



FROM THE EDITOR



Welcome to the third edition of "Making a Space" which is hot off the press. As we prepare this winter edition of the newsletter there are the beginnings of spring becoming evident. Spring always comes with the promise of new beginnings and it is fitting that we talk about the immense enthusiasm that was generated at the recent information exchange conference held in Melbourne on June 11 - 12th 1998. Some thirty people from all over Australia attended from as far away as Perth and Darwin. We met and discussed the many topics which included various approaches to Parking and how they varied in each city.

As we have discussed before, this newsletter is an attempt to draw together the many people that participate in the administration and regulation of parking in a city. The purpose of this communication is to help us form a community of practice, where we can discuss ideas, celebrate successes and post-mortem our challenges. It is vital to this process that as many people as possible contribute to this newsletter. The articles need not long or involved, I hope you note and enjoy the inclusion of some cartoons submitted by some of our multi-skilled Parking and Information Officers. Thank you for taking the time to read this newsletter and I again extend the invitation to contribute to its success.

Roger G S Viney

ACT GOVERNMENT

NATIONAL OFFICER EXCHANGE PROGRAM

Further to David Smith from the City of Melbourne visiting Canberra on the National Officer Exchange Program, Graeme went to Melbourne 24 to 27 March and hit the ground running.

The three and a half days he was in Melbourne he exchanged policies and practices and received a load of information on the City of Melbourne work ethics.

Two of the examples Graeme exchanged with Melbourne was the Critical Incident Board, where any violent incident is written on the board so every officer is aware of the area, driver and vehicle involved, and the second being that all Parking Officers in Canberra are

St. John Ambulance trained officers.

One of the many initiatives Graeme returned with was the practice of chalking vehicles adjacent to meters. In Canberra motorists are permitted to park as long as they require provided they feed the meter.

However, it was not all work for Graeme as his Melbourne colleagues introduced him to many out of hours places of interest. Need we say more.



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Graeme wishes to pass on his sincere thanks to everyone involved in implementation and planning of the program and in particular the warm welcome he was given in Melbourne.

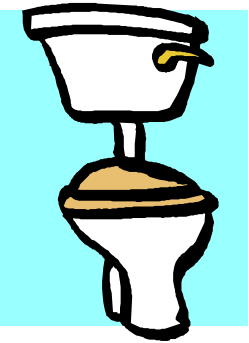
Graeme firmly believes that the program is a great initiative and should be expanded and could include, OH&S and Union Delegates as the exchange of ideas would be of great benefit to all sections of Parking Operations.

Graeme, Rad, Bev and John, ACT Parking Operations
PS.

ACT Parking Operations is interested in hosting officers from other cities as part of the Officer Exchange Program. If your interested in pursuing an officer exchange, and are wondering if we may be able to provide useful information on the current issues you are working on, please give me a call on (02) 6207 7069.

Brett Swale

OFFICER EXCHANGE ALMOST BEGINS IN THE TOILET



I had to laugh when Kathryn Walker, City of Melbourne, sent me a list of issues their exchange officer David Smith was interested in. This included "Code 1".

You see "Code 1" is used by inspectors in the ACT if their

base operator attempts to send them a message while they are in the toilet.

I assumed they must have been referring to our other emergency procedures. Thankfully this was confirmed by David smith.

By the way officers in the ACT use "Code 99" in emergency situations.

Brett Swale

GREETINGS FROM THE PARKIES

Parkies are a different breed
We're really like no other
When we go out and have our lunch

We usually strike some bother

When people see our uniform
They stare and back away
Or swear and jeer behind our backs
So we don't like to stay

But we've always had our refuge
In the Rec room at Mac House
Where we can talk and watch TV
It really has been grouse

Now wicked fate has come our way
We've lost our safe retreat
For we have been evicted
From Mac House to Callam Street

It means that now we'll join you
In your Rec room for our lunch
And hope that we can all be friends
And perhaps share a drop of punch

When we come in to have our break
We ask that you be kind
And don't tell us about the time
We hit you with a fine

Now people often speak of us
In terms of hate and malice
But when YOU get to know us well
You'll find we're splendid fellas
(and ladies)

We really are a gentle bunch
We're sweet and kind and funny
We wouldn't hurt a little fly
For love of home or money

So we thank you for your company
We thank you for your space
We thank you for the chance to show
We're part of the human race



MAKING A SPACE

HOBART CITY COUNCIL



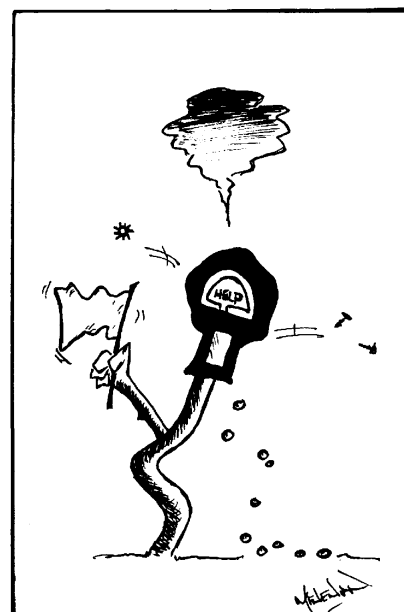
The City of Hobart has recently employed 6 Parking and Information Officers. The new officers underwent an initial training period of 4 weeks which consisted of AutoCITE training, conflict resolution, operational procedures and on the job experiences. Team Leaders Wayne Morgan and John Emin have both stated that they are very impressed with the enthu-



Back Row: Eddie Sorbian, Campbell Black, Gabe Karlsson
Front Row: Mary Wilson, Liz Delanty, Vicki Medhurst

siasm shown by the new officers and above all with their willingness to learn and provide constant feedback. The new officers have now commenced regular duties and have slotted into our team structure very well. We wish them all the best and hope that they find their new positions to be both challenging and rewarding.

