

## Introduction

Following the success of the "Action Learning Program" we are moving forward to strengthen and expand communication linkages across the country. As part of the development of these networks, and with the support of our interstate colleagues, we are pleased to present the inaugural issue of the national newsletter titled "Making a Space". The focus of this newsletter is to provide a forum for information exchange for those involved in the provision of parking control and imparting customer service on the streets.

We invite contributions from all other interested organisations who have expertise and ideas that can be shared in this newsletter. With a combined effort this newsletter will become a valuable information resource for the whole of Australia.

ED.

## MELBOURNE CITY COUNCIL

### New Recruits

Melbourne's Parking and Traffic Regulation Branch recently appointed 2 new permanent and 3 temporary officers to the current staff of 102.

Over 300 applications were received, of which 20 were selected to attend a "warts and all" information night covering the areas of "street talk", abuse, on-road environment and employment conditions.

Those who remained undeterred by the realities of the job were interviewed by Team Leaders: Kathryn Walker, Paul Lapworth and Roy Birch. Interviews were based on meet-



ing selection criteria and included on-road role-play scenarios covering situations involving aggression, peer pressure, sad stories and honesty.

Many thanks to Hobart, Canberra and Perth for their contributions to the interview questions.

*Kathryn Walker*



left to right - Dean Edwards, Aaron Maiolo, Joe Giordano, Theo Schermacher and Eddy

Eddy Halkic: "Professionally conducted information night. Variety of people, all different nationalities in attendance."

Theo Schermacher: "I found that questions asked in the interviews match what has happened on the road."

Dean Edwards: "I didn't expect to hear the bad side on information night, only the glossy side. Made you fully aware."

Aaron Maiolo: "Information night was extremely helpful. Interview had lots of emphasis on peer pressure questions."

Joe Giordano: "Informative evening. This is the first time I have been comprehensively interviewed by a 3 person interview panel."

# Ticketman

The City of Melbourne's Parking and Traffic Branch's vision for the future is to continue to review and improve hardware and software and remain at the leading edge of ticket issuing technology.

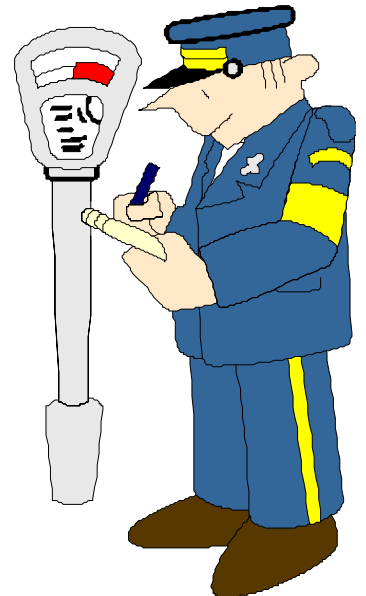
Not satisfied with being the first Capital City to use computer-issued parking infringement notices, the City of Melbourne is now updating to the latest and best available ticket issuing technology: "Ticketman" which is developed in Denmark and distributed by Reinhardt Australia Pty Ltd.

An in-house committee which included Systems Development Officers and Traffic Officers tested "Ticketman". The units were required to be user friendly and easy to handle and were developed to suit the City of Melbourne's specific

requirements. The committee's specifications included lightweight units (Ticketman weights 525gm), built-in bar code reader, 5 megabytes of flash RAM and sound recording.

A total of 30 handheld units have been tested under all possible street conditions.

Implementation of "Ticketman" will commence in late December/early January and the completion of the implementation should be late January/early February 1998. Successful implementation of these handheld computers will see a review and a possible purchase in the New Year of an additional 30 Ticketman machines.



