

Missed Business Guide to be launched this month

A guide to help small businesses make the most of their access opportunities will be launched by Glen Eira City Council this month.

The *Missed Business Guide* will be sent to 6,000 small business owners in an effort to help them improve access to their goods and services for a large part of the community they may be missing out on — people with disabilities.

The guide was developed in consultation with Council's Community Services Disability Reference Committee and community members who have a disability.

Council's Director Community Services Peter Jones said there are around 18,450 people with a disability living in Glen Eira, which equates to more than 15 per cent of the municipality.

"In addition, 20 per cent of Glen Eira residents are aged over 60 years and many have difficulties with mobility, sight or hearing," Mr Jones said.

"Add to this people who have an injury, people who may be on crutches or use a walking stick, as well as parents with prams, and it becomes clear that access for all is an issue that affects everyone."

Good access makes good business sense

Mr Jones said good access makes good business sense and customers are more likely to return if efforts have been made to ensure pathways are clear and entranceways are easily accessible.

"There are many simple steps that can be taken to improve access for people

with disabilities including making signs clear and easy to see, having wider parking spaces, good lighting, using handrails and where applicable, providing an accessible public toilet," Mr Jones said.

"This not only helps people with a disability, but also older people, delivery people, parents or carers using prams and basically, every customer.

"Improving access will also help your business to meet legal responsibilities."

Mr Jones said the *Guide* has 10 chapters, which cover topics such as planning requirements for changes to premises, access for Guide Dogs and alternative ways to provide services for people with disabilities, such as a home delivery service or a call bell at the entrance of the business.

"There is also a chapter on Council's new footpath trading guidelines, which regulate the use of public footpaths within the municipality," Mr Jones said.

"These guidelines will require businesses to maintain a clear continuous pathway directly at the front of the establishment.

"This will greatly improve access for people in wheelchairs and those who are visually impaired."

Customer service

Mr Jones said when thinking about improving access it's easy to think only in terms of installing ramps, toilets and other fixtures.

"However, one of the simplest and cheapest solutions is to change the way businesses think about customer



Good access makes good business sense.

Photo: Bernie Bickerton.

service for people with disabilities," Mr Jones said.

"It's not difficult to train your staff on how to communicate effectively with all your customers and how to give practical assistance when needed."

For further information on the *Missed Business Guide*, contact Council's Customer Service Centre on 9524 3333.

INSIDE THIS EDITION



Small Business Month — pages 6 and 7

NEWS

Community grants	3
Water wise gardens	4
Family Day Care	5

REGULARS

Community Diary	8
Library and Youth News	9
Language Line	10
Recreation News	11
Arts News	12

Glen Eira children need you

Children are our greatest asset and Glen Eira City Council is looking for responsible residents to continue to ensure all school children are safe when arriving and leaving school.

Council is currently recruiting casual and part-time School Crossing Supervisors to control the safe passage of pedestrians across local crossings.

Every day of the school term, School Crossing Supervisors are required between 8.15am–9am and 3.15pm–4pm to help children safely cross the road.

All prospective School Crossing Supervisors will need to undergo a medical examination, a working with children check and undergo a police check, paid for by Council.

Apply online at www.gleneira.vic.gov.au (quote Ref. 06/998 in the covering letter), or mail your application to Human Resources, PO Box 42 Caulfield South 3162.

Council is currently recruiting School Crossing Supervisors.

Photo: Bernie Bickerton.



MAYOR'S
COLUMN

I would like to remind our community groups that applications are now open for Glen Eira City Council's 2007-08 community grants program.

This program supports and assists not-for-profit community based groups to meet their special needs. Applications close on Thursday 31 May.

There are many exciting events happening across the City of Glen Eira in April. The month kicked off with the official opening of the newly-renovated Bricker Pavilion at Princes Park and also the final *Party in the Park* event for 2007 at Packer Park, Carnegie.

Council's third citizenship ceremony for the year will be held on Wednesday 4 April. This ceremony will forever mark a significant growth in the lives of the men, women and children who will be taking the final step on the road to fully embrace the country in which they now live.

On Monday 16 April, I have the honour of presenting the *Shop of the Year Award 2007*, which will be announced at Council's annual *Food Business Awards*. The winner of the Award will not only have achieved a five-star food safety standard, but also the highest food safety rating of all the registered food businesses tested with the City in 2006.

I will be joining the community in commemorating ANZAC Day at a special service at the Cenotaph, Caulfield Park, on Sunday 22 April at 2.30 pm. I have the privilege of leading the service, which has in the past been attended by returned soldiers, members of local RSL clubs, students, as well as community members. I encourage those who are able to come along. Lest we forget the bravery of so many who lost their lives fighting for our great country.

May I take this opportunity of wishing you a safe and Happy Easter, and for those celebrating Passover, a Happy Pesach.

**Cr Margaret Esakoff
Mayor**

Bill mentors local businesses to success

Elsterwick resident Bill Ferme spotted an intake advertisement in his local paper for Glen Eira City Council's *Mentor Partners* program three years ago.

Bill, who is one of the first mentors to participate in the program, was motivated to become a *Mentor Partner* as he wanted to support and guide small business operators within the municipality.

"Small businesses have an extremely high failure rate, especially within the first few years of operation," Bill said.

"It's easy for large and successful businesses to hire a consultant and get the help they need — small businesses just can't afford to do this.

"*Mentor Partners* is an important initiative as it aims to mitigate this problem."

To be part of the program, potential mentors must provide a curriculum vitae that defines their business background and success. Bill exceeded the criteria and met the characteristics that Council sought — experience, knowledge and community driven.

"I have worked as a professional engineer, business manager, management and manufacturing consultant and as a lecturer at Monash University and



Bill mentors John from Alloy Race Components.

Photo: Suzi Cvetkoski.

Melbourne Business School," Bill said.

By participating in the program, Bill applies his years of business experience and acts as a sound board, providing guidance and unbiased opinions.

"My aim for the first meeting with a business operator is to establish a good relationship and to learn as much as I can about the business and its main issues," Bill said.

"In subsequent meetings I take minutes

and then provide a plan that underlines how to action the problems that were discussed."

Retirement for Bill looks to still be a busy time in his life. In addition to being a part of the *Mentor Partners* program, Bill also mentors for two other bodies.

"My mentoring experience varies from business to business as they each endure different problems. The most rewarding part is seeing a company grow and become more profitable," Bill said. ■

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DEADLINES

The deadline for next edition (May) of the *Glen Eira News* is Wednesday 11 April for delivery 5 and 6 May.

Coming Deadlines

The deadline for the June edition of the *Glen Eira News* is Wednesday 9 May for delivery 2 and 3 June.

For advertising and *Community Diary* enquiries contact 9524 3447.

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

DISCLAIMER

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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Launch of Walking School Bus program

Glen Eira Mayor Cr Margaret Esakoff and Cr Nick Staikos have joined students, teachers and volunteers from three primary schools at the launch of their Walking School Bus program.

St Peter's Primary School in Bentleigh East, Tucker Road Primary School in Bentleigh and McKinnon Primary School in Ormond have commenced their *Walking School Bus* routes, which picks up children at designated bus stops

on their way to school.

The program, which is active in more than 58 local Councils, provides an excellent opportunity to support a shift from car-based travel to active transport.

Cr Esakoff, who attended McKinnon Primary School, said childhood is an important time to develop healthy patterns for life and the *Walking School Bus* program is certainly a step in the right direction.



Glen Eira Mayor Cr Margaret Esakoff and Cr Nick Staikos joined McKinnon Primary School students on their Walking School Bus. Photo: Bernie Bickerton.



Cr Nick Staikos joined students from his former Primary School, St Peter's, at the launch of the Walking School Bus Program. Photo: Rob Horwood.

Applications for community grants program now open

Glen Eira City Council's community grants program supports and assists not-for-profit community based groups to implement projects and activities which meet identified community priorities and strengthen the Glen Eira community.