M Tyrrell
Acting Manager



Kindly drawn by Leigh Minehan Argyle Parking Team Hobart

MELBOURNE CITY COUNCIL

STRANGE TALES, BUT TRUE

Being responsible for the disposal of unregistered and abandoned vehicles in the City of Melbourne, I've come across some weird and wonderful tales, like the case of the abandoned Datsun....

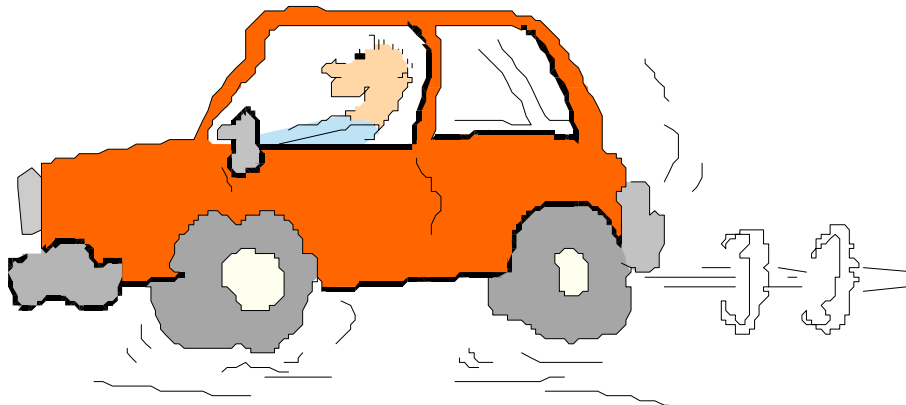
.... Investigations revealed that the owner of an impounded Datsun was an elderly lady who had recently passed away and, in her will, left the vehicle to her local priest. I contacted the priest who said he had no interest in paying the fee to release the vehicle. However, he did ask if he could bless the car before it was auctioned, as he felt that it would be "the right thing to do".

.... After numerous and unrewarding discussions with a troublesome group of youths who were sharing a house, the day came to tow away their unregistered '68 Valiant station wagon. On arrival at the address, I found the gas, power and phone companies all there at the same time to cut off supplies to the house, due to unpaid accounts. This was all happening while the heckling youths, with stubbies in hand, looked on from the second storey balcony. To top of their day, as I was

leaving with Valiant in tow, an RSPCA van pulled up and the officer told me he was here to confiscate an under-fed German Shepherd.

.... Whilst attempting to locate the owner of an abandoned Holden Commodore, I spoke to the owner's father who told me his son was staying away from home for a while and would not be able to move the vehicle for a minimum of 5 to 6 years with good behaviour.

.... Upon responding to a complaint from a member of the public about a derelict vehicle, I found a '67 Holden in very poor condition. It was unregistered with



two flat tyres, a smashed windscreen and smashed side window, all four doors brush-painted in different colours and a bunch of wires where

there was once a dashboard. The next day I received a phone call from the Victoria Police about the same vehicle. I told the Constable I had the matter in hand and the car would be towed as soon as possible. He told me, "Don't do that, it's my car. It might not be much to look at, but it gets me to work and back each day!".

By John Kors

MAKING A SPACE

FIRST NATIONAL PARKING & TRAFFIC CONFERENCE

The City of Melbourne Parking and Traffic Regulation Branch hosted a National Conference of Parking and Traffic service providers in June at the Centra on the Yarra Conference Centre.

The conference provided an opportunity for representatives from all capital cities, major regional Victorian cities and key Melbourne metropolitan councils to work together on issues critical to the provision of quality parking and information services.

Issues on the dynamic agenda included development of accredited training competencies, selection and recruitment, performance feedback and appraisal, review of a National Officer Exchange program, benchmarking and major event co-ordination.

Chief Executive Officer, Michael Malouf, opened the conference and set the scene for co-operative learning. David Parkin (Carlton Football Club) kicked off Day Two as guest speaker with a colourful presenta-

tion covering motivational techniques, goal setting and commitment. These, with other presentations from Joe Spiteri (*“Correspondence and Customer Services”*), Robert Green (*“Legal Compliance”*) and Frank Cahill (*“Displan”*), were warmly received by the delegates.

The conference was a tremendous success and the City of Perth has agreed to host the National Conference within 12 months.

Kathryn Walker and Des Fielder, the conference organisers, put in weeks of hard work to bring this project to fruition and are delighted by the fantastic response.

Our congratulations to Kathryn and Des on their success!

David Durose
Acting Principal Officer – Parking & Traffic Regulation





Courtesy - City of Melbourne

Open Invitation - *to fill this space*

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 October 13th 1998.

E mail vineyr@mailnet.hcc.tas.gov.au

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November 1998

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