

# BOROUGH BITES



The recipients of Council's 2017–18 Community Grants with Councillors and members of the Executive Management Team.

## Community grants support the Borough's past, present and future

Council announced the recipients of its 2017-18 Community Development Grants program at a presentation evening held in the Queenscliff Town Hall on Thursday 3 August.

Grants were awarded to 11 local organisations to support community, art and cultural projects and activities that enhance the wellbeing and quality of life of people living in the Borough of Queenscliffe.

Cr Tony Francis, Borough of Queenscliffe Mayor, congratulated the grants recipients.

"Your contribution to the wellbeing of our community is invaluable and speaks volumes for your generosity of spirit," said Cr Francis. "This year's list of recipients is a true reflection of your commitment to the Borough's past, present and future."

In total, Council awarded \$18,357.30 of the \$20,000 of grant funding available this year.

The Grants Program aims to encourage and assist community organisations to take an active involvement in the life of their community for the benefit of the community and its members, empower communities to become stronger and more economically, environmentally and socially sustainable, enhance leadership and develop a sense of pride, ownership and identity within communities.

Further information on Council's Community Development Grants program, including the Grants Program Guidelines, is available on Council's website, [www.queenscliffe.vic.gov.au](http://www.queenscliffe.vic.gov.au).

The recipients of Council's 2017–18 Community Development Grants are listed below:

Organisation	Grant	Purpose
Monday Mixed Craft Group	\$1,000	Knitting for Queenscliff's needy
Queenscliff Lighthouse Theatre Group	\$1,800	Light mixer
Combined Probus Club of Queenscliffe Inc	\$813	Projector and screen
Queenscliff Music Festival	\$2,000	Park preliminary power upgrade works
Queenscliff Kindergarten	\$2,827.30	Kinder Explorer's Program equipment
Queenscliffe Historical Museum	\$1,610	Upgrade of basement shelving and seating
Queenscliff / Point Lonsdale RSL	\$2,000	ANZAC Day 2018 commemoration
Rip Chamber Incorporated	\$2,000	Local shopping bags
Point Lonsdale Board Riders Club Inc	\$1,807	Sound system for clubhouse
Point Lonsdale Primary School	\$500	Netball uniforms
Lighthouse Arts Collective	\$2,000	Sound and digital equipment

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### 2017 Council Meetings

Ordinary Meetings of Council will be held in the Queenscliff Town Hall at 7.00pm on the following days:

- Thursday 24 August
- Thursday 21 September
- Thursday 26 October
- Thursday 23 November
- Thursday 14 December

Members of the public are welcome to attend.

### Queenscliffe Visitor Information Centre

Stay up to date with the latest news and event information

 **Queenscliffe Visitor Information Centre**  
Open 9.00am to 5.00pm every day except Christmas Day  
55 Hesse Street, Queenscliff.  
T. 5258 4843 or 1300 884 843

 Like us on Facebook:  
[facebook.com/QueenscliffVisitorInformationCentre](https://facebook.com/QueenscliffVisitorInformationCentre)

 Follow us on Twitter  
[twitter.com/QueenscliffeVIC](https://twitter.com/QueenscliffeVIC)

### E-Snapshots

Subscribe to Council's email newsletter, E-SNAPSHOTS, to receive the latest information direct to your inbox. Simply click on the little blue 'Subscribe' button at the bottom of Council's website and provide your name and email address.



# Victorian Seniors Festival 2017

The 35th Victorian 2017 Seniors Festival kicks off on Sunday 8 October and runs until Sunday 15 October.

All sorts of events will be held across the state throughout October to celebrate our seniors and the valuable contribution of older people to our community.

The full events schedule can be found the Seniors Online Victoria website, [www.seniorsonline.vic.gov.au](http://www.seniorsonline.vic.gov.au)

Seniors Festival events hosted by the Borough of Queenscliffe will be confirmed closer to October. Keep an eye on our website, [www.queenscliffe.vic.gov.au](http://www.queenscliffe.vic.gov.au), or pop in to Council's offices, the Visitor Information Centre or the Queenscliff Library for further details.

For the first time, public transport will be free for Victorian Seniors Card holders for the full eight days of the Festival. This includes:

- Trains, trams and buses on Melbourne's public transport network.
- Regional town buses in Ararat, Bacchus Marsh, Bairnsdale, Ballarat, Beaufort, Bellarine, Peninsula, Benalla, Bendigo, Churchill, Cobram, Colac, Drouin, Echuca/Moama, Geelong, Gisborne, Hamilton, Horsham, Kilmore, Korumburra, Kyneton, Lakes Entrance, Maryborough, Mildura, Moe, Mornington Peninsula, Morwell, Portland, Rochester, Sale, Seymour, Shepparton/Mooroopna, Stawell, Swan Hill, Traralgon, Wallan, Wangaratta, Warragul, Warrnambool, Wodonga, Wonthaggi, Yarrawonga
- Unreserved V/Line services: Melton, Ballarat / Wendouree / Ararat, Bendigo / Eaglehawk / Echuca, Geelong / Marshall, Traralgon, Seymour
- Reserved V/Line services: Albury / Wodonga, Bairnsdale, Shepparton, Swan Hill, Warrnambool.