Examples of projects that meet identified community priorities and are considered a high priority for Council include:

- projects that assist and support people who are socially isolated such as senior citizens, people from culturally or linguistically diverse backgrounds or who have a disability, and allow them to participate in community life;
- projects that improve community safety;
- support services and programs for young people;
- projects that recruit volunteers to run programs that strengthen our community;
- community celebrations which acknowledge diversity and are inclusive and accessible for all members of the community;
- recreation and leisure activities that encourage physical activity and a healthy lifestyle;
- projects that encourage community participation in arts and culture

activities;

- health education programs that address issues such as childhood obesity, falls prevention, mental health, domestic violence, drug and alcohol use and physical activity;
- programs that target graffiti prevention or removal; and
- programs that assist in protecting the natural environment.

In 2007–08 funding is available in the following categories:

- General Grants — Grants of up to \$5,000 are available to fund projects and initiatives that deliver effective local services and activities within the Glen Eira community. Funding of \$200,000 is available for general grants; and
- Community Development Initiatives Grants — Funding of up to \$50,000 is available for innovative and sustainable projects that deliver new programs or services to the Glen Eira community that meet an identified need.

Applications for the 2007–08 community grants program are now open and close on Thursday 31 May.

Further information is available on Council's website at www.gleneira.vic.gov.au or by contacting Councils Service Centre on 9524 3333.

"Walking is one of the best forms of exercise and is great for people of all ages," Cr Esakoff said.

"The program is a fantastic and safe way to start and end the school day, and that combined with a healthy eating plan will certainly be of benefit to these students in the long term."

The program involves trained volunteers collecting the students half an hour before school starts and also after school. There are several routes per school and the program will run for the entire year.

Caulfield Community Health Service has worked with the local schools over the

last 12 months to implement this State Government program, which is funded through Vic Health.

Walking School Bus Co-ordinator Jenny Boulet said the Service decided to become involved in the program as it is a fun, safe and active way for children to get to school.

"The program also fits in well with our role within the community — to run health promotion programs and encourage people to be involved in active, healthy lifestyles," Ms Boulet said.

News in Brief

New look planning service

"I was in earlier today and was very impressed by the professionalism and courteous approach demonstrated by the staff."

This is just one of the many comments received about Glen Eira City Council's new look planning service.

Gone are the days of a purely administrative support function. Over the last 12 months, the new look team of five have either completed studies or are in the process of completing studies in fields relating to town planning.

At the first point of contact, whether this be at the counter or over the phone, staff are providing an improved service and able to more regularly resolve town planning issues.

Wiser driving program

Glen Eira City Council and Roadsafes Inner South East Inc *Wiser Driver Program* will be held in April.

The *Program* will be conducted over a two week period, with participants attending four two-hour sessions.

Participants in the *Program* will be provided with the *Victorian Rules and Responsibilities* booklet and the *Older Drivers* handbook.

The *Program* will be held in the Caulfield Cup Room, Glen Eira Town

Hall, corner Glen Eira and Hawthorn Roads, Caulfield on Tuesday 3 April, Thursday 5 April, Wednesday 11 April and Thursday 12 April from 10am–12pm.

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

Commendation for Brave Conduct

Glen Eira City Council would like to congratulate Brian Nicholls, Caulfield South, who has received a Commendation for Brave Conduct. Announced on Labour Day, Mr Nicholls received the Commendation for helping an elderly woman trapped on a balcony during a house fire in Caulfield in January 2005.

Guide to Local Government

To help Victorians understand more about local councils and their role in building stronger local communities, the Victorian Government has put together a web-based *Guide to Local Government*.

It has information about how councils work, how they make decisions, what services they are responsible for delivering, how they are funded, and much more.

You can visit the *Guide to Local Government* at www.localgovernment.vic.gov.au/theguide

CEO'S COLUMN



Glen Eira City Council is active in assisting local businesses, business sectors, groups and investors with a wide range of services.

Council's role is to nurture and support members of the business community by helping them to survive and prosper and to collectively enhance the economic health of the municipality.

The Business Development Unit at Council differs from that of other councils. The primary role of other councils' business units is to attract business, whereas Glen Eira's focus is to provide information and support.

To celebrate the contribution local small businesses make to the Glen Eira community, *Small Business Month* will be held in Glen Eira throughout May.

Council has organised a vast range of activities for everyone, including seminars, presentations and workshops on a wide array of subjects, from record keeping and financial statements to marketing and fraud prevention.

The month will also feature a *Small Business Expo* on Wednesday 9 May from 6pm–9pm. The *Expo* will give local businesses the opportunity to showcase their products and services and give access to business support tools, including government agencies and organisations.

Small Business Month is a great opportunity for small businesses to network and gain support and I encourage all interested people to attend.

Andrew Newton
Chief Executive Officer

ANZAC DAY SERVICE

The people of Glen Eira are invited to attend an Anzac Day Service at the Cenotaph (north-west side) in Caulfield Park on Sunday 22 April, commencing 2.30pm.

Following the service light refreshments will be served in the marquee located in Caulfield Park.

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

GLEN EIRA CITY COUNCIL



Creating a water wise garden

The combination of drought and water restrictions are taking their toll on Melbourne's gardens.

So what can you do to get the most out of your garden during this tough time? Many people would say nothing, but there are ways to create and maintain your garden.

Here are some water wise tips on how Glen Eira residents can keep their garden looking good.

Improve the soil

Soil moisture content is vital to the health of any plants. Most sandy soils have a low organic matter level, which means the water and nutrients pass rapidly through the soil. A high level of organic matter in your soil will improve plant growth, use less water and fertilisers, and promote healthier plants. You might want to also consider using water crystals as they can assist in improving the soil's ability to take in and hold moisture.

Drought tolerant plants

There are a wide variety of drought tolerant plants on the market that do not require a lot of water. These range from Australian natives, such as the creeping Boobialla, Native Rosemary, Yellow Gum and Common Emu Bush and dry period dormancy plants, such as daffodils and irises. When choosing drought tolerant

plants, you're not only saving money on your water rates, but you are creating a low maintenance garden.

Use more mulch

A layer of good mulch — at least 75mm thick — reduces evaporation from the soil surface by as much as 70 per cent. Mulch also discourages weed growth, prevents erosion and evens out soil temperature variations. Suitable mulches include bark-based varieties, pea-straw and pebbles.

Pots

To help prevent evaporation, choose large pots and use plastic or sealed terracotta to keep the water where it is required.

Grey water

With the likelihood of Stage Four water restrictions commencing on 1 May, residents will not be able to use drinking water on their gardens, and will be restricted to applying alternative water sources such as grey water, tank water or recycled water. Grey water can be collected from the shower, bath and hand basin and used to water the garden. However, if you aren't going to use this water straight way, please ensure that it is kept out of reach of children. Grey water from the rinse cycle of the washing machine can also be diverted to the garden. Diversion kits are available and must be installed by a licensed plumber.



By installing a rainwater tank, you can contribute to the more effective use of our precious water resources.

Photo: Anna McGibbon.

Council has recently published *Saving Water — A guide to saving water around your home*. For a copy of the brochure, contact Council's Service Centre on 9524 3333. Further information is also available from www.melbournwater.com.au and www.lifeisagarden.com.au or from your local garden centre.

Rooms for hire at Council's Community Centre

Looking for a room for hire, but have not found the perfect one to meet your needs? Glen Eira City Council's Carnegie Library and Community Centre has rooms available for any type of function, from workshops and seminars to Annual General Meetings and family events.

Located in Shepparson Avenue, Carnegie, there are four rooms for hire — Boyd, Perceval, Ross and Koornang Rooms.

Council's Facilities Hire Officer James Bradlow said the meeting rooms will provide local clubs, groups and organisations with an opportunity to meet and conduct their activities in an environment which is safe and secure.

"The Boyd Room is suited for seminars, dinner meetings and lectures and seats up to 25 people per room or 85 maximum combined," Mr Bradlow said.

"You will have the choice of either rectangle or round tables and access to a PA system, microphone, CD player and kitchen facilities are available."

