



From the Editor

This is the seventh edition of Making a Space and it is gratifying to see the circulation of the National Parking News reaching 29 Organisations in both Australia and New Zealand. For the first time the Newsletter recognises that in many Councils the Parking Management is included under an established name such as “Local Laws” and it is therefore my intention to invite other Councils to submit articles similar to that which has been received for this edition from the City of Casey (Vic).

The National Steering Committee is working hard on its six strategic aims and we can all look forward to further announcements on Commonwealth funding and the setting up of the National Competency Standards.

The original concept behind the development of a Newsletter was to give the front-line personnel an opportunity to share work experiences and or ideas on a National basis. I would encourage each of the participating Councils to seek a contribution from their front-line personnel for the next edition of Making a Space.



2nd National Parking and Traffic Workshop

“Overview”

The Second National Parking Workshop was held at the Saville Park suites in Perth W.A. between the 21st and 24th of November 1999. Delegates representing all States and Territories with the exception of South Australia and the Northern Territory attended.

The venue was superb, our hosts The City of Perth made everyone feel welcome and went out of their way to assist and meet all requests.

The workshop began with delegates from each of the States and Territories in attendance providing an overview of their specific parking responsibilities, operations and points of interest. This generated a great deal of discussion and prompted many questions from the audience who were keen to look at similarities, and to also make comparisons between themselves and other parking authorities.

Sponsors of the workshop which included

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The concept of a National Training Standard was overwhelmingly supported by all delegates and as a result Roger Viney from the Hobart City Council presented the following proposal to the workshop:

That a “National Steering Committee” be formed from the delegates present that will be tasked with actioning the following six key issues:-

- 1. Oversee National Competency Standards**
- 2. Seek Funding from Australian National Training authority**
- 3. Coordinating Future Workshops**
- 4. Set Agenda For Future Workshops**
- 5. Act as a Regional and State Leader and Commit to the Qualification Process**
- 6. Set-up and Maintain a Website**

Nominations were accepted and the following members were elected as follows:-

Members: Sherrie Fox (Canberra) Kathryn Walker (Melbourne) Neville Zimmer (Bendigo) Gordon Urquhart (Perth) and Chairman Matthew Tyrrell (Hobart)

The National Steering Committee talk regularly via email and phone and have all met via Teleconference recently. The Committee is planning to meet in Melbourne in July in order to plan the next workshop and further discuss and implement the six key issues.

In summary, the National Parking Workshop since its inception in 1997 has become a valuable source of information, exchange of ideas, training and networking

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Reinhardt Australia, Chubb and Lockheed Martin Tennis were given the opportunity to make presentations to the group. The presentations from these sponsors were excellent and demonstrated to the delegates that parking technology has certainly advanced in recent years, and that in the future the use of satellite technology and intelligent ticketing machinery will become common place.

A background on the soon to be introduced National Training Standard was presented by Claire O’Kelly and Nick Crossling from (ITAB) and a background on the evolution of the National Parking Workshop was presented by former hosts Kathryn Walker and Graeme McKinnon from City of Melbourne and Matthew Tyrrell from Hobart City Council.

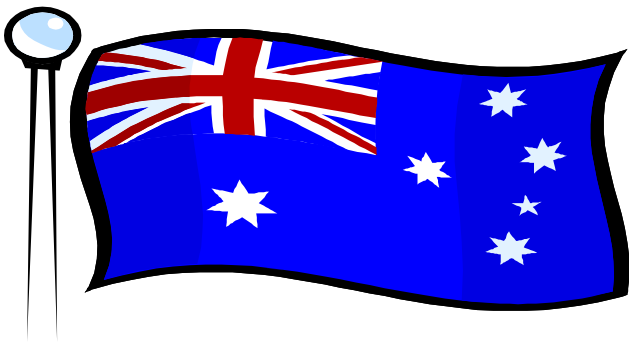
The workshop then split into smaller working parties where the aforementioned delegates from Melbourne, Hobart and ITAB discussed in detail the concept of a National Standard for Parking Officers throughout the country, and the introduction of certificate 3 and 4 courses for Officers and Team Leaders respectively.

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for all people involved in this industry. The formation of a National Steering Committee will ensure future workshops follow this trend and help to build healthy relationships between all involved.