## Kids' art on display

Council held a Children's Summit in February 2017 to give the next generation of Borough residents the chance to have their say in the preparation of the 2017–2021 Council Plan, and students from Point Lonsdale Primary School, Queenscliff Primary School, St Aloysius Catholic Primary School and the Queenscliff Kindergarten rose to the challenge. During September 2017, artworks developed by the students at the Children's Summit will be on display in the foyer of Council's offices at 50 Learmonth Street, Queenscliff, to celebrate the valuable and creative ideas generated by our young people. The level of involvement of our younger residents in the consultation process has been particularly pleasing, and made a major contribution to the drafting of the 2017–2021 Council Plan.

# Community Home Support Packages

Since 1996, the Borough of Queenscliffe has formed an alliance with the City of Greater Geelong, Colac Otway Shire and Surf Coast Shire to provide quality home care packages that assist older people to remain living independently at home for as long as possible.

Home care packages are funded by the federal Department of Health's Commonwealth Home Support Program and offer increased choice, flexibility and control in the way care and support is provided, as well as access to a full range of services to suit your needs.

Our highly trained and experienced Community Care Workers will work closely with you to ensure services are tailored to suit you and support your quality of life.

For more detailed information regarding our Home Care Packages Program, please call 03 5258 4132 to speak with one of our Aged Care Services Officers.

Further information and answers to common questions are also available on the My Aged Care website, [www.myagedcare.gov.au](http://www.myagedcare.gov.au), or you can call 1800 200 422 to speak with a My Aged Care representative.

# Round Two Community Solar Initiative

Installation of solar systems purchased through Round Two of the Community Solar Initiative was completed in the final quarter of the last financial year.

A total of 40 solar systems were installed through the initiative. These will generate a combined 169 megawatt hours of solar power annually and reduce the community's carbon emissions by 169 tonnes every year! This is equivalent to supplying electricity to 35 houses in Victoria for 12 months or taking 49 cars off the road.

The project is an initiative of the Community Environment Alliance, a partnership of residents, schools, community groups and

businesses working together to protect our environment and reduce carbon emissions.

The Community Solar Initiative was funded with the support of the Borough of Queenscliffe and the Victorian Government. Round One was successfully delivered in 2015 and saw 43 solar systems installed on homes, businesses and community buildings.

Visit the CEA page of Council's website, [www.queenscliffe.vic.gov.au/cea](http://www.queenscliffe.vic.gov.au/cea), for more information on the Alliance and its activities.



# Public holiday changes to waste collection days in 2017–18

Please note the following amended dates for waste collection over the 2017–18 Christmas and New Year period.

Public holiday	Date	Amended collection date
Christmas Day	Monday, 25 December 2017	Amended collection date for waste / recycling: Saturday 23 December 2017
New Years' Day	Monday, 1 January 2018	Amended collection date for waste / recycling: Saturday 30 December 2017

Waste collection will not be affected by the public holiday on Friday 29 September 2017 before the AFL Grand Final or the Melbourne Cup, Boxing Day, Australia Day, Labour Day, Good Friday, Easter Monday, Anzac Day or Queen's Birthday public holidays in 2017–18.

The 2017–18 green waste calendar and A–Z recycling guide was delivered to Borough residents in July. If you didn't receive your copy, please call Council's offices on 03 5258 1377. The A–Z recycling guide is also available on Council's website – visit the home page, [www.queenscliffe.vic.gov.au](http://www.queenscliffe.vic.gov.au), and click on the A–Z guide banner.

# Message from the Mayor



**I am pleased to announce that Council formally endorsed the 2017–2021 Council Plan, 2017–18 Implementation Plan and 2017–18 Budget at its Special Meeting on Thursday 10 August.**

All three of these documents were unanimously endorsed by Council. Copies of the 2017–2021 Council Plan, 2017–18 Implementation Plan and 2017–18 Budget are available to view at Council's offices at 50 Learmonth Street, Queenscliff and can be downloaded from Council's website, [www.queenscliffe.vic.gov.au](http://www.queenscliffe.vic.gov.au).