Mr Bradlow said the Perceval, Ross and Koornang Rooms are ideally suited for small meetings and presentations, interviews, personal consultations and the have the capacity to seat up to six or seven people respectively.

"There is a board room style table and a kitchenette just outside the room available for your use," Mr Bradlow said.

"Both stair and lift access is available and all rooms are air conditioned. All rooms are available for use seven days a week."

For further information or to arrange a booking to view one of the meeting rooms with Council's Facilities Hire Officer, contact Council's Service Centre on 9524 3333.



The meeting rooms will provide local clubs, groups and organisations with an opportunity to meet and conduct their activities in an environment which is safe and secure.

Photo: Bernie Bickerton.

Social Support Program encourages interaction, enjoyment and creativity

Making Greek biscuits or the perfect Italian espresso coffee are just some of the many activities offered to participants of Glen Eira City Council's Social Support Program.

Add to this art and craft, woodwork, music, exercises, outings to the park or beach and quizzes, and you can see for yourself why this ever popular Program is now in its 18th year.

The Social Support Program is just one of the many services offered as part of Council's Community Care program. Other services include Personal Care, Home Care, Respite Care, delivered meals and property maintenance.

Up to 30 people a day participate in the Social Support Program, which encourages frail older people, people with disabilities and carers to participate in social activities in a friendly and supportive environment.

It also provides the opportunity for these people to maximise their own independence and enhance their self-esteem, confidence and general

wellbeing.

Transport to and from the Carnegie Centre is available and morning tea and lunch are also provided.

Council's Social Support Co-ordinator Angela Mancini has watched the Program evolve and grow since its inception.

Angela told the *GE News* the flexibility of the Program allows staff to design activities around the needs and wants of the clients.

"We want to be able to provide our clients the opportunity to participate in activities that are challenging," Angela said.

"So we get to know the clients, find out what they like and work this into our core activities."

Angela said there are many benefits of participating in the Program.

"The Program not only makes our clients feel part of the community, but it gives them the opportunity to create new friendships and engage in new activities," Angela said.

Angela said the Program works closely



Exercise classes are just some of the many activities offered to participants of Council's Social Support Program.

Photo: Bernie Bickerton.

with a range of other agencies including, Yooralla, Caulfield Community Health Service and schools in the City of Glen Eira.

"This collaborative working approach has great benefit to the clients of the Program as well as the community in general," Angela said.

For further information about the Social Support Program, contact the Co-ordinator on 9578 7194. A referral to the Program is necessary in the first instance which will then be followed up with an assessment visit to determine eligibility for the program and the ability of the program to respond to individual needs.

The changing face of family day care

Glen Eira City Council currently has vacancies in the Family Day Care Scheme.

Family Day Care provides small group care for children from birth to 12 years in the safe home environment of a registered careprovider.

Council now has 40 Careproviders from all walks of life including kindergarten teachers, qualified childcare workers and secondary teachers, enhancing the quality and professionalism of programs offered for children.

Council's Family Day Care Co-Cordinator Jill Jolliffe said each prospective careprovider is interviewed for suitability, skill and experience in child care.

"There is perhaps no greater responsibility than caring for another person's child," Ms Jolliffe said.

"It is for this reason Council's Family Day Care Scheme spends so much time with each prospective careprovider during the recruitment and orientation process."

All Careproviders have undertaken:

- a police record check (as does every person in the household over 17 years);
- a Working with Children check;
- a first aid certificate; and
- a rigorous home safety check.

Additionally Careproviders are offered monthly professional development training.

Freedom and flexibility

Clare of Bentleigh East has been a registered Careprovider with Council since October 2006. Clare has more than five years experience working as a nurse and 12 months experience working in a large child care centre. Clare enjoyed her previous job roles, but recognising the need to balance work and family commitments, moved into Family Day Care.

Clare, who has a six-year-old daughter, wanted to be there for her during her early school years and working as a Family Day Careprovider has allowed Clare to work from home and earn an income.

"Being a Careprovider allows me to not

only have my own freedom, but work around my lifestyle," Clare said.

Clare works from Tuesday to Friday, 9am to 5pm and is currently looking after four children.

"During the day, we will do a wide range of activities, from painting, reading and dancing to going for a walk to the park," Clare said.

"My daughter loves having the children around and is involved in the activities with them when she comes home from school."

If you are interested in enrolling your child in the Family Day Care Scheme, contact Council's Service Centre on 9524 3333.



Clare helps Harrison with some painting, which is just one of the many activities they do as part of the Family Day Care Scheme. Photo: Bernie Bickerton.

We heard you turned 4

Before enrolling your child for primary school, parents must ensure their child has received the 4-year-old immunisation. These can be given as soon as the child has their fourth birthday.

Glen Eira City Council Immunisation Service is offering two immunisation sessions for 4-year-old children at:

Coatesville Uniting Church
1050 North Road
Bentleigh East
Wednesday 11 April
4.30pm-6.30pm

Carnegie Library and Community Centre
7 Shepparton Avenue
Carnegie
Friday 13 April
9am-11am

All 4-year-old children receiving their immunisation will receive a free show bag. Face painting, balloons and magic tricks will keep the kids entertained.



Bentleigh

Bentleigh East

Carnegie

Caulfield

Elsternwick

Gardenvale

Glen Huntly

McKinnon

Murrumbeena

Ormond

St Kilda East

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

City of
**GLEN
EIRA**

Glen Eira
City Council



The City of Glen Eira has around 6,000 registered businesses, employing more than 29,000 people.

To celebrate the contribution local small businesses make to the

Glen Eira community Glen Eira City Council will run a range of business events throughout May.

Small Business Month is a great opportunity for small businesses to network and gain support.

It will also provide business owners and operators with the opportunity to enhance their knowledge and business tools and share ideas, achievements and concerns.

This edition of the *Glen Eira News* details the many seminars, presentations and workshops businesses can attend.

Photos: Bernie Bickerton and In2uitionphotography.

BUSINESS AND RETAIL EXPO

The 2007 Business and Retail Expo is designed to provide the Glen Eira business community with easy access to business information, point of sale items, innovative and current trends for the general business and the retail sector.

To be held on Wednesday 9 May, the Expo is a great opportunity to gain information to give you a competitive advantage in business. It is also an opportunity to showcase your organisation, services and products if you are a business service or retail resource provider.

Exhibits will include government agencies, employer organisations, business support services, business support suppliers and retail service providers.

The Expo, which is sponsored by Leader Community Newspapers and 3AW, will be held from 6pm to 9pm in the Glen Eira Town Hall Auditorium, corner Glen

Eira and Hawthorn Roads, Caulfield. Entry is free and all are welcome.

The Expo will be extensively advertised in the *Glen Eira News*, Glen Eira City Council website, on 3AW and in the Leader Newspapers. There will also be a direct mail out to all Glen Eira businesses.

Further information will be available in the May edition of the *Glen Eira News*.



Exhibitors

If you are a Glen Eira business who can provide a service to businesses in the area and wish to attend the Expo, contact Council's Business Development Unit on 9524 3384. Price and bookings on application.



UNDER NEW MANAGEMENT

As part of the Under New Management Program, Glen Eira City Council, in partnership with the State Government, will hold the following as part of Small Business Month:

Going into business

To be held on Wednesday 2 May, the workshop will help potential business owners make more informed decisions before committing to a purchase.

This workshop is designed to help business owners:

- evaluate themselves;
- market their business;
- finance their business;
- plan for the future; and
- find extra support services.

The workshop will be held in the Caulfield Cup Room, Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield from 9am–12.30pm (8.45am registration).

Bookings essential by Friday 27 April and cost is \$30 (includes light refreshments).

Understanding financial statements seminar

To be held on Monday 14 May, topics to be covered include:

- financial concepts;
- understanding financial reports;
- financial statement analysis; and

- forecasting and budgeting.

