the past 12 years.

"This program was designed to foster greater awareness and understanding with each other's culture. Over the years, many students and families have benefited from these activities and formed very special friendships, which would not have been possible without Mr Okuda's involvement."

Mr Okuda was also a Rotarian, a past president of the Ogaki West Rotary Club, and had recently been involved in setting up a friendly relationship with the Rotary Club of Glen Eira that will begin in 2007.

"Mr Okuda visited our City regularly and he established close friendships with Councillors and Mayors. His most recent visit to Glen Eira was with

the new Mayor of Ogaki, Mr Bin Ogawa, in 2004 to present the City with a monument in the Japanese garden. This monument signified the continued close friendship between our cities," Cr Martens said.

Cr Martens also said Mr Okuda had always been available for giving advice and guidance and was a very generous man.

"We will sadly miss him and will make every effort to maintain our relationship with Ogaki to continue the work he felt so passionate about," she said.

The friendly cities relationship between Glen Eira and Ogaki began in January 1988 to give Glen Eira residents the opportunity to learn about Japan, its people and culture.

**Japanese exchange opportunity**

The Glen Eira-Ogaki Friendly Cities Advisory Committee invites adults who are a resident, ratepayer or teacher in Glen Eira to lead a student delegation to Glen Eira's friendly city, Ogaki, Japan.

Applicants must be aged 18 years or over, preferably speak fluent Japanese or have contributed in some way to the Friendly Cities relationship or to the City of Glen Eira.

The visit will take place from 17 September to 28 September 2005 and will be partially sponsored by the City of Glen Eira. Applications close at 5pm Friday 22 July, 2005.

For further information, contact Council's Service Centre on 9524 3333.

## Planning program's acknowledgment

Council's pre-lodgement certification program for planning applications is a national winner.

The program was recently awarded a certificate of merit in the Planning Institute of Australia's national awards for planning excellence, covering local government, other levels of government and the private sector.

Council's Director City Development Jeff Akehurst said Council was honoured to be acknowledged for its innovative program.

"Glen Eira piloted the pre-lodgement certification program concept more than two years ago with funding from the Municipal Association of Victoria and the Department of Sustainability and Environment's Continuous Improvement Program," Mr Akehurst said.

"On Council's success, the State Government asked all councils in Victoria to offer similar pre-lodgement certification to applicants. Pre-lodgement certification is now a component of a national best practice town planning assessment model."

Council's program provides applicants with an incentive to get professional help, involve their neighbours and talk to Council to satisfy local planning controls before lodging a planning application.

The program rewards applicants who engage a planning consultant, with significantly quicker application decision times. Resident neighbours also win with greater consultation, including an initial on site meeting with the applicant to identify any issues.

Mr Akehurst said the program offers benefits to all users of the planning system — applicants, residents, architects and designers — by providing time savings for applicants and Council and additional opportunities for neighbours to comment early in the process.

"Perhaps, most importantly, it also enables Council to retain the ultimate decision-making role on planning applications and enables applicants to satisfy state and local planning controls before lodging a planning application," he said.

The pre-certification program requires applicants to hold meetings with neighbours and engage a certifier (planning consultant) to oversee and conduct the meetings. The certifier also provides advice and guidance to ensure the application is consistent with the *Glen Eira Planning Scheme* (including state and local policies) and ensure Council receives all necessary and relevant information.

Mr Akehurst said Council recently received an application for the construction of a \$3.5 million dollar three-storey residential building.

"The initial public response to this project was so negative that a second residents' meeting was held to try to achieve a resolution," he said.

"A number of changes were made to the design as a result of two meetings held prior to the application. The project then went through the application process and was approved in 33 days with no further objections made by the community. This was a fantastic result and a testament to the pre-certification process."



# Community heroes *honoured*

Council recognised 239 people for their work as volunteers in the local community at two special ceremonies at the Glen Eira Town Hall last month.

Glen Eira Mayor Cr Margaret Esakoff presented the volunteers with awards at the two Glen Eira Volunteer Recognition Awards ceremonies held during National Volunteers Week. Glen Eira Young Citizen of the year was also awarded to Madeleine Buchner at the first ceremony.

Volunteers and their guests gathered to celebrate the work of local volunteers and their commitment to others. Each award recipient received a certificate signed by the Mayor and a specially inscribed badge.

Cr Esakoff said Council was delighted to publicly recognise the contribution of people who freely give their time to help others in the community.

"In Glen Eira we have volunteers working in sporting clubs and senior citizens clubs, in culture and the arts, community support, family, youth and community services."

"These volunteers enrich the lives of the people right across the Glen Eira community and their enthusiasm and commitment are the lifeblood of our community," Cr Esakoff said.

"Volunteers make a valuable contribution to the community assisting the elderly, working with our young people; in every part of community life there is a volunteer unselfishly giving of their time and energy."

Volunteers received awards in four categories — for 500 hours of service, 1,000 hours of service, 2,000 hours of service and a special contribution award for achieving 10 or more continuous years of voluntary service to the same organisation.

Awards were given to 76 people for 500 hours of service, 46 people for 1,000 hours of service, 22 people for 2,000 hours of service and 95 people received the special award for 10 or more continuous years of service.

Some of the 49 different organisations who nominated their volunteers included Guide and Scout groups, youth groups, senior citizens clubs, churches and synagogues, health service providers, sporting clubs, cultural groups and those providing community services such as delivered meals and Neighbourhood Watch.

Cr Esakoff said this year's volunteers had contributed more than 128,000 hours of voluntary service to local organisations — a figure which did not include the hours worked by people who received the special contribution award.



Glen Eira Mayor Cr Margaret Esakoff presents Barbara and Nicole Round with certificates of appreciation. Photos: Rob Churchus.

"This is equal to 67 people working full-time for a year, and also equates to a saving of about \$2.5 million annually. This is an outstanding achievement," she said.

Council has held a volunteer recognition ceremony during National Volunteers Week every year for the past 15 years to support, promote and acknowledge the contribution of volunteers in the Glen Eira community.

## Love for kids *motivates* volunteers

Volunteers Gary Brand and Barbara and Nicole Round were recently acknowledged at Council's volunteer recognition ceremony for their volunteering efforts. Gary received the special contribution award for achieving 10 or more continuous years of service and Barbara and Nicole each received an award for 2,000 hours of service. Anna McGibbon found out more about what motivates them.

Scouts didn't interest Gary Brand much as a child — he stopped attending after only six months at his local club. But life brings strange twists sometimes, and Gary has ended up spending an impressive 25 years as a volunteer at the 10th Caulfield Scout Group.

The turnaround began when Gary was 18 years old. A work colleague asked him what he was doing on a Thursday night and suggested he come down to the scout hall and give them a hand.

"I wasn't all that interested at first, but after seeing the different activities that took place, I began to enjoy it and became an assistant scout leader and have been there ever since," Gary said.

Gary, now a scout leader, devotes several hours a week to the club, attending meetings and organising activities and camps, despite working full time.

"I have never looked back. When you meet past scouts and they say how much the scouts benefited their lives it's very rewarding and makes you want to continue," he said.

"My sons are now involved with both Scouts and Cubs, so it's great to be a part of it and share the experience together."

Gary's passion for volunteering and helping children is shared by Anglicare South East volunteer foster carer Barbara Round and her daughter Nicole.

In the past 12 months five children, aged from just two days to 10 years, have stayed with Barbara and Nicole as part of the foster care program.