The level of community involvement in the development of the new Council Plan,

Implementation Plan and Budget has been remarkable. On behalf of Council, I thank you all for your significant contribution to the shape and direction of future projects and immediate priorities.

In light of the aspirations of the Borough community identified during the consultation processes, Council applied to the Essential Services Commission (ESC) for a 4.5% variation to the rate cap in 2017–18. The ESC did not support our application, therefore Council approved a final 2017–18 Budget based on a 2.0% rate cap. We look forward to working with the community to progress the priorities identified in the final 2017–18 Budget.

We are making good progress with the upgrade of the Queenscliff Sport and Recreation Precinct, and have released a request for tender for civil works that includes:

- Demolition of existing buildings and infrastructure, including the cricket practice wicket;
- Earthworks and retaining wall;
- Construction of roadway, kerbing, footpath, car park and sporting facilities, including netball courts and cricket nets;

- Construction of underground utility services, including water, stormwater, sewer, electricals and communications;
- Installation of a playground; and
- Landscaping.

I look forward to providing further updates on this important and exciting project.

Council's strong performance results in the 2017 Local Government Victoria Community Satisfaction Survey are very encouraging, especially in light of our commitment to community consultation. We appreciate the clear positive messages from the Borough community regarding our service improvements and the opportunity to review areas for attention.

I encourage you to contact me or one of my fellow Councillors if you have any questions or would like to share your thoughts with us.

**Cr Tony Francis**  
Mayor, Borough of Queenscliffe

## Strong results for new Council

**The 2017 Local Government Victoria Community Satisfaction Survey results are in, and Council is very pleased to report an overall increase on the 2016 result.**

Borough of Queenscliffe Mayor, Councillor Tony Francis, was excited to see such a strong performance improvement across the results, noting that this was the first set of service survey results received for the new Council.

"We are very happy that people are noticing our service improvements. The survey results also inform us directly regarding work that requires further attention by Council," said Cr Francis.

Local Government Victoria coordinates the commissioning of the Community Satisfaction Survey each year. The survey is conducted by phone with a minimum of 400 people throughout each municipality, including resident and non-resident rate payers.

The final report compares Council's performance to state-wide results drawn from 68 of the 79 Victorian councils, and to the survey scores of sixteen other Local Government Authorities in the small rural councils grouping, including the municipalities of Alpine, Ararat, Benalla, Buloke, Central Goldfields, Gannawarra, Hepburn, Hindmarsh, Indigo, Loddon, Mansfield, Murrindindi, Pyrenees, Towong, West Wimmera and Yarriambiack.

The results of the survey demonstrate that the Borough of Queenscliffe continues to perform very strongly and rates higher than the state-wide average on all core measures.

Council's overall performance index score of 66 is three points higher than the overall performance index score achieved in the 2016 survey, and significantly higher than both the small rural group average index score of 58 and the state-wide average index score of 59.

These results are significant for the new Council, which has a strong commitment to two-way communication with the Borough community in order to develop policy based on common understanding.

With an index score of 81, Council's positive performance in waste management continues. Council also performed strongly in appearance of public areas, with an index score of 80, and community activities and arts centres and libraries, both with an index score of 72.

The index score of 56 on overall Council direction is five points higher than Council's 2016 result in this area and higher than both the state-wide average and the small rural group average.

When asked to describe the best thing about Council, top responses included the location and the community atmosphere.

As well as reporting on areas where Council is performing strongly, the survey results help Council to identify areas needing improvement. On another positive note, 13% of residents reported that no areas of Council's performance required improvement in the 2017 survey, compared to 6% in 2016. More people rate Council's overall performance as 'very good' (16%) compared to the proportion who rate it 'very poor' (3%).

However, survey responses highlighted community consultation, inappropriate development and communication as areas of performance with room to improve. This feedback has been reviewed by Council in order to identify opportunities for service improvement and intervention, both now and in the future.

The state-wide Research Report on the 2017 Local Government Community Satisfaction Survey is available on the Local Government Victoria website at <https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey>.

Results of the 2017 Community Satisfaction Survey will also be included in Council's Annual Report.

## What's on

Check out the event pages of Council's website for a comprehensive list of upcoming events and activities within the Borough, such as:

### Head Start Youth Art Annual Exhibition 2017

September 2017. This year's Head Start Youth Art exhibition will show in the HOUSE Gallery of the Queenscliff and District Neighbourhood House throughout September. The exhibition is made for youth, by youth to encourage young artists to express their creativity, ideas, talent and imagination. The theme for this year's exhibition is 'Our World'. For exhibition times and more information, visit the Neighbourhood House website, <http://www.qnh.org.au/>.

