

Excellence in retail is a habit, not an act

Despite having to face acknowledged skill shortages and transient staff, Lorne's business community was recently urged to provide employees with the opportunity to improve their skills in their particular field.

Business consultant Shelley Ryan told a meeting of the Lorne Business and Tourism Association that poor customer service costs money.

"Telling stats such as 89% of customers purchase from a competitor following a bad experience speak for themselves ...and it then takes six times more money to attract a new customer than to retain an existing one," Ms Ryan told her audience.

In her talk titled "Excellence is a habit, not an act", she outlined some of the 'tools' business operators could, or should, use in getting the very best out of staff performance.

She said it was important for a proprietor to know why a particular business existed – its mission statement - and then to impart this onto staff. When hiring staff, "...core values of the business operator should be provided with a job description that has objective financial Key Performance Indicators (KPIs) attached and makes clear how they will help achieve the business' mission."

"Critical mass visitation just doesn't happen. It is not enough to say 'build it' and they will come.

"Lorne has an opportunity to put itself on the map for the high quality service its business community offers - and not just rely on its geographical location," she added.

Ms Ryan has a formidable background as a business woman and hospitality consultant - 15 years in small business gave her a good understanding of the daily challenges business owners face.

She worked for eight years at the iconic gourmet retreat Lake House at Daylesford, six as general manager, and she had spent 18 months at Monte's in London, Jamie Oliver's first restaurant.

She has also worked at the Cumberland and understands intimately the business environment of Lorne, especially during the hectic summer period.

Her experience in business of the luxury and high end hospitality industry led to the formation of her boutique consultancy, Milk and Honey.

She has also been associated with Leading Teams, an organisation that drives high performance among elite sportsmen and has worked with AFL clubs such as the Swans, Geelong, Hawthorn and Fremantle.

Three years ago, Ms Ryan returned to live at Jan Juc and spends time playing centre and coaching Lorne's A Grade Netball Team. She was Vice President of the LNFC in the 2014 season and is an active member of the Lorne Surf Lifesaving Club.

The meeting also elected three new members to its committee – Sarah Osborne from Great Ocean Road Cottages, Abraham Dow, the new general manager of Mantra and Jorge Guerrero from the Swing Bridge Cafe.

Continued page 3



The \$175,000 Melbourne Cup on the second last leg of its more than three months journey around Australia. Above, racing legend Mick Robins, trainer of Rain Lover, with Lorne's Councillor Clive Goldsworthy and 2002 Fashion on the Field winner Arabella Forge. The Cup, suitably surrounded by a well-dressed entourage, visited the Lorne Community Hospital, the P-12 campus and the Aquatic Club. The picture was taken at the Swing Bridge Cafe and more than 40 turned up to view the Cup.

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The Lorne Independent Inc. is produced on a non-profit voluntary basis and, as a newsletter, seeks to give in its pages open access to the community. It is important to note, however, that opinions expressed by authors of articles are their own.

Advertising and publicity for community events is free, and all other contributions are most welcome. Supplied copy and pictures must bear the name and address of the author and/or organisation.

The editorial committee of the Lorne Independent reserves the right to cut, alter or otherwise work the articles to make them suitable for publication. The committee also reserves the right to reject articles and/or photos if it deems the material to be unsuitable for publication.

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From page one:

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Shelley Ryan

Other members of the committee are Brian Harbison, Bryce Newcombe, Joe Ragusa, Phil Sutton, Reif Hand and St John Sutton.

Chairman is Chris Tutungi (he is also the LBTA representative on the Surf Coast Tourism Board), Treasurer is Peter Spring (representing the LBTA on the Committee for Lorne) and David Dickinson is Secretary. (Mobile 0438531988 or email david.dickinson@lovelorne.com)

Cr. Clive Goldsworthy is an ex officio member of the Committee and is also the Shire's representative on the Surf Coast Tourism Board and the Great Ocean Road Regional Tourism Board Ltd.

Penny Whitehead, from Provincial Wisdom, is the Marketing co-ordinator for the LBTA's Love Lorne campaign.

- JV

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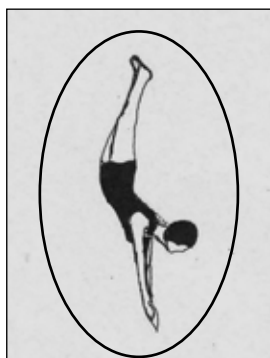
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The Louttit Loop



Lorne's sympathies go to the two daughters of Geoff Driscoll who died in October. Most folk will remember Geoff for his years running the Games Parlour in the main street, and for his dear Wilma (also deceased).

Much-loved dear Beryl Wilmot has also passed on. Hubby John was Lorne's pharmacist prior to Randall. Sympathies to their three sons.

Congrats to our 'Contemporary Milliner' Kim Wiebenga who won The Most Spectacular Headwear award at the Geelong Cup. On the day Jess Young donned the divine black leather creation, which was paraded with others at the amazing big night at the Grand Pacific when the Melbourne Cup visited Lorne for the day! Check them out at "Deluxe" boutique in the main street. And thanks to the Lions Club for a wonderfully organized fun night.

Eileen Quick and her daughters and son hosted a wonderful gathering at the Senior Cits. to celebrate Eileen's 100th Birthday! It was beautifully done, and many memories, cards and congratulations were shared. One gift of a big lilac bush in full bloom has been planted outside Eileen's window in the charming little N.H. courtyard to mark her 100 years.

As in most country towns, our normal full-time population is predominantly retired 'seniors'. Hence the Video Shop and the Post Office occasionally need to do a little swap of items in their respective posted mail/DVD return receptacles. Luckily Jenny and Dahle and Lynette are good buddies.