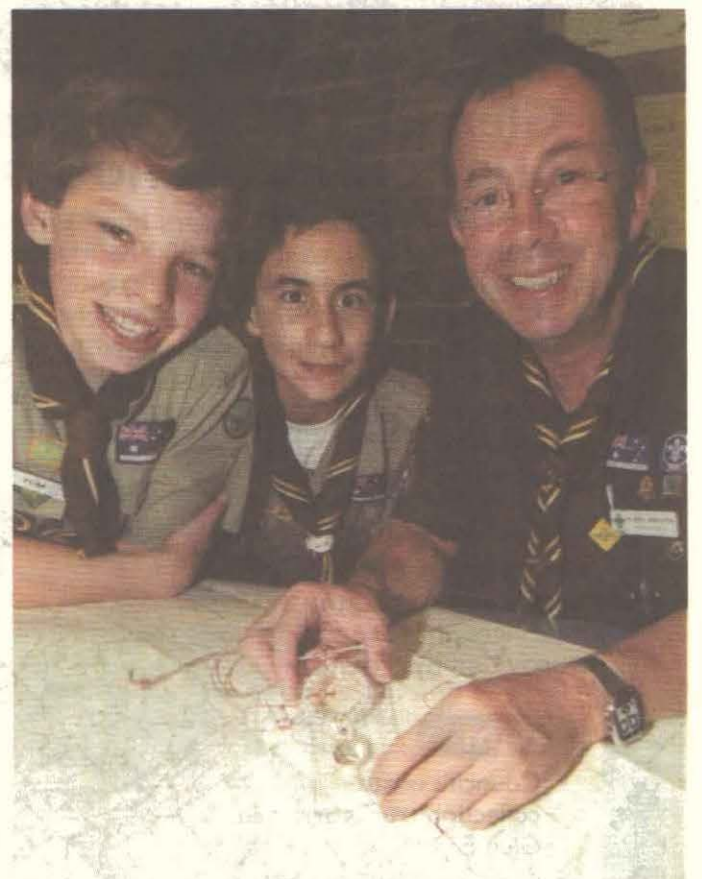
Barbara and Nicole became involved with Anglicare South East when introduced to it by a friend. Nicole investigated the program and they applied.

"Nicole loves children, and being an only child, she really enjoys having a younger brother or sister around the house," Barbara said.

"Foster caring seemed like the right thing to do. We have the time to devote to children of all ages and helping others is very rewarding."



Barbara and Nicole Round care for children aged from two days to 10 years. Photo: Anna McGibbon.



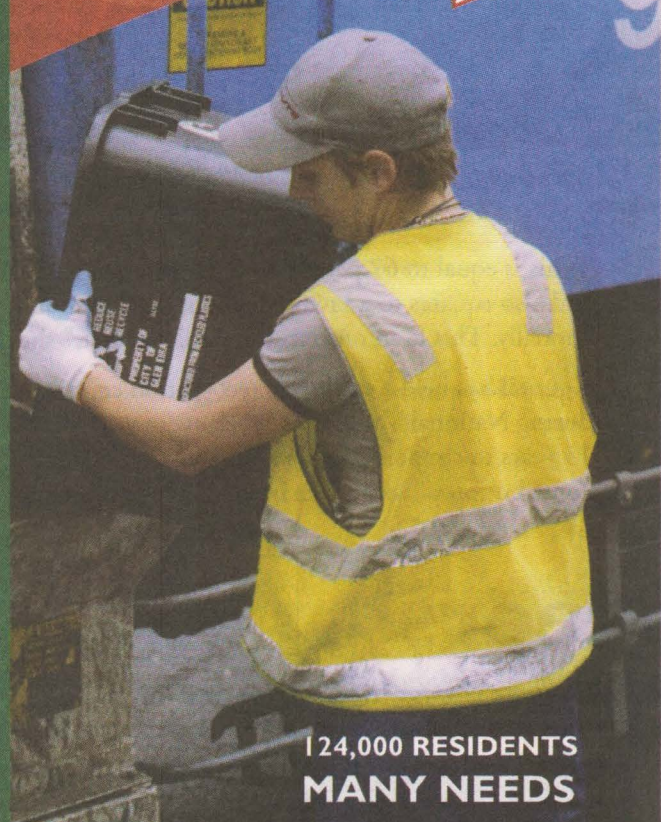
From left: Scouts Tom Kagan, Roy Hyde and Gary Brand map out their next adventure. Photo: Les O'Rourke.

Barbara and Nicole believe that more people could and should get out there and support children who need help within the community.

"Anglicare South East does a fantastic job for the community and anyone who loves children and can devote some time to those in need, should put their hand up and get involved," Barbara said.



# All in a day's WORK



124,000 RESIDENTS  
MANY NEEDS

## Glen Eira City Council ONE COUNCIL. 24 HOURS.

Glen Eira City Council delivers hundreds of varied services to its 124,000 residents every day. The work of Council is a 24-hour operation, with many services performed outside normal business hours to fulfill the community's needs or minimise disruption. Starting at daybreak, and ending 24 hours later, here is a comprehensive look at the front-of-house and behind-the-scenes services that are provided by Council.

### 6am

- Council's waste collection trucks arrive in Glen Eira at the crack of dawn. The eight garbage collection trucks, six recycling trucks and one green waste truck start emptying 10,008 garbage bins, 16,905 recycling crates and 750 green waste bins. By the end of the day 150 tonnes of garbage, 37 tonnes of recyclables and 8 tonnes of green waste have been removed from the City.



### 6.30am

- Routine maintenance is carried out regularly on all 12,500 storm water pits and pipes to stop blockages. The drainage team will clean about 70 pits before 3.15pm today.
- The asphalt crew begins their day repairing about 46 metres of roads and footpaths.

### 7am

- More than 350 residents who have pre-booked into Council's hard rubbish and bundled rubbish collection service will leave hard rubbish on the nature strip to be collected. 115 bundled branch collections will also be removed.
- Street sweepers start cleaning 46 kilometers of residential streets.
- The two concrete crews begin their day's work to replace about 79 metres of old and damaged footpaths.
- Parents begin to drop off their children at one of Council's 44 family day care providers.

### 7.15am

- Inspections, maintenance and repairs begin on park seats, tables, barbecues, shelters, pathways, fences and lighting.
- At Glen Eira's 52 sportsgrounds, litter is collected and lawns are mowed.
- Council's horticulture specialists care for the annual and perennial flower beds and shopping centre landscapes.
- On average, five trees are planted and 21 trees are maintained.



### 7.30am

- Personal care workers start to arrive at the home of their first client. Today, more than 130 older residents or residents with a disability will be assisted with showering, dressing, and meal preparation and monitoring.
- At Council's three residential aged care facilities — Rosstown, Spurway and Warrawee — overnight staff prepare to leave by handing over to the morning shift of carers.
- Council's children's centres open their doors to care for 160 children aged 0-4 years.
- More than 87 hours of respite care will be provided by staff to about 33 children and adults who have a disability, are frail or elderly while full-time carers take a break from the caring role.

### 8am

- Council's Service Centre opens its doors, ready to help more than 1,000 people who will visit the front counter or phone today. Phone calls are answered in an average of seven seconds and operators resolve 70 per cent of calls without transferring the call to anyone else.
- A courier moves more than 1,500 new and returned items between Glen Eira's four libraries.
- School crossing supervisors arrive at 53 locations to help 11,000 children across busy roads in school zones.



### 8.30am

- Property maintenance workers arrive at the home of older residents or residents with a disability to change light globes, install rails and ramps and undertake other maintenance tasks. Combined, the five workers will provide 16 hours of property maintenance service today.
- Library staff begin adding 100 new items to the collection.
- Home care workers start to arrive at the home of their first client. Today, more than 190 older residents or residents with a disability will be assisted with household tasks, shopping and errands.

### 9am

- About 20 staff and volunteers start delivering 350 meals to delivered meals clients. Staff and volunteers will not only deliver the meal but will monitor the health and wellbeing of clients and report any concerns to Council to follow up.
- A traffic engineer inspects an intersection following a complaint from a nearby resident.
- Environmental health officers start visiting local food businesses to conduct the first of six food safety assessments for the day.
- It's morning tea time at Council's children's centres. Children are offered a variety of fresh fruit and healthy snacks.
- Council's six senior citizens centres open their doors to enable 15 senior citizens groups to use the facilities.
- About 25 residents will attend Council's social support program that includes art and craft activities and discussion groups.



### 9.30am

- A Council-owned building is checked for graffiti, which is reported and will be removed.
- A parent wishing to place their child in Family Day Care is interviewed at the Town Hall.
- A municipal parking officer patrols his designated area to ensure a safe, efficient and equitable parking system is maintained. 70 per cent of infringements issued relate to parking in unsafe areas.
- Morning activities are underway at the children's centres — these might include dress-ups, puzzles, art, singing and stories.