The seminar will be held in the Caulfield Cup Room, Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield from 9.30am–11.30am (9.15am registration). Bookings essential by Thursday 10 May and cost is \$20 (includes light refreshments).

Marketing seminar

To be held on Monday 28 May, the seminar will cover topics such as:

- what is marketing?;
- how to develop a marketing strategy and how to incorporate it into your business plan and budget;
- what research tells us;
- SPAM Act 2003; and
- marketing strategies that work.

The seminar will be held in the Caulfield Cup Room, Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield from 6.30pm–8.30pm (6.15am registration). Bookings essential by Thursday 24 May and cost is \$20 (includes light refreshments).

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

The development of this program was funded by the Minister for Consumer Affairs from the Victorian Property Fund.



Elsternwick food and wine event

The Elsternwick Mainstreet Committee would like to invite you to an evening of practical culinary ideas.

To be held on Tuesday 24 April from 7pm–9pm, tickets are available from Dalgarno, 403 Glen Huntly Road; Zingy's, 336 Glen Huntly Road; Temptation Box, 349 Glen Huntly Road or from Elsternwick Mainstreet Committee Co-ordinator, Alison Doherty on 0403 889 559.

The evening will be held at The Elsternwick Club, 19 Sandham Street, Elsternwick. Cost is \$15, which includes tastings and samples from local restaurants, cafes, delis, bakeries and specialty food shops, and a glass of wine.



SMALL BUSINESS MONTH — CALENDAR OF EVENTS

Ice to Eskimos — selling skills for entrepreneurs

Attracting sales is critical to any business and founder and Managing Director of Barrett Pty Ltd, Sue Barrett, will reveal tips on how to build your sales plan, define your competitive edge, understand how your customers need to buy and what it takes to sell well in the 21st century

To be held on Thursday 3 May, Ms Barrett will also discuss overcoming fears about picking up the phone for sales calls and how to prospect for new customers.

Attracting sales is critical to the success of any business and research shows more than 90 per cent of sales people do not follow any logical process when selling. They are often left to their own devices and rely on intuition.

This event is for anyone charged with making sales or building business opportunities with new or existing customers in business-to-business sales or business-to-consumer sales.

The event will be held in the Caulfield Cup Room, Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield from 6.30pm–9.30pm. Bookings essential by Monday 30 April and cost is \$10 (includes light refreshments)

Commercial property owners and managing agents luncheon

Commercial property owners, retailers, developers, real estate agents and shopping centre managers are invited to attend a business lunch and presentation about the changing face of Glen Eira's commercial centres.

To be held on Friday 4 May, Nerida Conisbee from Jones Lang LaSalle and Victorian Small Business Commissioner Mark Brennan will be the guest speakers.

Nerida will provide insight into:

- the likely competitive pressures ahead;
- pending demographic changes over the next 10 years;
- strategic management practices that can be undertaken to secure opportunities; and
- changing consumer habits.

Nerida has 10 years property research experience and joined Jones Lang LaSalle in early 2004 as an Associated Director. She is now the Victorian Head of Consulting and has been included in the *Who's Who of Australian Women* in 2006 and 2007.

The role of the Victorian Small Business Commissioner is to ensure that all Victorian businesses have the capacity to compete in a fair marketplace.

Since May 2003, the Commissioner's office has had a high rate of successful resolution through accessible mediation, to resolve property disputes.

Commissioner Mark Brennan will give a presentation on how his office has helped Victorian property owners, tenants and businesses resolve conflict that could have otherwise crippled their business with unnecessary legal battles and undue stress.

The property owners and managing agents luncheon will be held at Glen Eira Town Hall from 12pm–2.30pm. Bookings essential by Tuesday 1 May and cost is \$20.

Footpath trading information session

Glen Eira City Council will be running a footpath trading information session on Monday 7 May.

The session is designed to offer footpath traders assistance in understanding the new guidelines and how to be compliant before the 1 January 2008 implementation date.

The *Guidelines*, which were reviewed to comply with best practice guidelines issued by the Human Rights and Equal Opportunity Commission, seek to keep a clear passage and enable access for people of all abilities.

The free seminar will be held in the Caulfield Cup Room, Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield at 6pm. Bookings essential by Thursday 3 May and a light supper will be provided.

ATO — tax basics and record keeping

The Australian Taxation Office (ATO) seminar will provide an overview of small business tax issues and obligations for start up businesses and existing small business operators.

To be held on Tuesday 8 May, topics to be covered during this free seminar include:

- income tax and deductions;
- business activity statements (BAS);
- goods and services tax (GST);
- record keeping;
- superannuation; and
- Pay As You Go (PAYG) instalments and withholding.

The seminar will be held in the Caulfield Cup Room, Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield from 9am–4pm (8.45am registration). Bookings essential by Friday 4 May and light refreshments will be served.

Effective marketing communication — better writing for business

Holmesglen Institute of TAFE Marketing, Public Relations and Advertising specialist Samantha Porteus will provide an overview and some practical skills of how to present written communications effectively and clearly so that it is understood and taken seriously by the reader.

To be held on Monday 14 May, topics to be covered include:

- writing for the media — how to format and write a winning media release;
- writing persuasive copy — make your advertising copy sell; and
- how to produce concise, professional communications each time you write.

The seminar will be held at Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield from 6pm–8pm. Bookings essential by Thursday 10 May and cost is \$15 (includes light supper).

Making better marketing decisions

Well known Melbourne strategic thinker, writer, ad man and public speaker Stephen Yolland will present a seminar on Tuesday 15 May. The seminar will be held in the Glen Eira Town Hall Auditorium, corner Glen Eira and Hawthorn Roads, Caulfield from 7pm–9pm. Bookings essential by Friday 11 May and cost is \$20. Further information will be available in the May edition of the *Glen Eira News*.

Glen Eira Women's Business Network — zero marketing

Low budget or no budget, there are many things you can do to improve the marketing of your business — without having to spend hundreds of thousands of dollars on advertising and promotion.

Kimberly Palmer from Brazen Productions will discuss

- how to leverage your best asset — you;
- how to improve the results of what you're already doing;
- how to get your customers working for you;
- how you can spend other people's money on marketing your business; and
- incentives and hooks — online and offline — that have been proven to work.

The Women's Business Network meeting will be held on Thursday May 17 at Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield

from 7pm–9pm. Bookings essential by Monday 14 May and cost is \$15.

E-Marketing update

The latest trends and tools in online marketing including websites, email marketing, search engine marketing and social networking will be presented by Craig Reardon of The E Team on Monday 21 May.

The seminar will be held at Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield from 6pm–8pm. Bookings essential by Thursday 17 May and cost is \$15 (includes light supper).

ATO — home based business and simplified tax system

The Australia Tax Office (ATO) presentation is designed to give you an awareness of the tax issues specific to running a home-based business and the simplified tax system.

To be held on Tuesday 29 May, the free presentation will cover topics such as:

- income tax;
- capital gains tax;
- record keeping;
- Pay As You Go (PAYG);
- simplified tax system; and
- goods and services tax (GST) and business activity statements (BAS).

The seminar will be held in the Caulfield Cup Room, Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield from 9am–12pm (8.45am registration). Bookings essential by Friday 25 May.

Fraud — what is it costing you and how you can protect yourself

Richard La Monica will give a presentation on how fraud can impact on businesses and how to protect your asset on Thursday 31 May.

Richard is a former law enforcement officer and State Special Agent from the United States and now works as an educator and consultant.

The presentation will be held in the Glen Eira Town Hall Auditorium, corner Glen Eira and Hawthorn Roads, Caulfield from 7pm–9pm. Bookings essential by Monday 28 May and cost is \$15 (includes light supper).

To register for any of the Small Business Month events, contact Council's Service Centre on 9524 3333.

COMMUNITY

Pedestrian Council of Australia is running a national campaign *Walk Safely to School Day* on Friday 4 May. Primary school aged children are encouraged to walk all or part of the way to and from school. For further information visit the *Walk Safely to School Day* website at www.walk.com.au

Glen Eira AFC would like to advise that the 2007 season has been postponed for two weeks and will now commence on Saturday 28 April. This will allow time to adequately prepare the grounds for a full season of football. Round one will be played after round 18 and round two on the Queen's Birthday long weekend. An amended fixture will be available from the website soon.
Contact: Matt 0413 419 352.