I would like to congratulate the City of Perth for an extremely well organised, and Successful Workshop, and most of all for the outstanding hospitality they extended to all delegates that attended. I urge all Councils that are involved in this industry to attend the 3rd National Parking and Traffic Workshop which this year will be held in Canberra.

Matthew Tyrrell
Chairman National Parking Steering Committee.



State and Territory Overviews

Brisbane

65 multi-skilled parking enforcement personnel; division of units to purchaser and provider; reduction in metered spaces; move to public transport; towing rights from year 2000; subdivision of areas possible in future; infringements approx. 22,500 per month.

(Ric Simpson, Manager Compliance)

Canberra

Similar split to Brisbane; emphasis on customer service; market testing process in place and shortlisted to tender; GST may have impact on tender services; Australian Road Rules imminent; performance appraisals could become two-way (360) process.

(Sherrie Fox, Acting Manager Compliance)

Hobart

45 multi skilled staff who can be seconded to the Customer Service Centre for 3/12 months; 2600 metered areas (city/residential/car parks); 1st hour free in manned car parks; marketing campaign; 24 hour car park on trial; increased turnover of vehicles; new training manuals created; new uniforms; new recruitment process; reduction in staff turnover; benchmarking of officers on 26 beats.

(John Emin, Team Leader)

Melbourne

102 Traffic Officers; 8 teams with team leaders 4 each day/night; 58 officers on road; daily staff area rotation every 10 weeks; any 5 days from 7 and 9 day fortnight; \$27 million infringement revenue; 430,000 infringements per annum; reduction due to customer service focus; towaway and c/way; new process planned in debt recovery; special events; new bike squad; national officer exchange program; new recruitment process incorporating own independent training; exam tested allowing, choice of candidates; verbal judo courses; best value process; tourism high on agenda.

(Des Fielder, Co-ordinator Parking)

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Sydney

Smallest local authority in Commonwealth; no responsibility for enforcement of parking; only local government enforcement officers; NSW police are to hand back responsibility for parking infringements to local authority.

(Ken Kanagarajan, Parking Policy Strategy Manager)

Perth

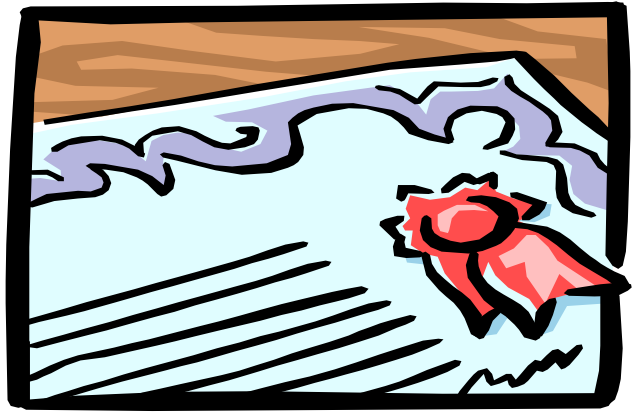
The way we were to the present day; old military style to present new management structure; 36 multi skilled Parking and Information Officers; changes to the two team east/west structure; new uniform & name badges; customer service focus; new recruitment process; officer exchange program; 120,000 infringements per annum; new local law imminent.

(Sadak Hamid & Peter Keogh Team Leaders, Les Bowen & Kay Chaisty Parking Officers)

All in Productions (Training Coordinator)

National Qualifications Project - Update

The National Qualifications Project is approaching an exciting time. Hobart, Melbourne, Perth and ACT Councils are all developing action plans that will see their Team Leaders and Officers gain nationally recognised qualifications over the next two years.



The Perth National Conference (November 1999) endorsed two qualifications from the Local Government Industry Training Package for staff working in this industry: the Certificate IV Governance & Administration was passed as the appropriate qualification for Team Leaders. The Certificate III Environmental Health & Regulations was endorsed for Officers on condition that three new competency areas are included.

A National Steering Group (NSG) was elected to oversee a national implementation strategy as well as other issues of a national interest. The NSG is enthusiastic about each state and territory assisting each other as they move through implementing staff development programs that are aligned with these qualifications. Melbourne, Hobart and Canberra have progressed quickly, Perth is about to design its implementation action plan.