### 10am

- Council's four libraries — Caulfield, Elsternwick, Carnegie and Bentleigh — open their doors. Today 2,900 visitors will borrow more than 3,900 items.
- Planning staff attend a hearing at the Victorian Civil and Administrative Appeals Tribunal to defend a planning permit decision made by Council.
- Council's gallery opens its doors. About 150 visitors will view an exhibition of contemporary or traditional art today.

### 10.30am

- The 173 residents in aged care facilities are served morning tea. Medication is administered in high care facilities.
- Maintenance work is carried out at the City's sportsgrounds. During summer, turf wickets are kept in good condition, ovals are mown, and irrigation systems checked for correct operation. During winter, goal posts are installed and all sports grounds are inspected to ensure the surface is safe for players to use.
- Council's heritage adviser has an on-site meeting with a property owner regarding proposed house extensions in a heritage area.



### 11am

- It's storytime at the library. About 40 preschool children arrive with their parents for a one-hour story session.
- All 44 playgrounds have been inspected for damage and graffiti, and softfall has been raked.
- Youth workers speak with a group of secondary school students about the Why? Stop Youth Information Centre as part of its in-school program.
- Council's prosecutions officer is at the Melbourne Magistrate's Court prosecuting a builder for leaving potentially hazardous materials on a nature strip.

### 11.30am

- Council's building surveyor approves two building permits.
- Young children settle down for a nap at Council's children's centres, while the older children have a quiet rest time.

### 12pm

- Home library service delivers 150 items to the homes of 10 residents.
- A service centre cashier accepts \$35 for a dog registration. This is just one of approximately 380 payment transactions that will be made through the Service Centre today.
- A construction inspection is carried out on a \$500,000 capital works project.
- It's lunch time for Adult Day Centre clients and residents of Rosstown, Spurway and Warrawee. Medication is administered at aged care facilities.
- Council's community shopping service will transport 19 elderly residents to a local shopping centre.

### 12.30pm

- One of Council's four facility services officers provides technical support to a community group holding a meeting in the Town Hall.

### 1pm

- Family Day Care fieldworkers make home visits to deliver and exchange equipment and perform safety checks.
- A teenager drops in to the Why? Stop Youth Information Centre seeking advice about youth support services.
- Environmental health officers investigate a complaint about residential noise. Altogether, five complaints will be investigated today.

### 2pm

- Two local businesses are provided with education material about the sale of tobacco and smoke-free dining laws.
- A one-on-one Internet class begins at Bentleigh Library.
- Animal management officers investigate the fourth barking dog complaint today.
- A building inspector visits a local business to check smoke alarms are working.
- 70 parents and grandparents attend a new parents group at one of Council's seven maternal and child health centres.



### 2.30pm

- A Local Law officer inspects a vehicle, which has been allegedly dumped.
- A resident contacts Council to seek permission and locations for discharging stormwater from their property.

### 3pm

- School crossing supervisors return to help children across busy roads for the next hour.
- A potential business owner calls Council for advice on starting-up a new venture.
- A building maintenance officer inspects a Council building to ensure it is safe. Repairs are made to the door and locks.

### 3.30pm

- Traffic and parking officers issue their 20th residential parking permit — another seven may be issued by 5.30pm.
- An immunisation certificate is provided to a local parent. Five will be issued by the end of the day.
- Respite workers pick up children who have a disability from school and care for them in their home until a parent or guardian returns.

### 4pm

- Council's building inspector visits a local resident to ensure their pool complies with current safety legislation.
- A town planning application is referred for engineering assessment to gather details on vehicle crossing locations and drainage.

### 4.15pm

- A recreation officer meets with a landscape architect about playground developments.
- Telephone enquiry number 890 is answered by a customer service consultant.

### 4.30pm

- About eight young people aged 15-24 are ready to commence this afternoon's Express Yourself girls program at the Why? Stop Youth Information Centre.



### 5pm

- Parents start collecting their children from Family Day Care.
- A resident is issued with a disabled parking permit. At least 15 have been issued today.
- Residents in aged care facilities are served their evening meal.

### 5.30pm

- The Service Centre closes for the day. On Tuesdays it is open until 7.15pm.
- More than 60 dogs and cats are registered with Council today.

### 6pm

- About 100 guests start arriving at the Town Hall for the BusEd dinner seminar.
- The last children in care at Council's children's centres go home with their parents.
- Street lighting is activated in the City to make streets safer for motorists and pedestrians.
- An immunisation session starts at the Town Hall. 72 vaccinations are administered to children and adults.

### 7pm

- The marketing and information services librarian promotes the library during a talk to 35 members of a local community group.
- An animal management officer patrols her last park for the day, ensuring owners are complying with on-leash/off-leash areas and cleaning up after their pets.

### 7.30pm

- A recreation officer attends a Reserve Advisory Committee meeting.

### 8pm

- Staff prepare residents at Rosstown, Spurway and Warrawee for bed.
- The last child in Family Day Care is collected.

### 9pm

- It's closing time at Council's larger libraries. The last books are checked out as librarians help their final customers for the day.
- Cleaning begins in the City's shopping strips. The machines will work throughout the night, cleaning nearly 120 kilometres by 7am.

### 10pm

- Evening medications are given to residents at Council's aged care facilities.
- The produce for tomorrow's delivered meals arrives at the headquarters in Carnegie.

### 11pm

- Overnight staff at aged care facilities check on residents regularly during the next eight hours.
- A well-attended BusEd dinner seminar finishes.

### 1am

- Automatic irrigation systems water parks and sportsgrounds overnight. They are programmed to comply with water restriction guidelines.

### 2am

- Facility services officers clear up the auditorium and prepare it for an early morning community group meeting.

### 3am

- Council's on-call animal management officer responds to an emergency call-out to a dog attack in a residential street.

### 4am

- Garbage from more than 400 public litter bins is collected from footpaths and parks.

### 5am

- After a windy night, the emergency tree and park response team is called to remove a fallen tree that is blocking a driveway.



# Not a regular green thumb

on the job with a  
**Grounds Maintenance  
Co-ordinator**

Unlike most people, Peter Todd knows a lot about turf. As Council's Co-ordinator Grounds Maintenance, he is responsible for the 42 sportsgrounds in Glen Eira that are enjoyed by residents and sport players every day.

Peter has worked with Council for almost 12 years and has seen some significant technological improvements in turf and grounds maintenance.

"Who would have thought working with turf would be so technical. When I first started work with Council, I didn't even know how to turn the computer on," Peter said.

"Now I am working with some pretty advanced computerised technology in the horticultural industry, such as Council's computer-controlled irrigation system, so I have had to learn fast."

As well as managing the irrigation system, which monitors soil moisture, rainfall levels and electronically programs watering on all sportsgrounds around the City, Peter is involved in the purchase of plant machinery and equipment and assesses sportsground condition. He also supervises the eight-person grounds and turf maintenance team, which mows and fertilises, manages weed and pest control treatments, and oversaw all Glen Eira sportsgrounds.

Peter started his career working with his father in Bedfordshire, England, as a grounds maintenance officer and plant mechanic before moving to Australia.

"As a young man, I was mainly interested in heavy diesel machinery. I started out as a plant mechanic and

looked after horticultural machinery," he said.

"While working there, I befriended a lecturer who knew everything there is to know about horticulture and that really kick-started my interest."

Today, Peter himself is a horticultural expert — having achieved a Certificate in Recreational Turf Management, an Advanced Certificate in Horticulture, and a Graduate Diploma in Applied Science.

Peter has also been involved in creating a multimedia training manual with Melbourne University for horticulture students, which includes occupational health and safety practices and plant machinery use.

Peter says he and his team are always looking for new ways of doing things.

"Recently we trialed new wetting agents which assist with water penetration in turf. We conducted the trial to cut down evaporation and water use, and it worked," he said.

"My job allows me to constantly learn about applying new technology to grounds maintenance — I really enjoy that!"



Council's Co-ordinator Grounds Maintenance Peter Todd activates the computer-controlled irrigation system.

Photo: Bernie Bickerton.

## Door knock as pet owners fail to register

Unpaid dog and cat registrations have forced Council to start an extensive door knocking campaign at pet owner's homes throughout the City.