A fairly informal friendly little group met recently to discuss Helen Garner's latest book – The House of Grief. A most animated and involved session and yet, not a book in sight. All e-books.

Self-proclaimed 'Lorne holiday resident' Helen Ballard reports that Harry Mammos loaned her a book called "Lemnos 1915: A Nursing Odyssey to Gallipoli". Helen writes that 'Harry comes from the island of Lemnos' and that "this book said that most of the girls in the recent TV series Anzac Girls came from the Colac/Warrnambool area. Also, Dick Davies' grandmother was one of those nurses." Naturally Harry is the full bottle on the history of Lemnos (he was born there) and reckons all the donkeys used on Gallipoli and elsewhere came from his beautiful island.

Helen Ballard adds that last summer her seven-year-old grandson Josh Cooper was fishing at the pier with no luck at all, until a passing Scuba diver got hooked up. Josh was wondering how to reel him in when the "fish" pulled out some pliers and cut himself free. A good day's fishing – just like the book!

Author Elizabeth Honey has a fantastic house in Otway Street which was completed in a couple of days, having arrived on the back of a truck in pieces accompanied by a v. large crane! Her delightful book "Not Another Nibble" set in Lorne graces most of our bookshelves.

Marie Bannister is such a whiz with the knitting needles she has now made more than 460 beanies for the Lorne Op Shop, at least 160 quirky tea cosies as well as heaps of baby clothes. Go figure. Almost \$10,000 kerchinged into the till for donation to Lorne Hospital and other health related causes in Lorne. Well done Marie! A worthy replacement for another

amazing knitter Shirley Grass who made a beanie a day for about the last five years of her life.

GORCC has excelled itself replacing 28 sets of tables and benches along our foreshore. They look fantastic. Thanks to GORCC and to Andrew from the old mill out the back and his local excellent team comprising stonemason par excellence Ben, bobcat owner Rod, and dear Billy M. A wonderful but heavy job.

Local netballer and coach Shelley Ryan (from Jan Juc) gave an inspired motivational presentation to the AGM of our LBTA. "Every customer needs to come back!" she reminded us. "55% of customers would pay extra to guarantee service. 68% of lost customers never return." Shelley recommended the friendly, generous reception and entertainment of guests/visitors/customers and/or strangers will always be rewarded!

Don't curl your hose up on the ground or you may find a sleeping snake coiled up also! Our wonderful hardware shop now has solar snake deterrent gadgets to poke into the ground which emit a small siren and also vibrate. Several locals have "inserted" these over a few years and not seen snakes! Yes, snakes are meant to be deaf, and it's all unproven – but worth a try near the woodpile.

Heather Rice had a big problem with an echidna which ignored the resident dog (observing from the couch), waddled inside, took a liking to a bookcase and snuk behind some books. Eventually evicted after a long effort, it even returned the next day and moved in again! Not easy to chase them out.

Thank goodness the Port Fairy mutton birds (shearwaters) arrived home from the northern hemisphere prior to our two huge October easterlies. Only a small number of 'day-fishers' washed up on our beaches this year.

A two fly swat attempt to eliminate some white butterflies in the veggie garden ended up as a very Monsieur Hulot-type comedy act! The latest hint is to suck them up with a small hand held vacuum first thing in the morning when they are supposed to be a bit slow! Also traps made from yellow card covered with sticky Vaseline or vegetable oil will theoretically reduce numbers! Pity these don't work on the cockies – still spreading bin rubbish far and wide! We repeat – screw a heavy bit of wood to the inside of your bin lid – PLEASE!

Many Lorne residents worry a bit when they hear the 'wokkawokka' of a helicopter overhead. Not surprising considering the Westpac Life Saver Rescue Helicopter Service has carried out more than 22,000 flights since it was founded in 1973. But hey – it saves an average of 2,000 lives a year!

Our excellent Op Shop recently funded a \$2000 campaign at our Primary School (and Aireys) to attack the head lice situation. After two terms the problem is reduced massively and everyone's a winner! The treatment was carried out with a special electric comb (available online – go Google – not expensive) and with the permission and participation of extremely grateful parents.

Lorne builder Michael Dolan's famous Saint's-decorated working trucks have received much abuse over the years. Recently Michael drove around for days before noticing a well positioned wooden spoon had replaced the hammer motif on the rear of the vehicle. After 'gracing' the bottom of the ladder 27 times who's surprised! However, allegedly two local painters could have some inside information as to whose kitchen might be missing one such wooden implement.

.....Lillian

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- caring for our environment

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10.00am on Sunday 16 November

As usual, our working bee will be followed by a barbecue at about 12.30pm. Visitors and new starters will be made especially welcome.

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Lorne Independent

A very recent date marked the 39th anniversary of the murder of five Australian journalists by invading Indonesian forces near a tiny hilltop fortress at Balibo, Portuguese Timor or Timor Leste as it is now called.

The journalists were at Balibo to record the illegal invasion of territory by foreign forces and as a result added their names to the considerable and still growing list of journalists who have sacrificed their lives and freedom in the pursuit of truth.

Journalism is often a risky business to be in, as beheadings, shootings and imprisonment attest, and at the Community Newspapers Association of Victoria annual conference held early last month, President John Ellis told the more than 80 delegates to keep in mind the price many journalists pay for their work.

Thankfully, working within the framework of community newspapers is, by comparison, a relatively danger-free zone but just to make sure, the editor of one of the biggest community newspapers told the conference he didn't run letters-to-the-editor because he didn't want "to upset" anyone.

There are about 85 paid-up members of CNAV out of a possible 250-plus community newspapers across the State, ranging from modest stapled or folded sheets to elaborate full colour publications of more than 40 pages.

One CNAV member publishes exclusively on-line as the population of his town is not big enough to warrant a printed publication.