*Arthur Kapauff*

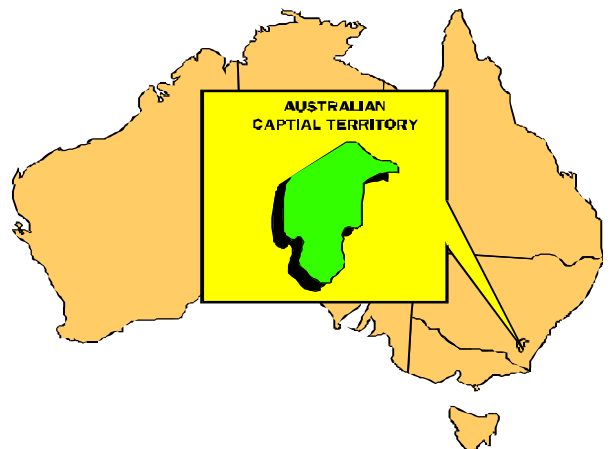
## ACT GOVERNMENT

I feel very fortunate to have represented ACT Parking Operations at a number of recent meetings in Hobart to work on the development of the National Newsletter, National Curriculum and Information Exchange for Parking Officers.

I was privileged to meet representatives from the cities of Hobart, Melbourne, Perth, Adelaide, Brisbane and Launceston. All off these representatives were most willing to share their experiences and work co-operatively towards the development of our staff and the provision of improved services for our customers.

I thought it would be appropriate for my first contribution to this national newsletter to give a brief summary of who ACT Parking Operations are, some of the major changes undertaken recently and identify some of the opportunities facing us in 1998.

ACT Parking Operations have 51 staff. As well as parking enforcement, we provide coin collection and maintenance services to 1,500 parking meter and voucher machines. This financial year we will collect approximately \$9M



in fees and \$5.5M in parking fines.

During 1997 our major focus was on reducing the level of occupational violence against Parking Inspectors. For the 12 months to March 1997 we had 19 reported cases of occupational violence. This included physical and verbal assaults, intimidation and road rage that resulted in the Parking Inspector requiring medical treatment and/or time off work to recover.

To address this problem we undertook a risk assessment and provided the opportunity for all staff to participate in the identification of risks and the development of strategies to eliminate

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or reduce those risks. Some of the major recommendations of this assessment that have been implemented are;

- an incident response plan;
- new incident reporting procedures and reporting system;
- new patrol rostering procedures;
- a policy change so that infringements will not be issued if the driver returns to the vehicle before the infringement notice is completed;
- ceasing the removal of number plates and the issuing of stickers to unregistered vehicles;
- review the policy of posting out infringements;
- improved training in the areas of customer service, risk assessment, dealing with difficult situations and induction (some training not yet commenced);
- a Charter of Performance for Parking Inspectors;
- Workplace Incident Support Officers; and
- simplification of the infringement notice.

Many of these changes have only re-

## ANTA

### An Action Learning Success Story

During 1997 the Australian National training Authority (ANTA) sponsored the Hobart City Council (HCC) to investigate and recommend a training strategy for its 42 Parking and Information Officers. The training strategy was to reflect the growing demand on Officers' communication skills. This meant HCC was to explore all tasks involving reading, writing, speaking and listening.

An action learning team representing all levels in the workplace was formed. Action learning is about staff developing knowledge and skills from opportunities to solve

cently been implemented and have not yet been reviewed. However, many Inspectors are reporting positive changes in customer interactions.

Parking Operations are also undertaking a Risk Assessment of Manual Handling in our Coin Collection Unit. This has progressed to the stage where we have consulted with an engineering company who have worked with our staff to develop a prototype of a new trolley. This work will also include the development of new lifting mechanisms for emptying coin trolleys and making a number of other ergonomic improvements to our vehicles and counting room.

In 1998 we will be concentrating on the following issues;

- purchase on new Hand Held Terminals;
- possible change of name and uniform for Parking Inspectors; and
- the development of a public relations strategy.

Should anyone be interested in obtaining further information on any of the above initiatives please contact me by phone on (02) 620 77069.

Finally Merry Christmas and Happy New Year to all.

*Brett Swale*



“real” workplace problems. The team excelled in relation to its challenge, not only producing a local training strategy, but facilitating four national meetings with interstate colleagues.

The national meetings were the first of their kind in this industry. Officers, Team Leaders and Managers from Melbourne, Adelaide, Perth, Canberra and Brisbane met to discuss common

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needs and various approaches to training and operations. These meetings were a great success with Officers in Hobart, Melbourne and Adelaide piloting the first Learning and Information Exchange in March of 1998. The exchange is a 'leading edge' opportunity in workplace training and development.

Other outcomes of the national meetings include:

- the Interim Local Government Industry Training Board's (LGITAB) support for Hobart to facilitate the design of a national curriculum in cooperation with interstate representatives;
- continued national meetings with Melbourne hosting the next in April of 1998;
- the national newsletter.