Council's Manager Civic Compliance John Bordignon said some 3,500 dogs and cats remain unregistered.



"This is totally unacceptable. This represents almost 20 per cent of pets in Glen Eira — an extremely disappointing result.

"Pet registration is the key to responsible pet ownership and owners of unregistered dogs and cats face a \$205 fine for not registering their pets by the 10 April 2005 deadline.

"The door knock is designed to ensure all pets in Glen Eira are registered."

Under the provisions of the *Domestic (Feral and Nuisance) Act 1994*, all dogs and cats more than three months old must be registered with Council and registrations must be renewed annually.

Mr Bordignon said once registered, owners receive a new registration tag for their pet that must be worn whenever it is outside the owner's property.

"Owners can incur a \$52 fine if their pets are not wearing current registration tags," he said.

Dogs at large or not securely confined to owner's premises can incur a \$153 fine (for daytime incidents) or a \$205 fine (for incidents at night).

Registration fees collected by Council help provide important pet-related services such as animal control and community education about responsible pet ownership.

For a pet registration application or a copy of Council's *Responsible Pet Ownership in Glen Eira: Dogs and Cats* booklet, contact Council's Service Centre on 9524 3333.

Animal Management Officer Kate Bell checks the registration of a local dog.

Photo: Bernie Bickerton.

## Basketball safety

Glen Eira residents are urged to make sure basketball rings in their backyards are safe and follow building guidelines.

Council's Manager Civic Compliance John Bordignon said, in light of recent incidents, residents who have basketball rings in their homes need to ensure they are properly constructed and secured.

"Council recommends basketball rings and backboards currently mounted on a single skin of brickwork, such as brickwork above a garage door, are checked by a structural engineer," Mr Bordignon said.

"Generally, a brick wall and other structures are not designed to resist impact that would be normally applied by a basketball ring and backboard.

"If residents plan to fix a ring and backboard to brickwork or any other structure, they need to consult a structural engineer.

"Once a basketball ring is installed, the supporting structure needs to be checked every three months and it is also vital that children never hang or swing off the ring."

The Building Commission and Basketball Victoria has developed guidelines for existing and future basketball ring installations.

Due to an increase in accidents associated with basketball rings throughout Victoria, guidelines were developed to increase public awareness of the dangers and ensure that future and existing basketball rings are not only installed safely but are maintained and used in a safe manner.

The major focus of the guidelines is on single-skin brickwork attachments found above or over brick garages.

For further information or a copy of the Building Commission guidelines, contact Council's Service Centre on 9524 3333.



# MY BROTHER JACK

# LITERARY FESTIVAL 2005

## Entries open for literary awards

Writers living, working or studying in the City of Glen Eira are invited to enter a short story or poetry in the *2005 Glen Eira City Council Literary Awards*.

Over the past decade, Council has cultivated local writing talent through its annual literary awards. The awards are a local competition, and offer major cash prizes valued at more than \$2,500 for short stories and poetry in junior, youth, and adult categories.

### Sunflower Bookshop Short Story Award

3,000 word limit

First prize:	\$500
Second prize:	\$300
Third prize:	\$200
Entry fee:	\$10 per entry
Judge:	Cate Kennedy

### Poetry Award

60 line limit

First prize:	\$400
Second prize:	\$200
Third prize:	\$100
Entry fee:	\$10 per entry
Judge:	John Mateer

### Youth Short Story Award

Entrants must be aged from 15 to 21 years

3,000 word limit

First prize:	\$200
Second prize:	\$100
Third prize:	\$50
Entry fee:	\$8 per entry
Judge:	Cate Kennedy

### Youth Poetry Award

Entrants must be aged from 15 to 21 years

50 line limit

First prize:	\$200
Second prize:	\$100
Third prize:	\$50
Entry fee:	\$8 per entry
Judge:	John Mateer

### Baha'i Junior Short Story Award

Entrants must be aged from 10 to 14 years

2,000 word limit

First prize:	\$50
Second prize:	\$25
No entry fee, maximum three entries per entrant.	
Judge:	Hazel Edwards

### Baha'i Junior Poetry Award

Entrants must be aged from 10 to 14 years

40 line limit

First prize:	\$50
Second prize:	\$25
No entry fee, maximum three entries per entrant.	
Judge:	Hazel Edwards

**All entries close Monday 15 August and winners will be announced at two presentation evenings to be held on 12 and 20 October.**

Council's literary program has undergone changes this year that will provide great opportunities to develop creative writing skills which residents can apply to their entries in the *2005 Glen Eira City Council Literary Awards*.

In the lead up to the annual literary awards, Council will hold a series of five workshops facilitated by professional writers in June and July.

Council's Director Community Services Peter Jones said local writers are invited to participate in the workshops that are being held as part of the *My Brother Jack* Literary Festival.

"The workshops will provide local writers with opportunities to expand their short story and poetry writing skills and to get some valuable feedback from professional writers," Mr Jones said.

"We are hoping the workshops will encourage writers to take part in some writing practice as a preliminary to entering Council's annual writing competition."

Writers of all ages will be able to discuss short stories

## Writing workshops

The *My Brother Jack* Literary Festival 2005 includes five workshops, facilitated by well-known Australian authors. Workshop participants can discuss their writing with facilitators and fellow writers; develop credible characters, settings, subtexts, and plots across several short fiction genres; deal with common creative writing difficulties; and draft a winning piece of work to submit to one of the six sections of the *2005 Glen Eira City Council Literary Awards* in August.

### Sparkling creativity with Sandra Shotlander

Sunday 19 June 1pm-4pm

Caulfield Cup Room  
Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield  
\$25 Glen Eira residents / \$35 non-Glen Eira residents

### Short story writing with Arnold Zable

Sunday 26 June 1pm-4pm

Caulfield Cup Room  
Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield  
\$25 Glen Eira residents / \$35 non-Glen Eira residents

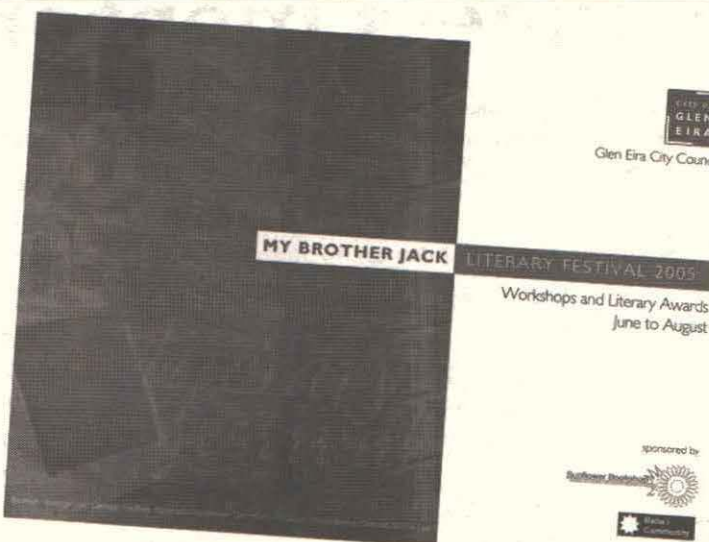
### Poetry with alicia sometimes

Sunday 3 July 1pm-4pm

Caulfield Cup Room  
Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield  
\$25 Glen Eira residents / \$35 non-Glen Eira residents



Writer and author Jane Sullivan gives Anna a few tips on what makes a winning piece of writing.



and poetry writing processes with well-known Australian authors Sandra Shotlander, Arnold Zable, Alicia Sometimes, Archimede Fusillo, Jane Sullivan, Paddy O'Reilly, and Meg Mundell.

Each workshop booked entitles the participant to one free entry into the *2005 Glen Eira City Council Literary Awards*.

### Giving voice to characters with Archimede Fusillo

Sponsored by the Baha'i Community of Glen Eira  
Sunday 10 July 1pm-4pm

Caulfield Cup Room  
Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield  
\$25 Glen Eira residents / \$35 non-Glen Eira residents

### What makes a winner? with Jane Sullivan, Paddy O'Reilly, and Meg Mundell

Includes free social event  
Sunday 17 July 1pm-3pm

Caulfield Cup Room  
Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield  
\$15 Glen Eira residents / \$20 non-Glen Eira residents

Social event, to be held from 3pm to 5pm in the Glen Eira City Council Gallery, is free to all workshop participants.