MEETINGS AND CLUBS

Bentleigh Life Activities Club offers opportunities for seniors to meet new friends and enjoy activities such as table tennis, card games and music. New members welcome.
Contact: Gotu 9557 2562.

Lupus Support Group will meet at Bentleigh Health Centre, corner Gardeners and Centre Road, Bentleigh on Friday 27 April from 1pm. There will be an information table at Monash Medical Centre, Clayton on Tuesday 8 May. Contact: 9575 5336.

Caulfield Combined Probus meets at Gladys Machin Hall on the first Wednesday of each month at 10am. A variety of activities are available. All welcome. Contact: Dawn 9889 1799.

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

Scottish Country Dancing is held at Ormond Uniting Church, corner North and Booran Roads, Ormond on Tuesday afternoons from 1.30pm. No partner needed. Contact: Heather 9503 9538.

Caulfield South Community House will hold Photoshop classes at 450 Kooyong Road, Caulfield South. Classes start Tuesday 24 April. Contact: 9596 8643.

Ormond Angling Club meets at 462 North Road, Ormond on the first and third Wednesday of the month from 8pm. Male, female and junior membership welcome.
Contact: Walter 0400 508 330.

Glen Eira Cheltenham Art Group holds classes in all mediums at Moorleigh Village, 92 Bignell Road, Bentleigh East from Tuesday to Saturday each week. New members welcome.
Contact: Jill 9579 0967.

EVENTS

Royal Children's Hospital Auxiliaries (Caulfield branch) will host an Annual Card Day and luncheon at 1 Wilks Street, North Caulfield on Monday 30 April from 11am. Cost: \$10 per head.
Contact: 9571 2666.

Lupus Support Group will celebrate World Lupus Day at Caulfield Town Hall on Sunday 6 May. Bookings are essential. Contact: 9575 5336.

OCCASIONAL CARE — A FLEXIBLE CHILD CARE SERVICE

Council's Occasional Care program is a flexible child care service that supports families by providing short term care for children aged between six months to five years of age.

Occasional care can be used by families for a variety of reasons including; socialisation of children; study commitments; medical appointments; respite care; or leisure pursuits.

Occasional care is offered at Caulfield Maternal and Child Health Centre, corner Glen Eira and Hawthorn Roads, Caulfield on Tuesday and Thursday from 9.30am to 12.30pm.

Booking are essential and will be taken one week in advance. Contact Council's Service Centre on 9524 3333 after 2pm on Tuesdays and Thursdays to make a booking for the following week.

Council's four Children's Centres in Carnegie, Elsternwick, Caulfield and Murrumbeena also offer occasional child care when there are vacancies. For more information and the children's centre phone numbers please contact Council's Service Centre on 9524 3333.

GLEN EIRA CITY COUNCIL



Music Lovers Society is hosting a concert at Ewing Memorial Uniting Church, corner of Coppin Street and Burke Road, Malvern East on Saturday 14 April from 8pm. Contact: 9571 0850.

Arthritis Victoria is holding a seminar for people with inflammatory arthritis at 263 Kooyong Road, Elsternwick on Monday 16 April. Speakers include a rheumatologist, physiotherapist and psychologist. Contact: Sandra 8531 8008.

Bruthen St Kindergarten is holding an Open Day on Friday 4 May from 1.30pm. Located just off South Road. Glen Eira residents eligible. Come meet the staff, parents and children.
Contact: 9555 5384.

Craft Market and Car Boot Sale will be held at Carnegie Primary School, Truganini Road, Carnegie on Saturday 28 April from 9am.
Contact: Amanda 9571 2578.

CHOOSING CHILDCARE?

Council currently has a number of long day care vacancies at its four children's centres (Carnegie, Caulfield, Elsternwick and Murrumbeena) and also within the family day care scheme (in the careproviders own home).

Vacancies are primarily for children aged 3 to 5 years, with smaller numbers of vacancies for those aged 6 months to 2 years.

All of Council's children's services are accredited and offer either full-time or part-time care. Services are staffed by trained and qualified personnel who provide a range of fun and educational programs based around the needs of individual children.

To apply for a child care position at either the children's centres or family day care scheme, please contact Council's Service Centre on 9524 3333 or visit our website at www.gleneira.vic.gov.au

Permanent and occasional care places are available at the children's centres.



GLEN EIRA CITY COUNCIL

The Adelphi Players Theatre will stage the comedy thriller *Not in the Book* at the National Trust Property Labassa 2 Manor Grove, North Caulfield on Tuesday 19 April until Saturday 21 April. Bookings essential: 9690 1593.

Gravity Youth Disco will be held at Coatesville Uniting Church Community Centre, corner of Mackie and North Roads, Bentleigh East on Friday 27 April from 7pm. Fully supervised.
Contact: Josh 0415 472 654.

Claremont Terrace will host a number of events at 231 McKinnon Road, McKinnon throughout April that are open to the community. The Easter Bonnet Parade will be held on Wednesday 4 April from 10.30am. *Positive ageing Forum Series 4* information session will be held on Thursday 19 April from 2pm. Contact: 9576 8111.

FOUR-YEAR-OLD KINDERGARTEN 2009 ENROLMENT REMINDER

Council operates a central enrolment system for the 14 community based kindergartens within the municipality. Parents wanting their child to attend four-year-old kindergarten in 2009 are reminded that enrolments open on 1 May 2007. Children whose birth dates fall between 1 May 2004 and 30 April 2005 are eligible to attend kindergarten in 2009. Please ensure you submit your application early as applications are taken in date of receipt order from 1 May.

If your child is born in February, March or April you may wish to defer their entry into kindergarten, as funding for a repeat of kindergarten is only made in exceptional circumstances.

Enrolment forms are available from your local kindergarten, online at www.gleneira.vic.gov.au or by contacting Council's Service Centre on 9524 3333. An application fee of \$11 applies.

Applications are still open for four-year-old kindergarten enrolments for 2008.

Three-year-old kindergarten enrolments are taken directly by the kindergartens.



GLEN EIRA CITY COUNCIL

IMMUNISATIONSESSIONS

APRIL

McKinnon Public Hall
118 McKinnon Road, McKinnon
Monday 2 April 10am–11am

Glen Eira Town Hall Auditorium (entry via Glen Eira Road)
Corner Glen Eira and Hawthorn Roads, Caulfield
Tuesday 3 April 6pm–7pm
Tuesday 10 April 9.30am–10.15am

Carnegie Library
7 Shepparson Avenue, Carnegie
Wednesday 11 April 1.30pm–2.30pm

Packer Park
Leila Road, Carnegie
Monday 16 April 10am–11am

Bentleigh East
Bentleigh Bayside Community Health Centre
Gardeners Road, Bentleigh East
Wednesday 18 April 6pm–7pm
Saturday 28 April 9.30am–10.30am

Glen Huntly Maternal and Child Health Centre
Corner Royal and Rosedale Avenues, Glen Huntly
There will be no sessions for the month of April.

STEEL FRAME WINDOWS (KM)

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Acorn Winder Replacements

0418 312 615

Telephone: 9882 5966

56 Auburn Grove, East Hawthorn

Glen Huntly Friendship Group

99 Grange Road, Glen Huntly
**Enquiries and bookings
Margaret 9596 6124**

Monday 16 and Tuesday 17 April
Bus trip to Beechworth. Please note change of date.

Beechworth's main streets which once rang with the clamour of the gold rush, are now a shopper's paradise with speciality shops, galleries, antiques, pottery, bakeries.

Thirty of its outstanding buildings have been classified by the National Trust.

A tour guide will join us on Tuesday.

We stay overnight at Carriage Motor Inn

Full cost \$135 twin share \$180 single.