The NSG sees four major outcomes from a collaborative effort:

1. We can learn from each others mistakes and success
2. We can establish a model of excellence amongst the capital territories

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- and states so that urban and regional peers have a solid mentor support base
3. We can share training resources and develop them collaboratively for use industry-wide
 4. We can continue to strive for excellence in service delivery and staff development programs

The National Industry Training Advisory Board has continued to offer guidance and support. The pilot groups will also be 'road testing' providers and training models. The NSG is highly supportive of an action learning 'on the job' training model.

If you are interested in the National Qualifications Project, or would like your organisation to be part of the pilot group, please contact Clare O'Kelly (National Qualifications Project Coordinator) on (03) 9876 5155 or Matthew Tyrrell (Chairperson - National Steering Group) (03) 62 382 775

Clare O'Kelly

IMPROVED SAFETY TRAINING

The City of Melbourne has completely reviewed its safety procedures following the assault with a syringe of a Traffic Officer, which occurred in the first week of July. Fortunately, the officer did not sustain any physical injury. As the assault occurred during the day and on the crowded footpath opposite the Town Hall, staff raised genuine concerns about how their safety could be optimised.

To address the City of Melbourne's (Com) safety responsibilities, a Safety Plan has been developed by the Branch to support staff.

Safety Training – a number of safety modules are being developed in conjunction with RTK Resources, the Com Rehabilitation and counselling contractor. These cover officer induction, ongoing training, debriefing and incident counselling; training for Team Leaders in the support and rehabilitation of staff, and preparation of documentation to support this training and assist in the assessment of officer competence in applying these skills on the road.

Personal Safety Awareness Training – this has already been undertaken, with training in environmental awareness, stance and basic self-defence manoeuvres. This training is presently being provided by Bill King (as an outside contractor) and is based on the Verbal Judo

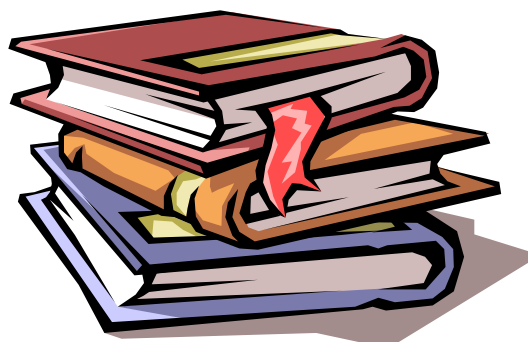
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MELBOURNE CITY COUNCIL



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program. As there is a requirement to assess staff applications, and run regular refresher training sessions, there will be a Train-the-Trainer module developed to ensure the transfer of skills to staff for ongoing training purposes.



Revised Radio Procedures and Frequency Reprogramming – to ensure all Officers are aware of the emergency alert protocols. The reprogramming has improved communication access with the Officer involved in an on-road incident.

With the OH&S Committee, further work will include a full Risk Assessment of all 40 assault incidents recorded over the past twelve months to identify any trends in incidents that should be incorporated into operating procedures or training

Noel Gately
Parking & Traffic Regulation Branch.

ANTA National Qualifications

Certificate Level 3 Front Line Management

In the City Of Melbourne Parking & Traffic Regulation Branch, officers have now attended the first two training workshops that will help them towards gaining recognition of current competencies in Certificate level 3 Front Line Management.

Swinburne University is providing the trainers that conduct the workshops at our office. The first workshop involved two three-hour sessions and covered 'Occupational Health and Safety'. This was followed by the second workshop, 'Facilitate, lead and participate in work teams'. Feedback by the officers has been very positive with the suggestion that even Team Leaders could highly benefit from attending the latter session.???

Not all the officers will participate in the workshops on offer, some will instead go down the RCC (Recognition of Current Competencies) path. This means they will gather evidence from their current & previous work history that will demonstrate at an assessment that they are already competent in the units covered in the Certificate level 3 Front Line Management.

At the end of this project, officers will be recognised for the many skills and wealth of knowledge gained from our industry. This recognition being in the form of a national recognised qualification that is transportable to many other industries. Well worth the effort in my opinion.