Although the risk of violence to CNAV members is minimal, they do come under occasional 'fire' by disgruntled readers not happy with what the publication said in its pages.

Sure, mistakes can be made, but more often than not the cause of their complaint is that the publication exposed facts which certain interests wanted to be kept from the public arena, whether it was a straight out lie, a half truth, or just a distortion.

Community newspapers usually don't have the resources for thorough investigative reporting as does mainstream media, but with their limited means there have been some great examples of the power of local reportage.

Where the community media is at its most important is in its role as a recorder of history, a sort of chronicle of a town/district as it progresses through time.

It is in the local newspaper that you can read about the ebb and flow of a town – the performance of its municipal governance, its community attributes and handicaps, the various good and bad shenanigans of its citizens, clubs and communal organisation; it is the local media, however, that hopefully records honestly the progress of its football, netball and cricket teams.

It is historical societies in towns lucky enough to have them that record and document the life journey of a community, but it is the community newspapers that in the first place assemble the facts that are subsequently stored in archives.

- Jo Vondra



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Eileen Quick Scores a Century



Newly elected Surf Coast Shire Mayor Councillor Margot Smith said that it was very pleasing that one of her first official duties was to raise a glass of bubbly to toast Eileen Quick of Lorne on the occasion of her 100th birthday amid a large gathering of immediate family and friends.

Eileen, who was born on the 20th October 1914, joined an enthusiastic gathering for lunch held in her honour at the Lorne Senior Citizens Centre.

She was formally welcomed into the hall by the official Surf Coast Town Criers and Douglas Stirling of Lorne, one of Eileen's oldest friends. Doug read out a series of official cards from the Governor General of Australia, the Premier of Victoria, the Prime Minister, former prime minister and Victorian premier John Howard and Jeff Kennett, also local federal member Sarah Henderson - and a very impressive one from Her Majesty Queen Elizabeth II.

Eileen raised a cricket bat presented to her by her grandson to acknowledge the applause for her century and cut into her cake.

- Peggy S. Taylor



Top photograph - from the left, SCS Mayor Margot Smith, daughters Joanne, Beatrice and son John. Opposite, Doug Stirling holds up one of the official cards.

Prepare now for an early fire season Fire up Lorne!

Warning bells are ringing that this summer could be a dangerous one for bush fires.

The Surf Coast Shire in conjunction with the CFA, Police and the State of Victoria is inviting the Lorne community to an 'Interactive fire scenario exercise' on November 15 at the Lorne Senior Citizens Centre starting at 11.30am to 1.30pm.

For catering and planning purposes RSVP is essential by Monday, November 10.

Visit www.surfcoast.vic.gov.au to click on the event link from the homepage and follow prompts to register,

Or give Lauren Watt a ring on 5261 0501 to register manually.

Get together with your community, Council and emergency services to

- Practise responding to a bushfire emergency
- Test out, update and improve your plans
- Get up to date locally specific emergency information that could save your life
- Enjoy a free BBQ and the chance to have a chat with your neighbours.

This event is your chance to prepare in a safe environment so you can make the right decisions

When emergency strikes.

Be aware of local risks

Prepare to survive and recover

Connect and help each other

- SCS community information



News from our Councillor for the Lorne Ward

I often receive questions and comments of whether there is equality across the wards in the Shire. The following table shows a number of key indicators which may help to provide clarity

2014	TORQUAY	ANGLESEA	WINCHELSEA	LORNE
Permanent Population	13,094	3,586	7,636	1,652
Land Area	38 sq km	190 sq km	997 sq km	326 sq km
Open Space	161.5 ha.	122.3 ha	199 ha	15.5 ha
Rate Revenue	\$18 million	\$10 million	\$5 million	\$7 million
Rate Revenue %	45%	25%	12%	18%
Capital Works Spent	28%	19%	22%	8%
Additional Initiatives	32%	3%	11%	10%
Vacant dwellings	32%	55%	12%	78%

Population Growth - The population of the Surf Coast Shire is expected to grow to 47,000 by 2031 an average annual growth of 2.7%. Torquay is expected to grow 4.9% annually in comparison to Lorne 0.7%.

Open Space - Open space only includes Council-owned and managed land.

The land area of Lorne Ward is the second largest in the Shire, however the majority of open space land is managed by Parks Victoria and GORCC.

Capital Works - Shire-wide Capital works are not included in the above figures.

.....
Congratulations to Cr Margot Smith (Anglesea Ward) who was appointed as the new Mayor Surfcoast Shire Council for the next 12 months.

.....
Thanks to the Lorne Lions Club for arranging the visitation of the 2014 Emirates Melbourne Cup to Lorne. It was fantastic to see the community spirit at different locations & events.

Dates for the Diary

Community Barefoot Bowls Event - 4.00pm, Tuesday 11th November; Committee for Lorne Lunch – 12.00pm Friday 14th November

Are you registered to receive regular Lorne Ward Councillor updates ?

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Spectacular line-up for Carols on the Lorne next month

The Lions Club of Lorne has held this event for the last 30 years and next month's promises once again a great lineup of artists, participation by our local P-12 College and Kindergarten, and plenty of activity for the whole community.

Guest artists this year are Ann-Maree Keefe, a Geelong singer-musician who has toured the world singing Christian music, also Rebecca Hall from Geelong, known for her wonderful voice.

Locals include Tara O'Neill and the Lorne-Aireys

Inlet P-12 College Choir, also the participation of our local kinder children.

There will be face painting and of course our Lorne Lions will hold the popular sausage sizzle for folk to enjoy as they settle in, and other community activities including the arrival of 'Father Christmas'.

The Lions poster competition was held recently across the Lorne P-12 College from Preps to grade 6.

Gillian Oliver, from QDOS Arts & Sculpture gallery helped judge over 40 entrants, all offering a variety of colours and styles.

