

LEUKAEMIA FOUNDATION – SHAVE FOR A CURE

Another fantastic turnout for the annual councillors and staff "Shave for a Cure" barbecue in April resulted in \$1,210.50 being collected for the Leukaemia Foundation. What a fantastic result!

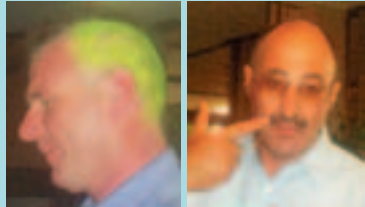
Around 70 people turned up for the lunchtime event at which the brave 'shavees' and 'colourees' had their appearances changed by Torquay hairdressers Dee Gees Cutting Corporation.

Volunteers this year were Crs Julie Hansen (spikes and colour) and John Foss (shave); corporate governance director Mick Jaensch (colour); community safety manager Peter Donovan (colour); team leader Brendan Hall (shave, mohawk & colour); planning officer Jorgen Peeters (shave) and fire

prevention officer Graham Butcher (shave head & moustache).

Funds were raised through the barbecue, a raffle and individual sponsorships, with local businesses donating goods and services. Many thanks to Dee Gees Cutting Corporation, Not Just Fruit, Torquay Meats, Bell Street Wine Cellars, The Imperial Rhino, The Healing Rock, Sponge.home.body.soul, Deep Cleanse, Surf Coast Nursery and Jan Juc Pharmacy.

Also to organiser Jane Mitchell and all staff members who helped by selling tickets, cooking, cleaning up and generally contributing to the fundraisers. Already looking forward to next year!



Brendan Hall (l) appeared a little uncertain about his fresh shave and mohawk hairstyle, while Graham Butcher was lamenting the remains of his recently bushy black moustache.



Cr Julie Hansen about to undergo a colorful transformation in a good cause.



Photo: L-R: Harry Emmett (Torquay), Kevin Morris (Moriac), Betty Morris (Moriac), Isabelle Walker (for Marge Hole, Winchelsea), Jessie Gardner (Winchelsea), Margaret Shepard (Winchelsea), Joan Schroeter (Winchelsea), Audrey Mittell (Anglesea), Dot Soar (Torquay), Edna Rodney (Torquay), Bev Norton (Anglesea), Cr. Lindsay Schroeter (Surf Coast Shire). Absent: Trisha Styles (Torquay) – had to leave before camera could be found!!!

SURF COAST SENIORS AT GOVERNMENT RECEPTION

Seniors from the Surf Coast Shire were recent guests a reception at Government House in recognition of the Premier's Award for Victorian Senior of the Year and the COTA Senior Achiever Awards. These awards recognise the contribution of older people to the community.

Surf Coast participants were nominated from local senior citizens centres in Torquay, Winchelsea, Anglesea and Moriac. Most enjoyed a

leisurely drive in the council's community bus, with Winchelsea Ward Councillor Lindsay Schroeter at the wheel. Two from Torquay went by car.

The event was hosted by Governor and Mrs. Landy and held in the magnificent Ballroom of Government House.

All enjoyed light refreshments in the courtyard off the Ballroom before taking a small 'drive-by' tour of Federation Square, Collins Street and Docklands Stadium then home.

SATISFACTION LEVELS REMAIN HIGH

Council thanks those community members who responded to its 2002 community satisfaction survey.

The survey results, show that 82% of those surveyed were satisfied with council services. This was 0.75 percent lower than the result last year.

The result is a positive one in the light of the disruption to following the reintegration of the council business unit, SurfLink, into the main organisation late in 2001, and the public scrutiny that has followed.

It places the Surf Coast about midway when compared to other Victorian councils.

The council conducted the survey itself in August 2002, with the general satisfaction survey going to 1,500 randomly selected ratepayers to gauge satisfaction levels across over 40

mainstream services.

This covered services like customer service, roads and drains; parks, garden and reserves; rubbish, waste management and landfill sites; local laws and animal control; conservation and fire prevention; sport, leisure and tourism; and children and family services.

In addition, a random selection of 100 people who had used the council's planning services was surveyed about that service. Similarly, 60 home and community care service users were surveyed.

There was generally an even spread of returns, with 60 percent of returns from permanent residents and 40 percent from non permanent.

The survey results are being used to measure, benchmark and improve the council's service delivery.

MAYORAL STATEMENT Looking Forward 2003/04

I thank my Council colleagues for having the confidence to elect me to a third term as Mayor of the Surf Coast Shire. I will lead Council to again focus on important issues, maintain positive working relationships so that, in this last year of our current term as democratically elected representative of the people, we can work with our citizens to build a vibrant and resilient Surf Coast.

I welcome new Councillor for Moriac ward, Cr Simon Townsend, to the Council table as he joins us in fulfilling the representative role of local government.