ANTA views the HCC team's action learning project as a tremendous success and excellent investment. Officers now have national attention to their needs and training opportunities, while Hobart itself has a core of staff who are knowledgeable and skilled in relation to the training needs of their colleagues and communication issues.

The HCC team was extraordinary in its commitment to the project. They were cooperative, professional and willing to learn every step of the way. I believe Council made a wise investment itself, as action learning allowed staff to develop their skills while getting the real job done. In an age of close attention to efficiencies this has to be the way to go. Well done Hobart.

*Clare O'Kelly (Action Learning Facilitator)*

## HOBART CITY COUNCIL Officer Exchange

At the last National Forum meeting on the 5<sup>th</sup> December 1997 a group comprising representatives from Hobart, Melbourne and Canberra agreed that officer exchange would go ahead in the first quarter of 1998.

It was further agreed that all officer exchanges should address the following criteria:

- Rosters
- P.I.N.S
- Alternate Duties
- Work Conditions
- Employment Needs
- Dress Code
- Radio Procedure
- Bench Marking
- Shifts
- Training Sessions
- Teams
- Dealing with Complaints

The Evaluation and Reporting Process would include:

- State Template Report
- Presentation by the Officers involved
- Host State Template Report
- State Exchange Report
- An implementation of ideas

The City of Melbourne has pledged to involve six (6) officers in the exchange program, the conditions attached to the agreement are:-

- two Officers at any one time to two different Cities,
- a time frame of between three to five days on each occasion,
- airfares, taxi fares, basic accommodation or billets provided by Council of origin,
- uniforms to be worn in full at all times,
- no time to be paid in lieu of travelling time.

The conditions were accepted and endorsed by both Hobart and Canberra.

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It was identified that an Officer's dedication and enthusiasm with an ability to handle the type of assignment outlined would form the basis against which selections would be made.

A draft agreement was drawn up for comment and accepted in principle by Hobart, Melbourne, Canberra and Adelaide and will be used as follows:

## Draft / Timetable

Date	Host	No.	Origin
March 4 <sup>th</sup> -8 <sup>th</sup>	Melbourne	1	Hobart
March 4 <sup>th</sup> -8 <sup>th</sup>	Melbourne	1	Canberra
March 3 <sup>rd</sup> -7 <sup>th</sup>	Hobart	1	Melbourne
March 18 <sup>th</sup> -20 <sup>th</sup>	Canberra	1	Melbourne

Dates to be notified for Adelaide exchange and others.

Each host city agreed that they would ensure that adequate publicity was generated from each exchange to lift the profile of Officers in each region.

Any other City that is prepared to be involved can contact the editor.

*Viv Bradfield*

## Editorial

What an interesting and exciting time we live in. The opportunities that grow out of our association are many and varied. I hope that in the future we can continue to operate with the vision and drive that has been demonstrated in these last months. In the time until our next meeting, we here in Hobart will continue to explore the possibility of linking our training objectives in with the National Competency Standard. This will be undertaken in an effort to attract Federal funding to help support our efforts. We will circulate those competencies meeting learning needs identified during the Action Learning process. We hope you will assist us by identifying notable gaps, summarising these for our next meeting in Melbourne.

I leave you with the words of Robert Burns a prominent Australian Educationalist who says, "It is important to remember that there is no predetermined future but a range of potential futures depending on which purposeful decisions and actions we take. There is a past which is gone for ever but there is a future that is still ours to determine". (R. Burns 1991)



*Roger G S Viney*

You are invited to submit an article to the next edition. It would be preferable to develop the articles with an eye to a wider interest. Please phone the editor on (03) 6238 2888 if further information is sought. Closing date for article submission is March 13th 1998.

E mail [vineyr@mailnet.hcc.tas.gov.au](mailto:vineyr@mailnet.hcc.tas.gov.au)

**Next Edition April 1998**

### Current Distribution List

Hobart City Council	Perth City Council	Devonport City Council
Melbourne City Council	Brisbane City Council	Burnie City Council
ACT Government	Glenorchy City Council	Greater City of Geelong
Adelaide City Council	Launceston City Council	Greater City of Bendigo