Further information on the *2005 Glen Eira City Council Literary Awards*, the *My Brother Jack* Literary Festival workshops and entry forms are available by contacting Council's Service Centre on 9524 3333. Entry forms can also be downloaded from [www.gleneira.vic.gov.au](http://www.gleneira.vic.gov.au) or email [arts@gleneira.vic.gov.au](mailto:arts@gleneira.vic.gov.au)

**Both programs are sponsored by Glen Eira City Council and:**

Sunflower Bookshop  
434 Glenhumpy Road Elsternwick

Baha'i Community



# Business

## Business mentors required

**C**ouncil is urging people with business experience, interested in becoming mentors to small business operators, to be part of its innovative *Mentor Partners* program.

The program links small business operators with mentors who provide them with guidance and independent opinions.

The *Mentor Partners* program is designed to create and retain businesses and jobs by providing free-of-charge volunteer business mentors to offer support to small business.

Sixty businesses have been part of the program since it began in 2002, and a further 25 are on the waiting list for business mentors. People with a strong background

in running a business and a willingness to help others are encouraged to apply.

The mentors are not expected to act as formal advisers or consultants, but to provide personal opinions based on their own extensive business experience.

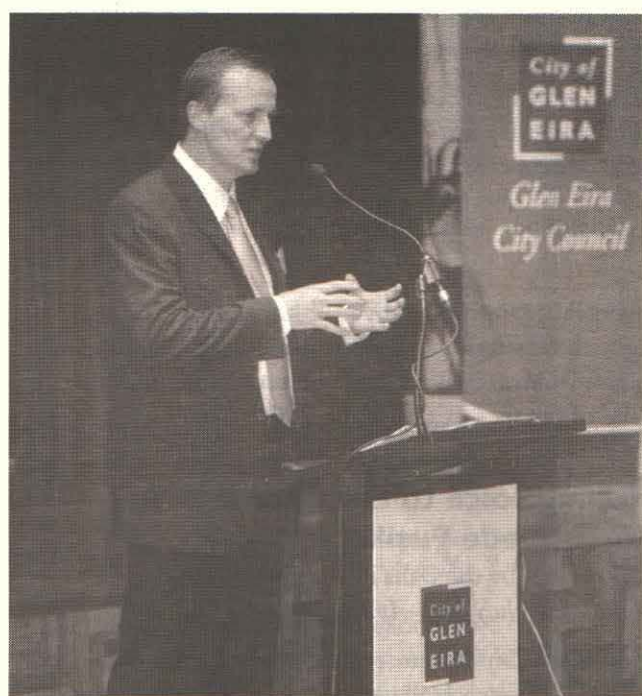
The service is available to businesses which have been in operation for more than 12 months and are based in the cities of Glen Eira or Kingston. The program is part of Council's Glen Eira *BusEd* program, which is supported by the State Government through the *StreetLife* program.

For more information about the *Mentor Partners* program contact Council's Service Centre on 9524 3333.



Council's *BusEd* Mentor Partners program helped match Danube Travel owner Margaret Nagby with mentor Adrian Nelson.

Photo: Les O'Rourke.



Michael Zimmer from Cablex tells how he manages growth in his industrial electrical cabling business. Photo: Robert Churchus.

## Avoiding growing pains

**S**uccessfully growing a business from a home-based operation to an enterprise ranking one of the highest employers in Glen Eira is no mean feat, but Michael Zimmer from Bentleigh East business, Cablex, has achieved just that.

Michael shared his secrets on managing growth and avoiding becoming a casualty of success with almost 100 local business operators at Council's recent *BusEd* dinner seminar.

Council's Manager Business Development Lynda Bredin said Michael's business tackled its growing pains head on while successfully developing a niche international market in aerospace, mass transport and electronic systems.

"Michael's honest account of his experience emphasised the importance of having the right people around to share and support common business goals.

"He told of the pressure he, his family and team have endured and the need to progressively implement

the right systems to strategically align the company with its goals," Ms Bredin said.

Attendees also heard speaker and business consultant John Barton who reinforced the importance of the right people in business and explored the relationship between growth and resources.

Business operators were given the opportunity to become part of Council's *BusEd* program as John Haycock and Ella Boyd from Holmesglen TAFE presented projects and links between business and Holmesglen.

*BusEd* opportunities include IT analysis (final-year Holmesglen students give an independent assessment on current IT systems and strategically evaluate future hardware and software needs), and two-day per week work placements for students to assist with IT requirements and professional web design. All projects offer excellent development opportunities for students and businesses.

## The secret of sales

**A**ward-winning speaker and marketing expert Paul McCarthy held the attention of a full room of local business people as he shared his sales success at a recent Council seminar.

Without giving away all his secrets, Paul explained the importance of a professional yet commonsense approach to sales and creating positive customer experiences.

More than 80 people heard Paul's thoughts on how listening to customers helps in the ultimate aim of providing the best service.

"Sales is not all about product knowledge — 91 per cent of sales is about empathy, enthusiasm, sales energy transfer, fun and charm," Paul said.



Paul McCarthy shares some sales success secrets to a crowd of local business people. Photo: Bernie Bickerton.

## Business news in brief

### *BusEd* dinner seminar series 2005 — creating a positive organisation and workplace

Council, in partnership with Monash University, will advise local business operators on creating a positive organisation and workplace at the next *BusEd* dinner seminar.

The seminar, presented by Jeffrey Mclean, Department of Management, Monash University will provide insights into how to develop a positive workplace and the implications of this on an organisation's culture and the service it provides to customers.

The seminar will be held in the Auditorium, Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield on Thursday 28 July from 6pm. Cost: \$30 (includes three-course meal).

Bookings essential by Friday 22 July.

### Access to finance — a woman's guide through the financial maze

Council and the State Government will run a lunchtime seminar to assist women running their own businesses to better understand and access finance for business expansion.

The seminar will advise women on the options

available for accessing finance and cover useful tips on how to best approach financiers and present themselves.

The seminar will be held in the Caulfield Cup Room, Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads Caulfield on Monday 11 July 12pm to 2.30pm. Cost: \$20. Bookings essential.

### Women's business network — work and life balance

Employers, organisations and individuals all face the problem of balancing work and family. The next meeting of Council's Women's Business Network will explore unrealistic expectations and work-life balance and what this means for business, health, family and life.

Dr Anne Bardoel, Senior Lecturer, Department of Management, Monash University, will discuss the impact of an imbalance — overwork, stress and lack of sleep — and its effect on business (reduced productivity, reduced customer service, high staff turnover and stress claims).

The meeting will be held in the Caulfield Cup Room, Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield on Thursday 16 June at 7pm. Cost: \$10, includes light supper available on arrival.

To book for any of the above events, contact Council's Service Centre on 9524 3333.



# Youth

## Youth news in brief

### Make a difference for young people

In Year 9 or 10? Able to commit a couple of hours each week and want to learn new skills and develop programs? If the answer is yes, then *Just Youth* is just right!

Council is calling for young people to join its *Just Youth* projects and leadership group which provides young people with the opportunity to gain skills in developing programs and events for young people. Programs and events can include music festivals skate competitions and much more. All participants receive training that will enhance life opportunities and future employment options. To get involved or find out more, contact the Why? Stop Youth Information Centre on 9572 5389.

### Operation Aware

As part of *Drug Action Week*, 21 to 25 June, and in conjunction with Taskforce Community Agency and Victoria Police, Council will hold a forum to educate parents on alcohol and other drug-related issues facing young people. The forum will be held in the Packer Park pavilion, Leila Road, Carnegie on Wednesday 22 June at 7.30pm.

Parents, community workers or teachers interested in attending can contact the Why? Stop Youth Information Centre on 9572 5389.

### The shape of things to come

The *Shape of Things to Come*, an upcoming forum for parents which raises issues of body image for young people, will provide parents with the necessary tools to encourage a healthy lifestyle in their children, including promoting healthy eating practices and positive body image. The forum will involve a panel discussion with guest speakers currently working in the health and wellbeing industry.