The finalists, pictured below with Lions President Stephen Hishon and Carols on the Lorne organiser Pam Plum are: First prize – Laura Wallis, Second prize – Willow Gordon and Third prize – Ruby Rose Scherier.

Congratulations to all!

You will see their posters around town soon advertising the Carols On The Lorne - the first prize poster will grace the front cover of the Carols booklet for 2014

Date: Saturday 20th December 2014

Time: 6.30pm Lions Club Sausage sizzle,

Carols: 7.30pm finishing with a visit from Father Christmas at about 9.15pm

Venue: Grounds of St Cuthbert's Church, Mountjoy Pde, but with adverse weather at the Catholic Church, Smith Street.

- SH



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Sportsbriefs with John Ford

Summer Tennis

The summer season of the Geelong Coast Junior Tennis Association has begun and Lorne's Section 1 team has made a good start to the season. Lorne's team of Oscar Balderas, Charles Hill, Gabe De Lima, Morgan Caruana and Liam Sayers has won its first two matches.

In the season opener against Anglesea, Lorne's boys played really well and won the match by five sets to three. Then on October 18th Lorne met Aireys Inlet at home on a sunny morning perfect for tennis. This was a high standard encounter with all players from both teams being in really good form. Lorne eventually won the match, again winning five sets to three.

Social tennis for adult players takes place on Saturday mornings from 9.00am and during the week – generally on Wednesday afternoons. Visitors and social members of Lorne Country Club are welcome to join tennis members – for the payment of the visitor's fee.

Locals in Melbourne Half Marathon

Lorne has many joggers and runners who enjoy the pleasure and benefits of regular running. Some of these runners train for special events such as Lorne's Mountain To Surf event, the Great Ocean Road Marathon and Half Marathon, or the Melbourne Marathon/ Half Marathon.

A group of local ladies has been training consistently and entered the Melbourne Half Marathon on October 11th. I am very pleased to report that these ladies ran extremely well and some exceeded their expected time for the distance. Lorne's Renae Forsyth and Carolyn Griffiths both from the Lorne Pharmacy, Mandy Farrelly from the Doctors Surgery and Bernie Everitt from the Lorne P-12 College all ran the Half Marathon and recorded impressive times. Remember that a half marathon is just over 21 kilometres! Each of these runners had overcome injury setbacks which interrupted their training leading up to the event. They were able to help support and motivate each other to achieve their goal. Very well done ladies! Pictured below from left are Bernie, Mandy and Carolyn.



Lorne Bowls Club - do it barefoot!

Lorne Bowls Club is holding a community barefoot bowls event on Tuesday 11th November at 4.00pm. For just \$10 you will be able to enjoy the bowling and receive a sausage from

the barbecue and a beer, wine or soft drink. This really is an event not to be missed – on this famous date in Australia's history. There will even be coaching and advice offered by their more experienced players. Jen Dulloo's article below brings us the latest in this season's competition.

Lorne Bowls Club

The 2014/2015 season of the Lorne Bowls Club has started off in great style with a most enjoyable opening casserole night for members & guests. In September we held our opening day & Friday afternoon bowls for newcomers. We welcomed two new ladies, Wendy Hemmingway and Dawn Carrington, who are keen to learn about the art of bowling. It is great to see the three new bowlers for the men's pennant, already included in the men's pennant team, so welcome to Gary Allen, Stephen Hishon and Joe Ragusa.

The Ladies and Men's teams have both made a great start to the Pennant Season. The Ladies have had two wins from three games, while the men are on top of the 3rd division with three wins from four games.

We would like to take this opportunity to invite those interested in this great game of ours to come down on a Friday afternoon at 4pm to meet with bowlers who are practising; all would be made very welcome. The ladies practise on a Monday afternoon at 4pm. We are looking forward to seeing you down at the Lorne Bowls Club.

- Jennifer Dulloo

Ladies Golf Update

NEW: Social 9 holes golf - Thursday 4 pm

Spring is in the air and summer is just around the corner. The days are getting longer so the Ladies golf group is now heading out on a Thursday afternoon at 4 pm for a social game of golf. The afternoon session is a very relaxed (hit, chat, walk) around our very picturesque course. Join us after the game for a drink or dinner at the club house.

We also have our weekly 9 or 18 hole competition every Tuesday commencing at 9 am.

All welcome.

For further details please contact: Lesley Goldsworthy
0437 465 343

Remember – tell us who YOU would like to see in Sportsbriefs!!

Send articles to byswerdi2@bigpond.com

Or post to: 35 George St, Lorne 3232.

Lorne Football Club new committee

The Lorne Football Club was established in 1896 and is an integral part of the heart & soul of Lorne. It has a proud history and has been a dominate club with an outstanding record.

Over the past few years the Club has been held together by a very small committee. The dedication of this group of people and especially Janet Smartt is greatly appreciated by everyone in the Club & Community.

Recognising the unsustainability of such a mountain of work on a few, members representing a cross section of our community have put their hands up to help ensure that the long term viability of the LFNC continues.

The Club's 2014 annual General Meeting was held on Saturday 25th October. The meeting was very well attended

by members of the Club demonstrating keen interest to come together, support and ensure the LFNC will remain successful for the future.

The following members accepted Executive positions:

Ken Hosking - President
Shelley Ryan - Vice President
Maxine Spizzica - Secretary
Clive Goldsworthy - Treasurer

In addition the following members have agreed to be part of the General Committee:

Miah Atwell
Hayley Bloor - Netball Coordinator
George Dragovitch
Ian Stewart
Kevin van Deuren
Peter Wheal
Rick White
Ross Umbers

It takes a community to build a club. A club that is well resourced, continues to provide a healthy & active outlet for our children and younger members of our town, performs consistently on both the football and netball grounds & most importantly is a community gathering place for us all.