Roy Birch
Team Leader
Parking and Traffic Regulation Branch

NATIONAL ROAD RULES – BRINGING US A STEP CLOSER

New National Road Rules were implemented in Victoria on the 1st December 1999.

In the past, all States in Australia had separate and, sometimes, inconsistent legislation. The States will now be adopting a National Road Rule system. The Australian Road Rules were agreed to by Ministers on 1st February 1999, after representatives from the National Road Transport commission, the Office of Legislative Drafting, State/Territory transport members and Police had completed their recommendations.

The new Road Rules require all the Road Safety (Traffic) Regulations 1988 to be rewritten, with many minor changes and a number of significant major changes. Some changes to Legislation, particularly dealing with traffic management and traffic engineering issues are to be deferred and be introduced on 1st December 2005.

The introduction of the new rules has numerous implications for all road users, licence testing, publications and educational material, enforcement and technology

This change to National Rules will benefit all road users travelling interstate as well as enhancing our industry and will ensure a consistent approach regarding information and education to the motoring public.

The change presents an opportunity for further discussion on implementing a National Training program with the understanding and application of these new regulations. This will enhance the profile of our industry throughout the country.

Officer exchange programs can now be more of a reality and the benefit must certainly be greater to all Capital cities and municipalities that participate.

A working party consisting of Victoria Roads, the Municipal Association of Victoria, PERIN Court, Justice Department, Police and City of Melbourne (David Durose, Team Leader, Legal Compliance) has been established to address IT and systems issues

I am currently involved in discussions with Parking and Traffic's Legal Compliance and once I have gained a sound knowledge of the changes, training for all City of Melbourne Enforcement officers and staff will commence.

For any information on this or other enforcement matters, please contact me on (03) 9658 9638.

Graham McKinnon
Team Leader/Training Officer



City of Greater Bendigo

OCCUPATIONAL HEALTH & SAFETY

A recent event that transpired at the City of Greater Bendigo that I wish to highlight was the placement of an "Improvement Notice under the Occupational Health & Safety Act 1985" on the Local Laws Business Unit.

The Business Unit was served with an improvement notice following a meeting with the WorkCover Authority inspector who believed there was a degree of risk associated with various parking control practices, in particular bicycle patrols, which we have been operating for the previous 2 years.

Although we recognise the importance of Occupational Health & Safety in the workplace and staff welfare, we were concerned about the adhoc nature in which the matter was handled. We suggested that industry and union consultation was necessary to enable a consistent development and implementation of safety initiatives throughout the industry.

We were advised that Bendigo was the first site inspected and that various other councils performing parking control services would receive a visit in the not too distant future.

A risk management assessment was conducted to overcome any of the identified risks in parking control services and to satisfy the requirements of the

improvement notice issued by the WorkCover Authority.

In almost all of the various work situations we found that the potential risk to staff can be substantially decreased by modifying work practices, eg marking of tyres from the footpath where possible, utilising vehicles instead of bicycles in inclement weather, and requiring staff on bicycles / motorcycles to wear an appropriately coloured jacket. Also, staff will under go further training to address bicycle/ motorcycle skills and roadcraft.

The Australian Standard that refers to traffic control devices for works on Roads AS 1742.3 – 1996, is not specifically aimed at parking control services and therefore it was quite difficult to find suitable clothing that was both appropriate for the role of a parking control officer and also conformed to the requirements of the Australian Standards in respect to what was acceptable as a high visibility safety colour.

However, it appears we have now satisfied the requirement of the WorkCover Authority with the initiatives undertaken and our parking control team are none the worse for the experience.

If anyone receives an unexpected visit from the WorkCover Authority feel free to give me a call and I will assist wherever possible.

Neville Zimmer

Co-Ordinator of Parking Control Services
City of Greater Bendigo

(Occupational Health & Safety)

Local Laws City of Casey



New Zealand Animal Control Conference

The New Zealand Institute of Animal Control Officers held their annual conference in Auckland on the 17th, 18th and 19th August 1999. Dreena Lawrence and Ron McLeod from the City of Casey did attend. The City of Casey approved our time off and paid the registration costs but the rest of the trip was funded by ourselves.

The conference was for Animal Control Officers and the wonderful thing about the conference was that they were Animal Control Officers, people who work in the field dealing with the day to day issues that we can all relate to. We swapped stories had a laugh and shared experiences.