We live in an area of great natural beauty; of richness in lifestyle; our freedoms and rights are many, and yet we often don't value those things that can't be counted in dollar terms. At this turbulent time in world history I am called to reflect on the role and function of democracy. There are countries near to us like East Timor, who are painstakingly rebuilding their democratic and civil society with the assistance of Victorian local governments, and those further afield, like Iraq, where at this very moment people are fighting for their lives and future. As we look to the future in Surf Coast it serves us well to reflect on our place in the global village and on the richness of lifestyle and opportunity afforded us in this democratic society.

We are, again, one of the fastest growing areas in the state. We must ensure that not only do we grow, but that, as a society we develop; that we build a fair and inclusive society; that we encourage community participation in the democratic processes; that we

encourage people to articulate what they value and the type of community they wish to live in. The current strengthening of our internal organisation structures and processes at Surf Coast Shire will allow us to refocus on these important relationships with our citizens.

One of our mechanisms for this is the Community Plan, which will form a vital link between local government -the sphere of government which has the ability to have a very positive influence on people's lives - and the people who live, work and play in this beautiful part of the world. This Plan will inform and guide Council's decision making in to the future.

Another mechanism to create the type of community our citizens value is through the Neighborhood Character Studies which will articulate the special qualities of our townships and entrench them in the Planning Scheme. It is widely recognised that economic futures are very tied to natural environment and special qualities of place. The Municipal Strategic Statement, a very important planning tool that describes the preferred elements of our built and natural environment is this year up for review; the MSS is a kind of road map for the future and we will be encouraging the broadest possible input into this document.

It is my view that a well informed, engaged community builds a fairer and more cohesive society and strengthens democracy. The coming year will see a greater focus on informing, engaging and working with our community.

Community wellbeing is very much a function of the interrelationship between economic, environmental and social considerations. Enhanced community wellbeing will also include a focus on better delivery of traditional local government services, within the constraints of our recently adopted Strategic Resource Allocation Plan.

We will be seeking new and enhanced partnerships with other spheres of government, to provide the level of services and infrastructure required by our citizens and 2.4 million visitors per annum: for example the Lorne Town Centre Upgrade, and continuing to advocate for citizen services such as the Grovedale Railway Station.

We will build on the regional partnerships recently established, particularly through the Geelong Region Strategic Alliance, which keep Surf Coast on the regional, state and commonwealth viewscape and provides opportunities..

I will lead this council to focus on building a strong and sustainable Surf Coast Shire according to the agreed community vision; where social, environmental and economic wellbeing go hand in hand; and where these are supported by a strong citizen focused organisation. I approach my new term as Mayor with optimism.

Cr Beth Davidson
Mayor
Surf Coast Shire Council
April 2003

Taking the "Next Step" in Business

If you've been thinking about how to plan and manage the growth of your small business, you may wish to learn about a new government-sponsored initiative to support this process. **NEXT STEP**® is a program designed to help micro or small business that have been operating in the Geelong, Surf Coast, and Golden Plains region for two years or more.

NEXT STEP gives the opportunity to join small groups of like-minded business people, and work through real marketing and business issues in a series of short practical workshops. Issues that can be covered in **NEXT STEP** include:

- business planning
- product and service development
- financial and business management

- marketing, advertising and promotions
- taxation
- staff recruitment, supervision and training
- information technology
- e-business

Please contact Digby Hughes for further information - ph 5222 4766 or email digby.hughes@iird.vic.gov.au

MAKING A MEAL OF LONG SERVICE

Volunteers make many things possible across our shire that just wouldn't happen otherwise. People quietly give their time and effort for others and the community is richer for their contribution. Since the mid-1970's volunteers across the shire have been delivering Meals on Wheels to people in their homes. The service presently involves hundreds of volunteers working in rosters covering all the main towns and delivering over 25,000 meals annually.

Recent morning teas have recognised these people, with long service presentations being made by local councillors. Thirteen people received certificates for 25 years of voluntary service, as well as six for 10 years and five with five years' service.

Receptiions were: **25 years service** - June Alston, Joan Caldwell, Marjorie Gregory, Suzanne Hogan, Norma Lambeth, Joyce Mawson, Thelma Mawson, Joan Steel, Kath Wilson, Edna



Torquay's Joan Sparkes couldn't attend when local Meals on Wheels volunteers were presented with long service certificates recently, so the council's chief executive officer Peter Bollen made a special presentation to her at the shire offices later.

Norton, Marie Bannister, Mary Stirling, Joan Sparkes. **10 Years Service** - Meryl Doery, Doris McClelland, Sharon Miller, Yvonne Hickenbotham, Beverley Clissold, Jennifer Clissold.

5 Years Service - Victoria Paterson, Caroline Purdie, Mark Purdie, June Stafford, June Henderson. A special certificate was also presented to Nell Taylor, who retired after over 22 years as a volunteer.