Over the next few weeks the Committee will establish a number of Sub-committees to ensure the administration of the Club is more evenly shared by all members. This will provide opportunities for all members of the Club to assist in some small way.

More details will be forthcoming shortly.

Cr Clive Goldsworthy

Lorne Ward

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News from the Lorne Aquatic Club

Commodore's Report:

Pt Grey Redevelopment:

At the Community Reference Group meeting on Friday 3rd October, six pages of comments were collated and will be used along with the submissions to form the final draft, deemed necessary to make the precinct viable

LAAC Constitution:

The document as presented to Consumer Affairs Victoria has been validated. A copy is in the clubhouse for member access.

Club News

The club is working with the Lorne School to promote fishing as a healthy recreation

- Invoices for 2015 membership will be emailed/posted to members along with your Annual Report later this month

Remember – AGM – December 6th -5.30 pm. Presentations – 6.00 pm. This activity is being sponsored by FOODWORKS – Lorne.

Graeme Norton
Commodore

Fishing Report

The Winter Cup concluded on the fifth and final round, September 14th. This was won by Ian Middleton with a nannygai, with Graeme Norton coming in second (Sergeant Baker) and Andrew Clarke in third place (snapper). Congratulations go to Graeme Norton who was a clear winner after a consistent performance throughout. Runner-up was Ian Middleton and Andrew Clarke filled third spot.

In Round 5 of the Major Competition (Sunday October 5th) the overall catch was a small one indeed. Things are hotting up at the pointy end of the season and Commodore Graeme's place at the top of the leader's board was relinquished when he failed to present a fish at the weigh-in and saw Paul Staley edge past him into a narrow lead (of 1201 points) with only one round to go. It will go down to the wire in the last round on Cup Day weekend and the weigh-in by 12.30 PM promises to be an eagerly awaited occasion. Paul took third place with a flathead while congratulations go to Glenys Hayward who was the winner with a flathead and Doug Williams getting second place with his smallish snapper.

In the Junior Division Laura Wallis won the day with brother Thomas in second place and Zane Lodge coming in third. All three contestants landed grass whiting.

With the Snapper Shield contest still running until the end of November it is anybody's trophy. Out in front at the moment is Kaide Love who has weighed in a 7.05 kg fish.

On Monday October 6th we happened to spot an angler who had real success fishing off the pier and had landed a large snapper. We invited him in to have it weighed in at the Club and it tipped the scales at 5.8 kilograms! A pretty fine effort indeed by Bernard Keble of Melbourne. How fickle it can be - at the Sunday Comp. the day before it seemed nobody could land a fish, yet on the Saturday three local fishers landed eighteen fish and threw back nine which weighed around two kilos, only keeping the nine that were over 40 cm (which is the limit they were allowed to bring in, three each). Can you imagine returning fish of this size to the water? Not many of us choose to do so I must say!

The Most Fish Caught Award, which encourages fishers to test their skills across a variety of angling disciplines, will be calculated before the AGM (December 6th) as will the Steve Muir Garfish Trophy. Prize-giving will take place immediately following the election of office bearers on Saturday, December 6th.

Thank you to Surf Coast Mowing & Gardening, sponsors for the round.

- Doug Williams



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The Anxious Bird

Anxiety affects one in four people over a life time.

Jules Haddock says, 'Everyone time we flap our wings in a wild and anxious way, little people are watching.

They learn from us.

Women, mums, daughters.'

Jules is a qualified Mental Health First Aid Instructor, and REACH facilitator with the Black Dog Institute.

Jules has a personal story about anxiety to share, along with positive and effective strategies you can implement in your everyday life, in an endeavor to reduce anxiety and, 'restore your wings for flying'.

'An anxiety disorder is more than just feeling like your wings are tired,' says Jules.

'It is a diagnosable illness that affects a person's thoughts, emotions and behaviors.

But it is treatable.'

Lorne Community House invites community members to hear Jule's story and to learn more about anxiety and how to manage its effects.

Come fly with The Anxious Bird on a journey of recovery.

When: Wednesday November 12, 6.30 to 8pm

Supper provided by Lorne Community Hospital

Where: Lorne Community House, 16 MountjoyPde Lorne (opposite Visitors Information Centre)

RSVP: 5289 2972

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— or —

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TUESDAY NIGHT

BOTTOM BAR ONLY

Beauty and fragrance of native frangipani

Doug Williams is a retired landscape gardening contractor and a keen observer of nature. In this article he shares his knowledge of the very beautiful frangipani.



Hymenospermum flavum

In the October column I touched on fragrant plants in the garden. Unlike Aireys Inlet which possesses a range of soil types, the soil in Lorne is heavy clay in the main apart from a sand belt below the fourth green of the golf course where some small scale sand quarrying was done during the middle part of last century - the last person to do so commercially was 'Tiger' Clissold - and the land south of the Grand Pacific which used to be holding pens for livestock adjoining the old Abattoir Site and where the soil is deep and to this day is still relatively fertile.

Don't be dismayed, heavy clay is no deterrent to the culture of plants including natives and for those seeking scented plants in their garden there is ample opportunity to do so. At ground level, Lily-of-the-Valley can be established, but like most plants does not like overly wet soil.

Said to derive from the tears shed by Mary Magdalene at the crucifixion of Jesus, the dainty flowers appear in spring and the plant can spread slowly (if you are lucky). It is highly poisonous but you or your pets are most unlikely to want to ingest them.

Everybody seems to know that oleander is a poisonous plant but, seriously, have you ever sampled it? I can tell you it is impossibly bitter and so you or the kids are unlikely to try to swallow it and it's the same with pretty much all toxic plants.