Morning tea provided, bring or buy lunch.

Depart 8.30am Glen Huntly and 8.50am from 185 Poath Road Hughesdale.

Readers are winners

Nadia Truong and Taine Manojlovic were the major prize winners in Secret Agent Eira's Reading Mission.

Glen Eira City Council's Library Co-ordinator Programs and Promotions Joanne Casey presented Nadia with a digital camera and Taine with a V.Smile Learning System in February.



Taine Manojlovic and Nadia Truong were the major prize winners in Secret Agent Eira's Reading Mission.

Photo: Sally Brown.

Eira's reading program is held every summer holidays to encourage children to maintain their reading skills during the long break from school.

More than 1,600 children became reading agents — a 50 per cent increase on last year's participation in the reading program.

Australian cartoonist remembered

Acclaimed author Ross McMullin will conduct a presentation on Australia's greatest cartoonist, satirist and first official war artist, Will Dyson.

Dyson's whole-page cartoons were political, radical and displayed compassion for the life of ordinary people. He volunteered to endure the frontline horrors of the Western Front, as Australia's first official war artist. Through his drawings, Dyson produced

a unique record of the Western Front experience.

This free event will be held on Thursday 19 April in Glen Eira Town Hall Theatre, Corner Glen Eira and Hawthorn Roads, Caulfield, from 11am to 12pm.

Bookings are essential and can be made at all Glen Eira City Council library branches, online at www.gleneira.vic.gov.au or by calling 9524 3623.

Saturday shakers — Dinosaur Variety Show

Sammy Stegosaurus would like to invite you along to a new show filled with songs, stories, dances and interactive dinosaur fun.

The Dinosaur Variety Show will be held at the Carnegie Library and

Community Centre, Boyd Room, Level 1, on Saturday 14 April.

Commencing at 2pm, the 45 minute show is suitable for children aged three to ten. This is a free event and bookings are not required.

Colouring competition

For a chance to win a Discover Dinosaur Pack, why not enter the Sammy the Stegosaurus colouring competition.

Entry forms are available from any library branch and online at www.gleneira.vic.gov.au The competition closes on 22 April.



Easter opening hours

Council's libraries will be closed on Friday 6 April, Sunday 8 April and Monday 9 April.

On Saturday 7 April, Bentleigh and Carnegie libraries will be open

from 10am–4pm.

Elsternwick library will be open from 10am–1pm and Caulfield library from 1pm–4pm.

Youth Week

National Youth Week is an opportunity for young people to share ideas, organise and run events, showcase their talents and have their voices heard.

From 14–22 April, young people all over Australia will be involved in organising, running and attending Youth Week events, including Glen Eira City Council's Youth Consultative Group (YCG), which has been organising the Bentleigh East Skate Jam for the young people of Glen Eira.

To find opportunities to showcase your talent, or enter the Youth Week competitions, go to www.youthweek.com

For further information about how you can get involved in the YCG, or for more event information, contact Glen Eira Youth Services on 9579 7963 or email youthservices@gleneira.vic.gov.au

Bentleigh East Skate Jam

The annual Bentleigh East Skate Jam will this year coincide with National Youth Week 2007.

To be held on Friday 13 April at the Bailey Reserve Skate Park, East Boundary Road, Bentleigh East, the event is co-facilitated with the YMCA, which has years of experience organising skate competitions.

A draw card event for local skaters in the past, there will be three competition categories:

- 12 years and under;
- 16 years and under; and
- open.

Participation forms can be obtained

from the Youth Information Centre prior to the event or skaters can register on the day from 10am.

Competition commences at 10.30am and there will be a free barbeque and a demonstration by the Riverslide Skate Park team.

For further information, contact the Youth Information Centre on 9579 7963.

In the past, Bentleigh East Skate Jam has been a draw card event for skaters.

Photo: Bernie Bickerton.



Ο Οδηγός Χαμένων Εμπορικών Ευκαιριών θα εγκαινιαστεί αυτό το μήνα

Ένας οδηγός που θα βοηθήσει μικροεπιχειρήσεις να επωφεληθούν όσο γίνεται περισσότερο από τις ευκαιρίες πρόσβασης στα καταστήματά τους θα εγκαινιαστεί στη Δημαρχία Δήμου Glen Eira αυτό το μήνα.

Ο Οδηγός Χαμένων Εμπορικών Ευκαιριών (Missed Business Guide) θα σταλεί σε 6000 μικροεπιχειρήσεις σε μια προσπάθεια να τις βοηθήσει να βελτιώσουν την πρόσβαση σε αγαθά και υπηρεσίες που προσφέρουν σε ένα μεγάλο μέρος της κοινότητας που διαφορετικά μπορεί να χάνουν – δηλαδή άτομα με αναπηρίες.

Ο οδηγός αναπτύχθηκε με τη συνεργασία της Συμβουλευτικής Επιτροπής Κοινοτικών Υπηρεσιών Αναπηρίας της Δημαρχίας και μελών της κοινότητας που έχουν κάποια αναπηρία.

Στο Glen Eira κατοικούν περίπου 18.450 άνθρωποι με κάποια αναπηρία που ισοδυναμεί με πάνω από 15 τοις εκατό του πληθυσμού του δήμου. Επιπλέον, 20 τοις εκατό των κατοίκων Glen Eira είναι ηλικίας άνω των 60 χρονών και πολλοί έχουν δυσκολίες στη μετακίνηση, όραση ή ακοή.

Η καλή πρόσβαση στο κατάστημα σημαίνει και καλό εμπόριο και οι πελάτες είναι πιθανότερο να επιστρέψουν αν γίνουν προσπάθειες για να διασφαλιστεί ότι τα πεζοδρόμια είναι ελεύθερα και οι είσοδοι είναι ευκολοδιάβατες.

Υπάρχουν πολλά απλά μέτρα που μπορούν να παρθούν για να βελτιωθεί η πρόσβαση των ατόμων με αναπηρίες. Αυτό όχι μόνο βοηθά τα άτομα με αναπηρία, αλλά επίσης ηλικιωμένους, εργαζόμενους διανομών, γονείς ή κηδεμόνες με καροτσάκια μωρών και βασικά, όλους τους πελάτες.

Ο Οδηγός έχει δέκα κεφάλαια, που καλύπτουν θέματα όπως πολεοδομικές απαιτήσεις για αλλαγές στα καταστήματα, πρόσβαση για Σκύλους Οδηγούς και εναλλακτικούς τρόπους για παροχή υπηρεσιών σε άτομα με αναπηρίες. Υπάρχει επίσης ένα κεφάλαιο για τις νέες οδηγίες της Δημαρχίας για την εμπορική δραστηριότητα στα πεζοδρόμια.

Για περισσότερες πληροφορίες για τον οδηγό *Missed Business Guide*, επικοινωνήστε με το Κέντρο Εξυπηρέτησης Πελατών της Δημαρχίας στο 9524 3333.

La “Missed Business Guide”, guida per piccole aziende, sarà messa in circolazione durante il mese in corso

Il Comune di Glen Eira metterà in circolazione durante il mese in corso una guida che agevola le piccole aziende ad ottimizzare le opportunità di accesso da parte della clientela.

La *Missed Business Guide* verrà inoltrata a 6.000 proprietari di piccole attività commerciali allo scopo di aiutarli a migliorare l'accesso ai propri prodotti e servizi da parte di una vasta porzione della comunità, costituita dai disabili, che potrebbe non essere in grado di usufruirne.

La guida è stata elaborata in consultazione con il comitato di riferimento del Comune per i servizi ai disabili “Community Services Disability Reference Committee” e con membri della comunità portatori di disabilità.

Glen Eira conta all'incirca 18.450 residenti disabili, cioè più del 15 per cento dell'intera municipalità. Inoltre, il 20 per cento dei residenti di Glen Eira ha più di 60 anni e molti di loro incontrano difficoltà di carattere motorio, visivo o uditivo.