The program will be held in the Packer Park pavilion, Leila Road, Carnegie on Tuesday 19 July at 7.30pm. Parents interested in attending can contact the Why? Stop Youth Information Centre for more information.

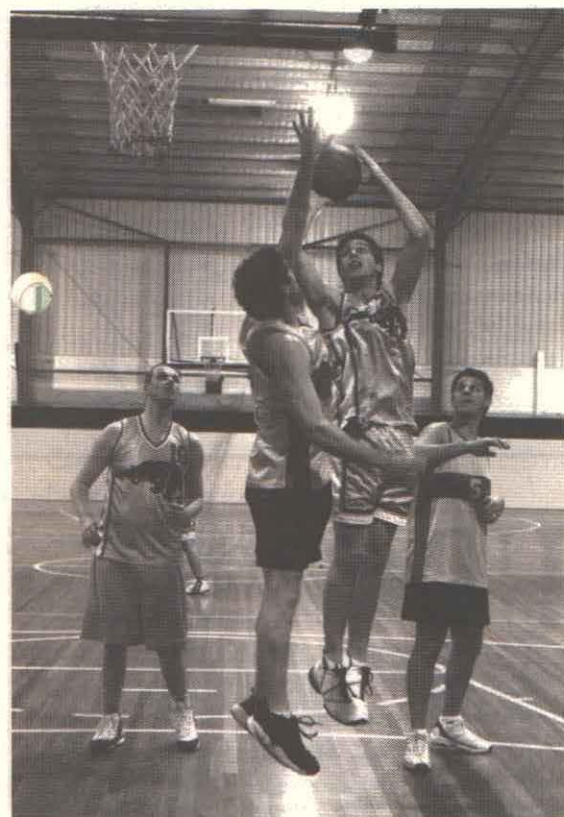
### Express yourself

Council is holding an eight-week program on art, music and food for young women between the ages of 15 and 24.

The program, *Express Yourself*, aims to promote self-esteem, confidence and friendship building among young women and is being held the Why? Stop Youth Information Centre in Carnegie on Thursdays from 3.30pm to 5.30pm. Young women interested in attending future workshops can contact the Why? Stop Youth Information Centre.



Brendan Creaser and Emmalee Meisels get involved in Council's youth programs. Photo: Les O'Rourke.



## Become a Wildcat

With the start of the basketball winter season, Council's Wildcats basketball team is on the prowl for new players.

Glen Eira residents aged between 16 and 25 years who want to meet people, play basketball and have a great time with other young people, are encouraged to join the Wildcats. No basketball skills are required as training is provided.

The Wildcats are coached by Council's youth workers and play in the D Grade competition at Oakleigh Recreation Centre on Monday nights.

Council's Manager Recreation and Youth Services Linda Smith said the program aimed to interest young people in sports and recreation and keep them involved long term.

"It's a great way for young people in Glen Eira to participate in sport and learn important skills like teamwork and communication," she said.

To join the team or for more information about the program, contact the Why? Stop Youth Information Centre on 9572 5389.

Council's Wildcats basketball team in action.

Photo: Les O'Rourke.

## Community consultation

Council sees community consultation as a vital part of its decision-making process. Consultation involves the community in Council's planning and activities, and helps Council to understand the community's priorities and issues.

### Recent consultation opportunities

Consultation	Type	Date
Waste and recycling survey	Telephone survey	Closed Monday 23 May
Website communications survey	Online survey	Closed Friday 13 May
Princes Park redevelopment — pavilions	Community consultation	Closed Friday 15 April
Review of Council's Disability Action Plan	Community consultation forums	Closed Wednesday 13 April

For further information about any of the above consultation opportunities, contact Council's Service Centre on 9524 3333 or visit Council's website at [www.gleneira.vic.gov.au](http://www.gleneira.vic.gov.au)

## Library news in brief

### School Holiday Mania

Monday 27 June to Friday 8 July

*Holiday Mania* is back at Council's libraries during the June–July school holiday break. The program has something to suit all interests and is designed for children aged 4 to 10 years (children under four years of age cannot be admitted to the shows). Tickets will be available from all four library branches from Saturday 11 June. Contact 9524 3623.

### Far out in space show

Tuesday 28 June 11am–11.45am

Elsternwick Library, 4 Staniland Grove, Elsternwick.

Children are invited to come on an journey to the farthest reaches of the Universe and learn about space, the stars and the galaxies in this interactive show.

Cost: \$5

### Creepy crawlies

Tuesday 5 July 11am–12pm

Bentleigh Library, 161 Jasper Road, Bentleigh.

A show with songs and colourful costumes that celebrates the world of insects. Meet a bee and learn about life in the hive, act out the cycle of the butterfly and discover a host of intriguing insect facts.

Cost: \$5

### Dreamer in the deep

Wednesday 6 July 11am to 11.45am

Theatrette, Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield.

Meet Dreamer, a gentle, brave and curious puppet in the mysterious depths of the ocean. A magical and mesmerising puppet performance.

Please note: *Dreamer's* fantastic world appears in semi-darkness.

Cost: \$5

### Public holiday — Queen's birthday

All library branches will be closed on Monday 13 June. Library items can be returned through the after-hours chutes at all branches.



# Community diary

## Events

**Bayside Young Active Minds** will hold a parent information evening at Coatesville Primary School, Mackie Road, Bentleigh East on Monday 6 June from 7.45pm to 9.30pm. Cost: \$10. Bookings essential. Contact: Carolyn 9576 5137.

**Caulfield Life Activities Club** will meet in the Gladys Machin Hall, 10 Cedar Street, Caulfield South on Wednesday 15 June at 7.30pm. Guest speaker, supper provided. Contact: 9568 5849 or 9523 9669.

**Coatesville Uniting Church** will feature International soprano Rejeli Paulo on June 26 at 2.30pm. Afternoon tea included. Bookings essential. Contact: 9570 6632.

**Glen Eira City Choir** will present Mendelssohn's Elijah at Auburn Uniting Church, 81 Oxley Road, Hawthorn on Sunday 19 June at 2.30pm. Contact: 9598 6501 or 9583 3092.

## Meetings and clubs

**Bentleigh Life Activities Club** offers opportunities to meet new friends and enjoy activities such as table tennis, scrabble and theatre outings. New members welcome. Contact: 9557 2562.

**City of Glen Eira Band** rehearses in the croquet club and band room in Caulfield Park each Wednesday at 7.30pm. Brass players and those wanting to play in a group are welcome. Contact: Graeme 9878 8099 (AH).

**Club 66** holds old-time, modern and new vogue dances with live band at the Bentleigh Uniting Church Hall, 495 Centre Road, Bentleigh, on the first and third Saturday of each month at 8pm. Cost: \$6. Contact: 9587 1092.

**Gladys Machin Senior Citizens Club** meets at 10 Cedar Street, Caulfield South, on Mondays, Tuesdays and Saturdays at 1pm for carpet bowls. Contact: Tom 9528 6378.

**Little Steps Playgroup** operates at St Catharine's Church Hall, corner Kooyong Road and Clarence Street, Caulfield South on Tuesdays, Wednesdays and Thursdays from 9.30am to 11.30am. Contact: Gillian 0407 890 236.

**McKinnon Scrabble Club** meets at Marriot House, 100 Wheatley Road, McKinnon on Thursday at 7.30pm. All levels welcome to play. Contact: Lesley 9578 6767.

**Murrumbeena Bowls Club** begins winter social bowls season at 10 Blackwood Street, Carnegie on Thursdays and Saturdays. Cost: \$5 per day. Contact: Michael 9568 5144.

**Murrumbeena Playgroup** holds playgroup sessions for preschool children at the Community of Christ Church Hall, corner Poath and Dalny Roads, Murrumbeena from Monday to Friday. Contact: 0432 271 204.

**Ormond Badminton Club** meets at Ormond Uniting Church Hall, corner North and Booran Roads, Ormond every Wednesday from 8.30pm to 10.30pm. All ages welcome. Contact: Hazel 9578 1947.

**Royal Children's Hospital Auxiliaries (Caulfield)** meets at the Alma Club, 1 Wilks Street, Caulfield North on the third Wednesday of each month at 1pm. Contact: Olive 9578 2395 or Pat 9571 2666.