There are a number of shrubs to choose from that possess sweet smelling flowers. Soil conditioning will be of benefit here and the mild Lorne climate is most suitable for many of them.

As already mentioned, bouvardia and gardenia are challenging to grow in less than ideal conditions here but you will have already planted a daphne by now and you will have success as well with lilacs, abelias, the pink flowering *luculia* (*L. Gratissima*), *viburnum* (*V. Odoratissima*) and port wine magnolia (*Michelia figo*). The North American magnolia, *M. Grandiflora* possesses huge voluptuous lemon-scented

flowers but since it is also a huge tree it may not suit your garden. They are not common in town but there is one growing successfully at Varna. A good choice for a small tree with fragrant flowers would be *Hymenospermum flavum*. Native frangipani has golden yellow flowers that are delightful on a warm spring evening and grows to around eight metres.

Another native that will suit your garden is the locally growing mountain clematis, a lightly fragrant climber sometimes called Traveller's Joy which comes into bloom in Otway forests during spring.

There are other non-native clematis varieties you can choose but among the exotics - well, you can't fail with jasmine. A heady scent and a hardy, undemanding approach make it an appealing choice but be aware it does want to rule the roost so needs to be kept in check.

The spectacular, pendulous mauve flowers of wisteria grow on a woody vine and have the advantage of being deciduous making them a great choice to grow over a pergola- you can have a fragrant shade plant in summer and let the sun shine in during winter. It is to be seen on Willow Pattern porcelain.



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The theme for Lorne Film 2014 is - From the Heart. It will be opening on the 14th Nov at the Lorne Cinema. Their web site and all ticketing enquiries can be directed to <http://www.lornefilm.com.au/> If you want to see a trailer for this year go to <https://www.youtube.com/watch?v=BenO-OsOHnQ> .If you want more information feel free to contact Emma Crichton emma@lornefilm.com.au 0413 423 063 or Darren Markey darren@lornefilm.com.au 0401 387 176

Matthew Fagan – Classical Guitarist returns by popular demand to QDOS on Friday Nov 8. Show starts at 8:15 PM – Dinner will be available from 6:30pm For bookings phone QDOS 52 891 989 e.qdos@iprimus.com.au

Aireys Inlet Christmas Tree Festival is on again on 28 -29th November at the Aireys Pub under the aegis of the Aireys Inlet Uniting Church. The trees will be judged and you can have fun voting for your favourite tree. For more information call Joan Richardson on 5289 7029 or Edie Barton 5289 7415.

On Sunday 23 Nov at Deans Marsh Reserve The Deans Marsh Community Cottage will be sponsoring a market which will include –Local food growers and producers, local arts and craftspeople, live music, buskers and kids activities. The festivities will run from 9am-2pm. For more Info contact www.deansmarsh.org.au/market

New Edge To The Edge

Among all the renovations and up dates taking place on Mountjoy Parade it is good to see The Edge Gallery open again and showcasing Lorne professional landscape photographer Will Dielenberg's creative and very beautiful images of Lorne and the Surf Coast.

The renovation has added more space for more images and larger images so if you are a fan of photography - and today everybody seems to be into capturing the moment in pictures - do drop into this gallery and see how photography can really be raised to a fine art. Gallery open Thur – Mon 10am – 4pm.

Will was recently awarded Third place in the International Landscape Photographer of the Year 2014, Fourth place in the Epson Pano Awards 2014 where his local image 'Zeally Bay' received a Gold Award. And to top off his very successful year his four entries in the Australian Professional Photographers Awards received Silvers and Silver Distinction. - **A.E.**

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The Calder family of Lorne

A reminiscence, with apologies for any inaccuracies due to a failing memory!

Roger Calder

The Calder family started coming to Lorne for their summer holidays in January 1946. In 1946 I was a boy of seven and it was the most exciting time of the year for me! My family didn't have a car then, so we made our way to Lorne by public transport. Dad was an engineer with the Victorian Railways and had a family pass to use on the train.

Dad, Mum, my small brother Mel and I caught an electric train from Moreland Station, which was at the end of our street, to Spencer Street Station. From there, we boarded a steam train – the Geelong Flyer – to Geelong. Dad carried all the luggage – suitcases didn't have wheels then! When we arrived at Geelong station I was intrigued to see the trams circling round with the destinations EAST or SOUTH on the front. Apparently in Geelong that was enough information about which route the tram was taking!

We didn't take a tram, however, but boarded the Trans Otway bus for Lorne. The bus wound along the coast, stopping at all the towns en route, and my excitement grew as we got closer and closer to Lorne. The whole journey seemed to take most of the day!

Our family and Dad's brother, Alan Calder's family, took a house on the Great Ocean Road called "Kialla". Alan and Nin and my cousins John and Prue took the house for the first two weeks of January and we followed them and took the second two weeks. Kialla was a small fibro house right opposite the beach not far from the mouth of the Erskine river. It was typical of many of the holiday houses built north of the Erskine around that time. My brother and I were allowed to sleep on the front veranda. This area was under cover, but had only canvas blinds to pull down for protection from the weather. It was so exciting to be able to lie in bed and listen to the waves crashing on to the rocks just on the other side of the road! Each morning I was sent a few doors along to the bakery to buy a loaf of bread for the day. This was a beautiful crusty white high tin loaf which was still warm from the oven.

There wasn't a lot of entertainment in Lorne in those days. The Lorne Theatre was operating, and we'd sometimes walk into town to see a film and catch the town bus home afterwards. This bus did a regular run from one end of town to the other along Mountjoy Parade and the Great Ocean Road, and you could pick it up at several points in town. Apart from the pictures, we spent the holiday on the beach just across the road from our house. I made it a rule that I had to go in for a swim at least once every day, no matter what the weather was like. Even though it was summer, this wasn't always easy (to which those familiar with the vagaries of Lorne summer weather will attest!) I used to love to go down to the Lorne Pier too and watch the cuta boats coming in under sail in the mornings. I'd watch them unload their catch by throwing the fish up on to the pier.