Un accesso agevole all'esercizio commerciale ne ottimizza l'attività ed incrementa la probabilità che il cliente ritorni laddove si è provveduto a mantenere libero il marciapiede di accesso e a rendere l'ingresso facilmente accessibile.

È possibile intraprendere alcuni semplici provvedimenti per migliorare l'accessibilità ai disabili, offrendo un servizio non soltanto ai disabili stessi, ma anche agli anziani, a coloro che provvedono ai servizi a domicilio, ai genitori o agli assistenti che spingono carrozzine, e fondamentalmente a ciascun cliente.

La *Guida* è suddivisa in 10 capitoli, che coprono argomenti quali esigenze di pianificazione per apportare cambiamenti ai locali, accesso per cani guida e suggerimenti alternativi per agevolare i servizi ai disabili. C'è anche un capitolo che tratta delle nuove normative comunali per il commercio sul marciapiede.

Per ulteriori informazioni sulla guida *Missed Business Guide*, si prega di rivolgersi al Centro per il Servizio Clienti del Comune al numero telefonico 9524 3333.

Специальное руководство для малого бизнеса – Missed Business Guide – выходит в этом месяце

В этом месяце муниципалитет Glen Eira выпускает специальное руководство в помощь малому бизнесу.

Это руководство – *Missed Business Guide* – будет разослано 6 000 владельцам малого бизнеса. Цель руководства состоит в том, чтобы помочь малому бизнесу улучшить доступ к их товарам и услугам для инвалидов – значительной группы населения, потенциал которой они до сих пор возможно не использовали.

Руководство было разработано с участием муниципального Комитета по делам инвалидов и отдельных лиц, имеющих инвалидность.

В муниципалитете Glen Eira живет 18 450 инвалидов, что составляет более 15% населения. Кроме того, 20% населения муниципалитета принадлежат к возрастной группе старше 60 лет, и многие из них страдают нарушениями зрения, слуха и опорно-двигательного аппарата.

Улучшение доступа выгодно для малого бизнеса, поскольку клиенты скорее вернутся туда, где есть удобный подход и въезд.

Есть много простых способов, как улучшить доступ для инвалидов. Эти изменения будут также удобны для доставки товаров и материалов для бизнеса, для пожилых людей, родителей с детскими колясками и других клиентов.

В *Руководстве* имеется 10 глав, в которых освещаются такие темы, как получение разрешения на модификацию помещения, доступ для собак-поводырей и альтернативные способы обслуживания инвалидов. Отдельная глава посвящена новым инструкциям муниципалитета по поводу использования тротуаров для розничной торговли.

Более подробную информацию о руководстве *Missed Business Guide* можно получить в муниципалитете по тел. 9524 3333.

《避免錯失商機指南》將于本月推出一份幫助小企業充分利用商機的指南將于本月由Glen Eira市政府推出。

《避免錯失商機指南》將寄給6000名小企業主，以幫助他們改進出入的便利程度，使得他們可能錯過的顧客或客戶 – 殘障者 – 也能獲得他們的商品和服務。

這份指南是在與市政府的社區服務殘障參考小組和社區殘障成員協商的基礎上編制的。

Glen Eira市居住著約18,450名殘障者，佔整個市政區人口的15% 之多。此外，另有20% 的Glen Eira居民年逾60，其中很多人行動不便、有視力或聽力困難。

企業出入方便也帶來商機，如果企業主確保出入方便、通道暢通，顧客就更可能再來光顧。

有許多簡便的做法可以改進殘障者的出入。這不僅幫助殘障者，而且有助於高齡人士、送貨員、推嬰兒車的父母和照料者，也就是說這可對每一位顧客帶來方便。

《指南》共有十章，包括店堂/場地改裝的規劃要求、導盲犬的出入、向殘障者提供服務的不同方式等等。其中還有一章專門講市政府新的人行道營業準則。

如需《避免錯失商機指南》的詳情，請與市政府顧客服務中心聯繫，電話 9524 3333。

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Are you looking to reach the Glen Eira community? Glen Eira City Council offers paid advertising space in its monthly newspaper — the *Glen Eira News*.
The newspaper reaches more than 124,000 residents each month through 56,000 households and businesses. It is a highly regarded publication, especially by the local community, for its attractive presentation and informative features on Council services and events.
The *Glen Eira News* offers a variety of advertising opportunities — colour and mono — with our standard advertisement size being 1 column (62.5mm) wide by 11cm deep.
For further information, a schedule of rates and bookings contact 9524 3447.

City of
GLEN
EIRA

GLEN EIRA CITY COUNCIL

COMMUNITYCONSULTATION

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.

Upcoming and current consultation opportunities

Subject	Type	Date	Where
Council Plan and Strategic Resource Plan	Comments and submissions	Closes 17 May 2007	Glen Eira City Council PO BOX 42 Caulfield South 3162
Council Annual Budget	Comments and submissions	Closes 7 June 2007	Glen Eira City Council PO BOX 42 Caulfield South 3162

Recent consultation opportunities

Subject	Type	Date
Footpath Trading Guidelines	Information session	14 March
Caulfield Park Multi-Purpose Pavilion	Public Meeting	26 March
Environment	Forum	29 March

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

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WINDOWS

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MD WINDOWS

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future reference

Crime prevention in parks a priority

Have you ever been to a park or reserve and wondered about the location of park infrastructure? Why is a public toilet in a certain location of a park? Or why is a pathway designed in a certain way?

Concerns about crime and personal safety have become increasingly important to all Australians over the years and is an important issue Glen Eira City Council takes very seriously.

Since 2000 Glen Eira Recreation Services has been working with the Victoria Police using the *Crime Prevention through Environmental Design (CPTED)* program to help reduce crime in Glen Eira's parks.

Senior Constable Peter Stefaniw from Caulfield Police Station is the Crime Prevention Officer (CPO) for the City of Glen Eira and has worked with Council on many projects since 2000, including the *Melbourne 2006 Commonwealth Games Queens Baton Relay*.

Senior Constable Stefaniw said his role as Glen Eira's CPO involves advising and educating Council officers about public safety issues and how to reduce or eliminate risks in parks.

"Glen Eira officers have been enthusiastic about using the *CPTED* program to assist in reducing crime in Glen Eira," Senior Constable Stefaniw said.

Senior Constable Stefaniw said there are many factors that need to be considered during the development or redesign of a park.

"These include the location of public toilets and developing better public lighting along pathways," Senior Constable Stefaniw said.

For further information about the *CPTED* program, contact Senior Constable Peter Stefaniw at Caulfield Police Station on 9524 9500.



Senior Constable Peter Stefaniw has worked with Council on many projects since 2000.

Photo: Sally Brown.

DC Bricker Pavilion refurbished and ready for use

The refurbished DC Bricker Pavilion at Princes Park, Caulfield South, is now complete and ready for use. The works, which began in April 2006, are part of Glen Eira City Council's rolling program of pavilion and park upgrades across the city.

The Pavilion has sweeping views of Princes Park and is located close to an adventure playground and picnic facilities. Other key features of the redevelopment include:

- access for all abilities;
- new access all abilities public toilets for spectators and park users;
- new sports facilities including change rooms, time keepers' area, unisex showers and toilets and store areas;
- improved energy efficiency of the building, including AAA rated fixtures and fittings to save water; and

- a new social room and adjoining kitchen and meeting room, which can be hired by the public for private functions.

Kevin and Christina recently held their wedding reception for 80 guests in the social room.

A friend of the couple organised the venue on their behalf and told the *GE News* everyone was very impressed with the facility.

"It is a good venue for all functions and we were surprised at how spacious it was," the friend said.

"With close access to the playground it is a great venue for all occasions and age groups."

For further information about hiring facilities at DC Bricker Pavilion or to make a booking, contact the Facilities Booking Officer on 9524 3333 or email recservices@gleneira.vic.gov.au



Kevin and Christina recently held their wedding reception for 80 guests in the new social room.

Photo: Sean Siew.

New sportsground lighting technology a real money saver

Glen Eira City Council Recreation Services will soon be installing the latest technology in sportsground lighting in three of Glen Eira's parks.