## Volunteers needed

Council urgently seeks volunteer drivers and jockeys for its delivered meals program. Volunteers deliver meals to frail, older people and people with a disability which enables them to remain living independently in their home. Volunteers are required seven days a week with flexible choice of days and hours. Petrol reimbursement, training and social contact and support provided. Contact Council's Service Centre on 9524 3333 for further details.

City of  
GLEN  
EIRA

## Community grant applications

Local, non-profit community-based groups in Glen Eira are invited to apply for funds through Council's 2005-06 community grants program. An information package which includes application forms is available for collection from Council's Service Centre or by calling 9524 3333. The information is also available from Council's website at [www.gleneira.vic.gov.au](http://www.gleneira.vic.gov.au). Applications close on Thursday 30 June at 5.30pm (late applications will not be considered).

City of  
GLEN  
EIRA

## Parent information session

Council will hold an information session for parents at the Glen Huntly Maternal and Child Health Centre, corner Royal and Rosedale Avenues, Glen Huntly.

### Toilet training — tips for toilet training

The session is designed for parents and will feature a guest speaker from the Caulfield Community Health Service.

The session will be held on Wednesday 15 June from 2pm to 3pm. For further information contact 9524 3403

City of  
GLEN  
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**9523 8111**

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- ◆ Pensioner discounts available

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**John Moline:**  
**9822 3470 AH**

Cut out this ad and keep for future reference

## Community

**Brahma Kumaris Raja Yoga** holds free courses in meditation for beginners at 275 McKinnon Road, McKinnon on Tuesdays at 7.30pm and positive thinking courses on Wednesdays. Voluntary contributions are appreciated. Bookings essential. Contact: 9578 9955.

**Ogonyok Multicultural Association of Russian Women** seeks volunteers to assist in administration, IT support, and driving. Contact: 0416 251 317.

## Immunisation sessions June

**McKinnon Public Hall**  
118 McKinnon Road, McKinnon  
Monday 6 June 10am-11am

**Glen Eira Town Hall (entry via Glen Eira Road)**  
Corner Glen Eira and Hawthorn Roads, Caulfield  
Tuesday 7 June 6pm-7pm  
Tuesday 14 June 9.30am-10.15am

**Bentleigh-Bayside Community Health Service**  
Gardeners Road, Bentleigh East  
Wednesday 15 June 6pm-7pm  
Saturday 25 June 9.30am-10.30am

**Murrumbeena Baptist Church**  
44 Murrumbeena Road, Murrumbeena  
Monday 20 June 10am-11am

**Glen Huntly Maternal and Child Health Centre**  
Corner Royal and Rosedale Avenues, Glen Huntly  
Wednesday 22 June 9.30am-11am

**Packer Park**  
Leila Road, Carnegie  
Monday 27 June 10am-11am

## July

**McKinnon Public Hall**  
118 McKinnon Road, McKinnon  
Monday 4 July 10am-11am

**Glen Eira Town Hall (entry via Glen Eira Road)**  
Corner Glen Eira and Hawthorn Roads, Caulfield  
Tuesday 5 July 6pm-7pm

**JUDO** **YAMADA JUDO ACADEMY**  
Caulfield Recreation Centre  
6 Maple St, Caulfield South  
**9578 4460**  
**Self defence, Concentration, Discipline, Co-ordination, Self-esteem, Enjoyment, Stress Release**  
**BEGINNERS TO BLACK BELT — From 4 years old**



**INSTITUTE FOR  
JUDAISM AND  
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T"01

**COURSE ON MAIMONIDES' PRINCIPLES OF THE JEWISH FAITH**

Rabbi Dr Shimon Cowen, Director of the Institute for Judaism and Civilization, is conducting a course on

**"Maimonides' Principles of the Jewish Faith"**

At Monash University, Clayton in second semester (July - October, 2005, one weekly seminar and tutorial in a single time block)

Maimonides' thirteen principles the fundamentals of Jewish belief - relating to the existence and nature of the Creator, prophecy and Torah tradition (written and oral), providence, reward and punishment, the Messiah and Resurrection - are presented as a unified system.

For information contact the Institute for Judaism and Civilization [director@ijc.com.au](mailto:director@ijc.com.au) or telephone 9527 5902



# Recreation

## Princes Park redevelopment gets thumbs up

Council has received the seal of approval from the Joint Council's Access for All Abilities (JCAAA) disability recreation committee for its Stage 1 redevelopment of Princes Park in Caulfield South.

The committee praised Council for its all-abilities playground, the accessible automated toilet and barbecue areas, the wide perimeter paths throughout the park and the tactile indicators.

Council's Manager Recreation and Youth Services Linda Smith said the committee was involved in the initial consultation for the master plan for Princes Park, the

concept for a sensory garden and the all-weather pathways for access into the park.

"The committee visited the sensory garden which, although was only recently planted, they thought looked, smelled and sounded wonderful. They are all looking forward to watching the garden grow and develop to its full potential," Ms Smith said.

"It is pleasing to hear how delighted the committee members are with the changes that have been made to the park since they first visited it.

"Council is pleased to have redeveloped Princes Park to provide better access for people of all abilities."

JCAAA works in collaboration with local sport and recreation providers to create opportunities for people with disabilities to participate in community-based sport and recreation. For further information, contact Laura Cattapan on 9209 6572.

## Get into Bocce

Winter can be a time for staying indoors, but Glen Eira's parks offer some great activities for those who want to rug up, get outside in the fresh air and play a game of Bocce.

Council has two Bocce courts, one at Harleston Park in Elsternwick and one at the Moorleigh Community Village in Bentleigh East. Both courts are available free to the public with no booking necessary.

Bocce is played between two players or teams of up to four players and is similar to bowls — the player aims to place their bowl as close as possible to the jack which may displace the opposition's bowl. The bowl can be bowled along the ground or thrown through the air.

The game of Bocce, as we know it today, originated in Italy and is becoming an increasingly popular recreational pursuit.

### Bocce courts in Glen Eira

Harleston Park

Corner Seymour and Allison Roads, Elsternwick  
Melway reference, 67 H2

Moorleigh Community Village  
90-92 Bignell Road, Bentleigh East  
Melway reference, 78 B5



Bocce courts in Harleston Park, Elsternwick.

Photo: Bernie Bickerton.

## Need to get fit?

It's never too late to get fit, so why not make a start at Council's Caulfield Recreation Centre in Caulfield South.

The centre features cardio equipment, toning machines, free weights, a range of aerobics classes and even a trampoline room with three in-ground trampolines which provide people of all ages and abilities with a fun and enjoyable way to get fit.

The centre has qualified gym instructors who can discuss members' needs and tailor individual fitness programs, plus a qualified nutritionist to discuss eating habits and provide healthy-eating information.

## Recreation news in brief

### Sportsground works complete

Sportsground safety work has recently been completed at Murrumbeena Park, in Murrumbeena and Packer Park in Carnegie.

The sportsgrounds have undergone a major safety upgrade as part of Council's capital works improvement program.

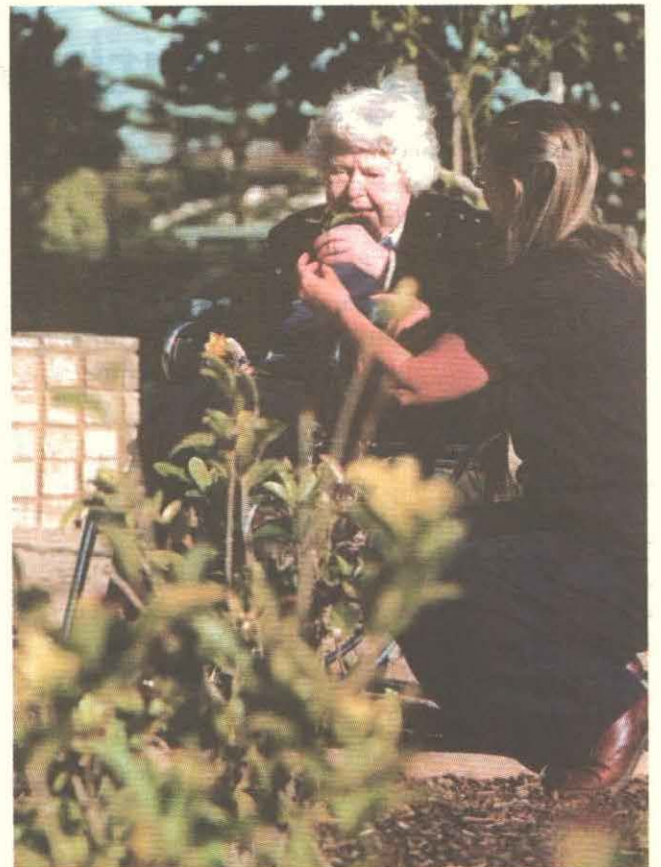
A new spoon drain was fitted around the perimeter of both main sportsgrounds, replacing the old bluestone drains, which was a safety hazard to sports players using the grounds. The spoon drains have been constructed in smooth concrete and are recessed into the ground so they would not pose a trip hazard for sports players.