After many years of staying at Kialla as a child, I began to

come to Lorne without my family in the 1950s. I'd stay at the guesthouse Yenderlock with my friends. We'd have a great time at the beach, surfing, swimming and sunbathing and would go to the Wild Colonial Club at night to dance to the trad jazz that was played there. Mum and Dad had a car by this stage and started to come camping to Lorne instead of taking a house. At first they camped up on Top Bank,

but were told they'd have to move their camp down to the new camping ground behind the supermarket, as Top Bank was being closed to campers. This was in the 1960s and it still hasn't happened! We met many of the same families each year at the camping ground – Ron and June Adams were there every year, the



Top photograph shows the line up of 'flash' cars (when they could afford one) in the Yenderlock car park. In the front is Roger Calder's pride and joy, his 60s VW. The above picture shows a very handsome Roger showing off. The 'Beetle' was one of the most popular and reliable vehicles available to young people without an abundance of cash.

Silverwoods, the Kennedys, the Roberts and in the early years, a beautiful, tall, blond girl called Maggie Robb, who later became Maggie Snelling! My uncle, Alan Calder and his family – Nin, John, Prue, Lloyd and Young Alan – built a house in Charles Street next door to the Stirlings, which they had for many years.

In the mid 1970s Mum and Dad bought a block of land in George Street and built a house. Unfortunately Dad, only 68 years old, died at the Centenary Celebration for the Lorne School at the Grand Pacific Hotel in 1979, only a year or so after retiring. He was dancing with Mum only seconds before he suffered a massive heart attack on the dance floor. A good way to go, but a shame that he couldn't have spent more of his retirement in his beloved house in George Street. However, his family have enjoyed holidays here ever since, and Mandy and I now live permanently in the house he built and intend to pass it on to our kids as a holiday home for them for many years to come.



The two photos on the left show the good times had by all in the mid- to late 60s. Please note beach dress-wear was somewhat more conservative in those days but that didn't detract from the fun. All the photos are taken from Roger's collection.

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Have your say on Human Rights

Lorne residents and visitors will have an opportunity to meet and voice their opinions on human rights when the Australian Human Rights Commissioners Tim Wilson will make an address at the Lorne Bowls Club on November 25.

The Lorne Historical Society is host for the evening. The consultation will focus discussions on some of the key rights and freedoms that have traditionally underpinned our liberal democracy in Australia. These include:

- the right to freedom of opinion and expression
- the right to freedom of thought, conscience and religious worship
- the right to freedom of association and property rights

The Human Rights Commissioner is conducting a national consultation about how well we currently protect people's rights and freedoms in Australia. The consultation will focus on what each of us can contribute to achieve better protection of rights and freedoms, and to build an understanding of the responsibilities that come with this.

A particular focus of the consultation will be on building a culture of respect for rights and responsibilities among the Australian community. The consultation is interested in learning about initiatives at the local and community level that advance rights and freedoms, and the responsible exercise of these.

This public forum is an opportunity to have your voice heard.

Registration and further information can be found at:

<http://www.humanrights.gov.au/rights2014>

**Tuesday 25 November at the
Lorne Bowls Club 5pm - 6.30pm**

**AGM
Lorne Historical Society
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VICTORIA POLICE

Schoolies 2014

‘We’ve come a long way’

You don’t have to think too far back to remember the days of Schoolies celebrating on the Lorne Foreshore with excessive public drinking that inevitably resulted in drunkenness, assaults, broken glass, damage and poor behaviour. This behaviour saw the week of “Schoolies” negatively impact on residents and visitors and we often featured in national media which reflected a negative impact of Lorne. With the town relying on tourism from all over the world this negative publicity was far from ideal.

Fast forward to this year, we will see Police working alongside key stakeholders including the Surf Coast Shire, Red Frogs, YSAS, accommodation providers and licensees to ensure a well behaved and successful “Schoolies” with minimal community impact. Again police will judge the success of the operation on the number of Schoolies, who during the course of their celebrations are not injured or negatively impacted by their stay in Lorne.

As we often see, celebrations can turn to tragedy within seconds if guidelines and boundaries are not set and enforced. Setting boundaries for “Schoolies” is paramount to the success of the Police Operation. Police will leave no stone unturned in their endeavour to make personal contact with each and every “Schoolie” visiting our town. Police will convey key messages to “Schoolies” of the need to be respectful to the local community and the fragile environment that they visit. Police will issue a stern warning in relation to local Surf Coast Shire Laws of no consumption of alcohol within a public place and the penalties associated with public drunkenness.

I would like to remind residents in relation to noise that can become an issue during “Schoolies” celebrations. I ask residents to ring police on triple 000

and report noise complaints at the first opportunity. You do not have to wait until 3.00 am to report a noise complaint. There are no times involved with residential noise - it’s about what is unreasonable. With this in mind if you can hear your neighbour’s stereo from your bedroom, that is deemed to be unreasonable and that’s a police issue to deal with.

I enter this time of the year with the confidence that planning between key stakeholders and continued community support will see a successful Schoolies period, but I go in with eyes wide open to the fact that only one serious incident can spoil an otherwise successful operation and seriously impact the life of young adults.

It’s our time to shine

David COOPER
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Mocking Hades.**

**Unaware Charon
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Contemptuous – to verse
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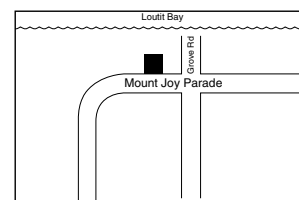
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Letters

Apology to GORCC

The Lorne Independent published an announcement in our October issue with the heading "Revised Pt Grey Draft for comment" under the by-line 'GORCC', outlining the latest developments in that the authority inviting feedback on the redevelopment of the Point Grey Precinct.