The innovative technology which involves a lowering device on the sportsground lighting poles, allows maintenance to be performed on the lights without the need for expensive and potentially ground damaging cherry pickers or bucket trucks.

The internationally designed lowering device allows sportsground lights to be unlatched from their position on top of the pole and lowered by cable to ground level.

One operator can then perform the maintenance to the lights, including replacing lamps, repositioning the light

direction and cleaning the glass face.

Other benefits of this technology include improved occupational health and safety procedures for operators, reduced maintenance costs, less disruption to park users, reduced damage to park grounds and less system down time.

Council's Manager Recreation and Youth Services Linda Smith said the new technology will eliminate the need for cherry pickers and reduce the risk of operators working at extreme heights.

"It will also reduce maintenance costs and overall will be an effective system," Ms Smith said.

VENUES FOR HIRE



Are you planning a family function, birthday, wedding, conference, exhibition, anniversary or special event?

Then why not consider hiring one of Council's facilities as the venue. Facilities range in size, are clean and comfortable and are located throughout the City.

For a free brochure or further information please contact Council Service Centre on 9524 3333 or log on to Council's website www.gleneira.vic.gov.au

GLEN EIRA CITY COUNCIL



ENJOY GLEN EIRA'S PARKS — OPEN SPACE BOOKINGS

Glen Eira's open space areas have been in demand this summer by families, community groups and organisations wanting to host their celebrations within Glen Eira's parks and reserves.

Make the most of the warm weather and take advantage of the public facilities within Council's parks and reserves, including open space areas, rotundas and shelters.



If you are planning a large function, please contact Council about making a booking within a park. A booking administration fee applies for each reservation, however the peace of mind in knowing your guests can arrive and meet in a prearranged place makes it a worthwhile investment.

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



GLEN EIRA CITY COUNCIL



Exhibition celebrates Glen Eira artists

Naomi Pitts, Georgia Szmerling, Luke Doyle and Marian Crawford are just four of the many artists who will be exhibiting at *Public Space/Private Life* until 29 April.

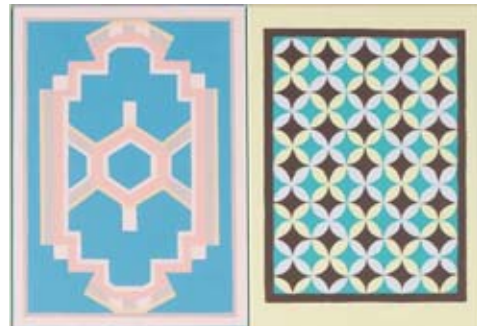
Public Space/Private Life is an exhibition of vibrant and diverse work from artists who live, work or study in the City of Glen Eira.

The exhibition will also feature the work of Marc Alperstein and AmÉlie Scalercio, Ruth Carrol, Storm Gold, Jennifer Gray, Stephanie Hicks, Karyn Lindner and Yael Rayman.

It will showcase a wide range of approaches and media, from unpredictable collaborative performances presented on video, to contemporary, large-scale watercolour drawing from longstanding traditions of portraiture. Photographs capturing the moodier side of our suburbs at night will contrast with abstract paintings reminiscent of shimmering fields of spring flowers.

While the scope of the exhibition is broad, strands linking each artist's work will give viewers a path to follow through this series of works.

Naomi Pitts creates paintings on canvas as well paintings directly onto the gallery wall. From outlining suburban Melbourne foliage to tracing architecture from India, her paintings present a flat mechanical surface, corrupting the romantic notion of oil painting. Using her unique visual language, the suburban Australian backyard becomes infused with exaggerated hyper-real or colours.



Naomi Pitts — A painting from the *Taj Mahal* series, 2006, Acrylic on canvas.

Autumn is no longer brown and summer is a light charged yellow or a heavily hazed pink.

Georgia Szmerling's painting and works on paper are alive with surfaces recalling shimmering fields of flowers. Metallic paints and detailed dot patterns combine with abstract flower patterning to create paintings full of movement, colour and sensuality.



Georgia Szmerling — *Flowers with gold*, 2006, Acrylic on canvas.

There is a void at the centre of Luke Doyle's series of 1,000 unfinished drawings. The artist has denied himself any subject matter and so the laying down of marks in charcoal and pencil on small

pieces of paper becomes its own subject. Luke's relentless drawing process raises questions about the possibility of the pursuit of meaninglessness in works of art.

Marian Crawford will present works that are a part of an ongoing project that explores representations of loss via the metaphor of environmental degradation, with particular reference to the life of oceans and coral reefs. Using watercolour and cut paper, Marian evokes the fading beauty and melancholy found in a botanical sample of a now extinct species.



Marian Crawford, *Red Seaweeds*, 2005, Gouache on cut paper.

Private Space/Public Life will be on show at the Glen Eira City Council Gallery Monday–Friday from 10am–5pm, and Saturday, Sunday and public holidays (except Good Friday) from 1pm–5pm. Entry is free.

2007 Winter Music Series warms up

The 2007 Glen Eira City Council Winter Music Series returns in June, jam packed with an exciting and diverse range of performers and musical styles.

Songwriter, pop and folk singer Lisa Miller kicks off the series on Sunday 3 June, followed by the *Raga Dolls Quartet* on Sunday 17 June. The *Quartet* comprises of violin, piano accordion, guitar and bass and is led by violinist and composer David Osborne. David's original and eclectic rearrangements include waltzes and tangos of Baynes, Shostakovich, Massenet, Schubert and Johann Strauss II.

The amazing *Cappa String Quartet* will play on Sunday 1 July. Enjoy an afternoon of Beethoven String Quartet Op18 No.1, Shostakovich String Quartet No.5 and the Carl Vine String Quartet.

On Sunday 15 July be enthralled by Melbourne's magical purveyors of the art of Acappella with *Coco's Lunch*. Weaving brilliant harmonies with driving rhythms, this is no ordinary lunch and has been described by commentator Philip Adams as "inordinately, preposterously, almost slanderously talented."

Back by popular demand for two performances on Sunday 29 July are *Klezmania* with their vibrant Yiddish music. Australia's leading klezma band perform in the grand old tradition of Eastern European Jewish folksongs.

Klezmania's broad repertoire moves from the diverse cultures of the Old World of Romania, the Balkans, Turkey and the Ukraine to the USA and Australia with their own spirited original music.

On Sunday 12 August, *Croque Monsieur* will cover gypsy, klezma, burlesque, swing and tango tunes. This six piece band, which features the clarinet, trombone, violin, bango, double bass and piano accordion, have performed at a variety of festivals including the *Brunswick Music Festival*, the *Port Fairy Folk Festival* and Council's *Party in the Park*.



The *Raga Dolls Quartet* comprises of violin, piano accordion, guitar and bass and is led by violinist and composer David Osborne.

All performances will be held in the Theatrette, Glen Eira Town Hall, corner Glen Eira and Hawthorn Roads, Caulfield, from 2.30–4.30. Doors open at 2pm.

Please note: Klezmania performances will be 11am–1pm and 2pm–4pm.

Tickets are \$20 and \$18 concession.

Brochures will be available from early April. For further information, contact Council's Service Centre on 9524 3333 or visit Council's website www.gleneira.vic.gov.au

2007 My Brother Jack Literary Festival

Glen Eira City Council proudly presents an exciting opportunity to participate in the 2007 My Brother Jack Literary Festival and Literary Awards.

To be held from June to October, the *Festival* has developed into a major literary event, with a program of writing workshops, author reading sessions, and a local short story and poetry competition. Winners of this competition will be announced at a special awards presentation evening in October.

This year's *Festival* will be aimed at the reader as much as the writer. Under development are a series of talks and readings by both well known and local writers.

A number of workshops are also being planned to assist the development of your skills as a creative writer.

A full program will be available in the May edition of the *Glen Eira News*.

For further information, contact the Festival Co-ordinator on 9524 3287.