Irrigation was installed on the outer sports oval at Murrumbeena Park to assist with maintaining quality sports ground surfaces. It also offers more efficient water usage.

These works were part of Council's ongoing commitment to upgrading parks and facilities.

### Sportsground lighting to be installed

Sporting clubs are set to benefit with the planned installation of additional sportsground lighting at Lord Reserve in Carnegie, Caulfield Park in Caulfield and EE Gunn Reserve in Ormond. The new lighting will



Warrawee Aged Care Facility resident Joyce Ibbotson, with carer Heather Mackay Reynoldson, enjoys the smell of lavender flowers in the sensory garden at Princes Park. Photo: Bernie Bickerton.

The centre also runs children's birthday parties on weekends. The gym-based parties are suitable for boys and girls from two to 10 years old and provide participants with exclusive use of the centre. The centre's trained party leaders will ensure that the party will be special and memorable.

The Caulfield Recreation Centre is open on Mondays and Wednesdays 7am-8pm; Tuesdays and Thursdays 8.30am-9pm; Fridays 7am-6pm; Saturdays 8.30am-2pm and Sundays 9am-1.30am. Aerobics timetables are available by calling the centre on 9532 4956.

enable clubs to train over larger areas of the sportsgrounds, relieving the excess wear and tear that can happen with areas of limited lighting.

### Playground upgrades around Glen Eira

Tornado spinners and infinity climbers will soon be all the talk at show-and-tell for young Glen Eirans who visit Council's soon-to-be upgraded playgrounds.

Children and their families will benefit from the redevelopment of four playgrounds in Halley Park in Bentleigh, Wattle Grove Reserve in McKinnon, and Boyd Park and Duncan Mackinnon Reserve in Murrumbeena.

Council's Manager Recreation and Youth Services Linda Smith said the new playgrounds will replace older playgrounds and provide wonderful new play experiences.

"Exciting and challenging play equipment will soon be in place in these parks with great equipment like the tornado spinner and infinity climber being installed in some," Ms Smith said.

"Playgrounds will also receive new coloured edging and extra softfall areas.

"Residents should keep an eye out for these great new playgrounds as they develop over the next few months. We ask that residents be patient while the upgrades are being completed."



## Warm up with winter music

Council's popular Winter Music Series returns this month with an exciting and diverse range of musical styles including classical masters, hot jazz and contemporary rock.

Council's Manager Arts and Culture David O'Halloran said the six concerts, which run from June to August, would appeal to many music enthusiasts.

"The series offers residents the chance to hear some great performers of blues, jazz, classical, big band, klezma, and contemporary rock all in their local community," Mr O'Halloran said.

The opening concert, on Sunday 19 June, features masterful trio Belle Musette who will take audiences on a trip through the golden age of French musette and chanson.

One of Australia's most acclaimed singers and songwriters, Deborah Conway, headlines the series, performing a unique blend of soulful harmonies and contemporary music on Sunday 17 July.

Other performances include Cosmo Cosmolino (classical tangos and vibrant gypsy), the Silo String

Quartet (20th century classical compositions), Alison Wedding Quintet (pure jazz) and the JW Swing Orchestra (bringing the big band sounds back to life).

Three of the six concerts will be held in the Glen Eira Town Hall auditorium with cabaret-style seating and a licensed bar. The other three will take place in the intimate surrounds of Council's theatrette with theatre seating and light refreshments supplied.

Auditorium performances cost \$25 for adults (\$21 for concession) and theatrette performances cost \$20 for adults (\$16 for concession). Tickets booked and paid in advance of the performance date will receive a 10 per cent discount on the advertised ticket price.

### Belle Musette

Sunday 19 June

2.30pm-4.30pm (doors open 2pm)

Theatrette

Tickets: \$20 (\$16 concession)

Inspired by the beautiful cafe-style music of Paris in the 1930s and 1940s, local band Belle Musette's performance ranges from traditional waltz, through tango and klezma to chanson. Be enchanted by the romantic sounds of French vocals and the accordion, accompanied by strong rhythmic guitar and anchored by double bass. Belle Musette has delighted scores of music enthusiasts with their charming renditions and original tunes.

### Cosmo Cosmolino

Sunday 3 July

2.30pm-4.30pm (doors open 2pm)

Theatrette

Tickets: \$20 (\$16 concession)

Cosmo Cosmolino, a Melbourne-based quintet of luscious strings and romantic piano accordion, will delight audiences with their unique compositions and



Cosmo Cosmolino warm up for Council's Winter Music Series.

charming tangos, with classical and gypsy influences. Cosmo thrilled audiences at the Spielgeltent and has performed at numerous music festivals Australia-wide.

Tickets for Belle Musette and Cosmo Cosmolino can be purchased from Council's Service Centre by phoning 9524 3333. Ticket price includes complimentary tea and coffee.

### Coming up in July

#### Deborah Conway and band

Sunday 17 July 2.30pm-4.30pm

Auditorium

Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield

Tickets: \$25 (\$21 concession)

#### Silo String Quartet

Sunday 31 July 2.30pm-4.30pm

Theatrette

Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield

Tickets: \$20 (\$16 concession)

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## Exhibitions

### Sidewalk Tribal Gallery Annual African art exhibition: Dolls, hats and funny money

Continues to Sunday 12 June

Sidewalk Tribal Gallery returns to Glen Eira with spectacular art from Africa. From her most recent trip to Cameroon, collector Ann Porteus brings a superb collection of namjii dolls, carved from solid hardwood and adorned with beads, shells, leather and fabric. An important talisman of fertility, the dolls, carried almost everywhere by young girls, are named and considered the young girls' first baby. These beautiful objects are only part of the spectacular collection in this year's exhibition.

A film screening of *Arts of Ghana* will be held in the Theatrette, Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield on Wednesday 8 June at 2pm. Contact Council's gallery for booking details.

### Without Pier — 10th Anniversary Exhibition

Opens Wednesday 15 June and continues to Sunday 26 June



Moment of Truth — Simeon Walker, oil on canvas.

include strong sculptural and canvas works.

This group show will include artists Malcolm Beattie, Simeon Walker, Regina Noakes and Gloria Petyarre.

Without Pier is celebrating 10 years in the Melbourne art market with a large-scale exhibition including more than 120 works from its stable of artists. Supporting both emerging and established artists, the exhibition will

Glen Eira City Council Gallery, Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield

Opening Hours: Monday-Friday 10am-5pm, Saturday, Sunday and public holidays 1pm-5pm

### Site and Ceremony: Indigenous works from Outback Aboriginal Art

Opens Wednesday 29 June and continues to Sunday 10 July

Outback Aboriginal Art brings a collection of some of the finest contemporary Aboriginal art work to Council's gallery in a show that will challenge preconceptions of indigenous Australian art.

Director of Outback Aboriginal Art Jennifer Dudley said Aboriginal art has a vital role to play in our understanding of both the land and indigenous people.

"The extraordinary amount of interest that Aboriginal art creates nationally and internationally is testament to the depth of meaning present in the works," Ms Dudley said.

Curator's floor talks will be held as part of the exhibition on Sunday 3 July at 2pm, and Wednesday 6 July at 3pm. Contact Council's Service Centre on 9524 3333 for bookings.