### Bellarine Arts Trail 2017

Saturday 4 and Sunday 5 November 2017. Over the Melbourne Cup weekend, art lovers from near and far are invited to follow the 2017 Bellarine Arts Trails and discover art and artists in studios, galleries and creative venues throughout Queenscliff, Point Lonsdale, Ocean Grove and Barwon Heads. Maps will be available from the Queenscliffe Visitor Information Centre and participating venues including the local commercial galleries, the Queenscliff and District Neighbourhood House, the Observation Tower at the Queenscliff Harbour, and Uniting Church halls.

### Day Out with Thomas

7 October 2017. The whole family can enjoy unlimited rides with Thomas on the Troublesome Trucks, a steam train ride to Lakers Siding with one of Thomas' Friends and the chance to win a Thomas DVD by entering our 'Spot the Engine' competition. This event runs from 9.30am to 4.00pm and includes unlimited access to the jumping castle, maze, movie theatre, storytelling and heaps of photo opportunities! Online bookings are highly recommended, but tickets will be available at the gate unless sold out prior. Trains depart Queenscliff at 9.30am, 10.30am, 11.30am, 12.30pm, 1.30pm and 2.30pm. Visit [www.bellarinerailway.com.au](http://www.bellarinerailway.com.au) for further information and to book your tickets.

## Local markets

### Point Lonsdale Market

2nd Sunday of the month, 9.00am to 2.00pm  
Point Lonsdale Primary School

### Queenscliffe Community Market

Last Sunday of the month (September to May), 9.00am to 2.00pm, Lower Princess Park

List your event on Council's website. Visit [www.queenscliffe.vic.gov.au/events](http://www.queenscliffe.vic.gov.au/events) to upload your details or contact the Queenscliffe Visitor Information Centre for assistance.

## Community updates



*Billy and Cassidy planting in the Narrows on Community Planting Day.*



*The next generation of Community Planters - baby Elowen and mum Lynden.*

### Community Planting Day 2017

The Bellarine Catchment Network, the Swan Bay Environment Association and the Borough of Queenscliffe hosted the ninth annual Community Planting Day to celebrate National Tree Day on Sunday 30 July.

The event was attended by 24 hardworking volunteers, representatives from the Swan Bay Environment Association and Point Lonsdale Coastcare Group and Borough of Queenscliffe Mayor, Cr Tony Francis.

The Queenscliff Community Indigenous Nursery provided 300 indigenous plants from 20 individual species for planting into the Dog Beach Car Park and Lovers Walk area.

A significant event will be planned to mark the tenth anniversary of the Community Planting Day next year. Watch this space!

Thank you to the volunteers who braved the winter weather to show their commitment to the preservation of the Borough environment, and to the tireless event organisers, the Bellarine Catchment Network and the Swan Bay Environment Association.



### Visitor Information Centre signs up as a Peninsula Partner

The Queenscliffe Visitor Information Centre has recently entered into a Peninsula Partnership with Searoad Ferries for 2017-18. This is a unique opportunity for the Visitor Information Centre to further showcase its service and Heritage Walk to over 800,000 passengers who travel on the ferry each year.

The Peninsula Partner program allows the Visitor Information Centre to display a brochure, receive a web listing, and feature in email marketing and packaging programmes to some 80,000+ subscribers. In addition the Visitor Information Centre is now equipped to sell ferry tickets to visitors, a service that will complement and add value to the overall visitor experience.

### Changes to Tobacco Act affect local food businesses

Under changes to the Tobacco Act 1987 that came into effect on 1 August 2017, smoking is now banned in outdoor dining areas in Victoria.

This includes outdoor dining areas at hospitality venues, food fairs, and within 10 metres of food stalls and food vendors at organised events other than a food fair.

These changes will impact anybody who currently runs, or plans to run, a business or event that provides outdoor eating areas.

To help local operators adjust to the changes, the Borough of Queenscliffe is in the process of informing businesses and updating relevant Permits and Guidelines to comply with the new requirements.

Please call our Environmental Health and Events Officer on 5258 1377 if you would like to discuss the changes to the Tobacco Act in relation to your business.

Further information and resources for businesses are available on the Tobacco Reforms page of the health.vic website, [www2.health.vic.gov.au/public-health/tobacco-reform](http://www2.health.vic.gov.au/public-health/tobacco-reform).

### Visitor Information Centre selected for semi-finals

The staff and volunteers at the Queenscliffe Visitor Information Centre have been selected as semi-finalists in the South West TAFE and Deakin University South West Regional Achiever Award and Ricoh Australia Customer Service Award categories of the Victorian Regional Achievement and Community Awards.

Winners from each award category will be announced at a Gala Dinner on 13 October 2017. Congratulations and best of luck to the Visitor Information Centre staff and volunteers!