The keynote speaker for the conference was Dr Dennis Fetko from the United States.

I found Dr Fetko to be a fascinating person and a wonderful speaker. He spoke on issues relating to dogs, from birth through to death, aggressive dogs, placid dogs and what are the danger signs to look out for.

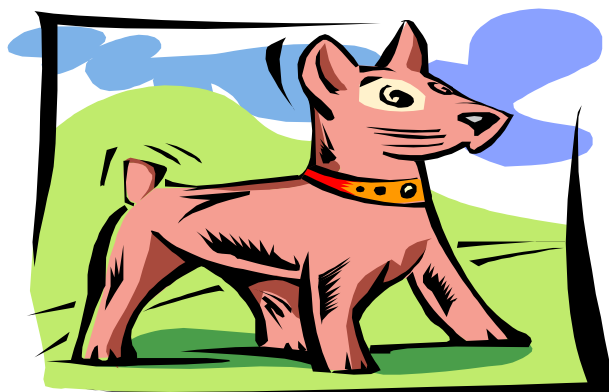
Dr Fetko captivated his audience in a way that I have never seen before. He had the entire audience's attention at all times.

The officers were very friendly and made us feel welcome (they did tell a lot of Aussie jokes!) we had a wonderful time. Ron and I found this to be a worthwhile experience in gaining knowledge on how Councils in New Zealand operate as well as putting City of Casey on the map.

I recommend that if you ever get the opportunity to hear Dr Fetko speak, go along and listen. The information you receive will be invaluable.

Ron and myself are looking forward to the next conference in New Zealand, Christchurch in 2000!

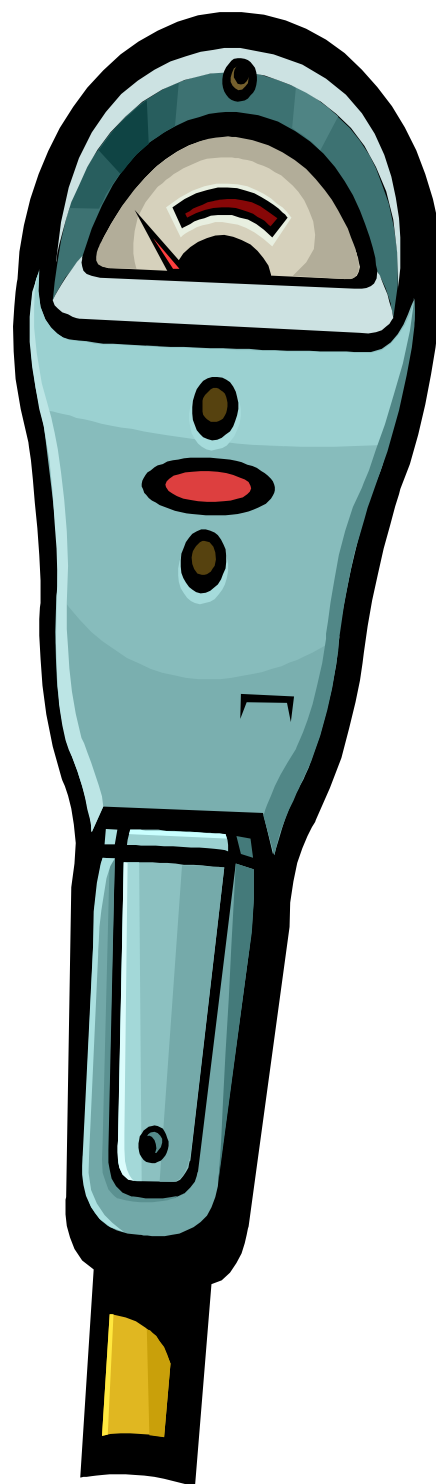
Dreena Lawrence. Local Laws Officer, City of Casey (Victoria).



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Should you know of any other Council of Organisations who may be interested in receiving a copy of this Newsletter. Or perhaps you would like to submit an article you can contact Wayne Morgan by Email on morganw@mailnet.hcc.tas.gov.au or phone on (03) 62 382 795.



Time has expired. Hope to receive heaps of Articles for the next edition.

*W Morgan
Newsletter Co-ordinator*