The article was factually correct as it was taken from an official GORCC media release. However, the second paragraph carried an inserted sentence: "This new move follows strong lobbying by Lorne Interest in that the original plan was deemed to be greatly lacking in needs and desires of the community."

The article, therefore, should not have been attributed to 'GORCC'.



The Lorne Independent apologises unreservedly to GORCC for the error.

**Jo Vondra,
Editor,
Lorne Independent**

In Appreciation!

In recent times we have on several occasions had cause to call for assistance from our Lorne Police, Ambulance, Medical Centre/Hospital and our local Minister. We wish to place on record our absolute admiration of the dedicated, professional and compassionate service these people provided time and again. We are most fortunate to have such unstinting help at hand in our small Lorne community.

**H & H
Lorne**



A big thank you from Lorne's Op-shop

The Auxiliary of the Lorne Op Shop wishes to thank its fantastic customers, the generous donors of excellent quality goods, and the amazing team of volunteers for making it possible to give away \$95,000 in the last financial year.

Most donations went to the Lorne Hospital and Nursing Home, with the remainder helping to fund items for the SES, the CFA, the Police and the School. \$200,000 has also been earmarked to go towards the big renovation of the Lorne Hospital Residence which is well under way.

The Op Shop team work hard and also have fun together as well as with their precious customers! If you have a spare three hours once a week, or even occasionally, pop in and register as a team member.

**Heather Rice,
President**

International Womens Day 2015

A celebration of women's achievements past, present and future.

Help Lorne become part of this global event by attending a film afternoon/evening on Monday 9 March 2015 at the Cumberland.

Further details to follow.

**Lesley Goldsworthy
Lorne**

Mobile phone black spots in Corangamite

It seems that the Otway Ranges and the area just north of it rank as having among the highest number of mobile phone black spots in Australia, according to a Federal Department of Communications.

Across Australia, the Department of Communications has listed some 6,000 mobile phone black spots following extensive consultation. In Corangamite, 136 mobile phone black spots have been reported to the department.

About 20 locations in Corangamite are priority areas, including Birregurra, Dereel and Gellibrand.

I am working hard to advocate for the needs of communities on mobile phone black spots as well issues with broadband and fixed line services.

The government expects that between 250 and 300 new mobile phone base stations will be built across Australia and the selection process is expected to leverage at least an additional \$100 million in investment from bidding parties, state governments and local councils.

In some cases, nominated locations are close to each other, meaning that one base station may be able to provide coverage to multiple locations.

The government aims to announce the locations which will receive funding in the first half of 2015, with the first base stations funded under the program expected to start rolling out in the second half of 2015.

**Sarah Henderson,
MP for Corangamite**

Lynton's reflections

It's my birthday soon. But I don't want anything. Although, I remember a time when I would flag appropriate items that would be appreciated as birthday presents, when I could think of something that I thought I wanted.

More often than not, inspiration would come two weeks after the birthday and I would try to work out why I hadn't thought of it earlier.

I think I saw the birthday present as a measure of my value to the giver. Marvellous presents came from people who were marvellous friends.

I remember sending a neighbourhood boy home when he turned up to my 7 year old birthday party without a present! Completely out of character with the wonderful and well-adjusted person I am now.

Birthdays are pretty exciting though, and it is always a challenge to make this year's special in some way.

That is not so difficult with children, of course, who have such a limited experience of birthdays. It's not too hard to invent something different each year. Our daughter is now letting their older children choose the theme and location of their next birthday.

A 'Peppa Pig and Playdough' Party is the choice of the two-year-old-turning-three. Quite creative, I'd have thought – especially with the alliterative title.

But looking back, I can think of some birthdays that were less than memorable.

Turning 22 as I spent the night in the Army barracks in Brisbane, alone, writing a letter home. A bit of a step down from my 21st, when I had weekend leave from Basic Training at Puckapunyal to be home for a sit down dinner with 20 friends and family ... very conservative.

Having a birthday so close to the end of the school year meant that I was often studying or even sitting exams as a teenager.

Not very conducive to wild celebrations.

But, for all that, birthdays happen with a fairly reliable frequency and there's always an opportunity (next time) to do something special.

And I think there's a good case for doing something special for or with our loved ones on their birthday.

We get excited for Jesus' birthday. Don't miss the opportunity to do likewise for yourself!

- Lynton Wade

Committee for Lorne Lunch
Friday, November 14
with guest speakers

Committee for Lorne
AGM
Friday, November 21

Venue and other details not known
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Caring for carers

Sometimes we all need a break from our daily chores. But none are more deserving of a break than carers – dedicated, tireless, and often unpaid. During the recent national Carers Week, we are urged to recognise and celebrate the outstanding contribution of carers and help them take a break. This year's theme is 'Take a break, raise your voice and support our carers'.

According to the latest 2012 Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers, there are 2.7 million family and friend carers over the age of 15 in Australia – 12% of the population.

Carers are a vital part of Australia's health system, as the foundation of our aged, disability, and community care systems. In 2010 Access Economics estimated that carers provide 1.32 billion hours of unpaid care each year, and that it would cost the Australian economy \$40.9 billion to replace their work with formal care services. On average, 40% of primary carers provide 40 or more hours per week of unpaid care.

Some 770,000 of Australia's carers are primary carers. Primary carers provide the majority of informal assistance with the activities of daily living to a person with disability, plus one or more of the core support activities of mobility, self-care and communication. Of these primary carers, 51% provide care to a person over the age of 65.

But carers are unsung heroes and often face serious challenges:

- In the Australian Unity Wellbeing Index Survey carers were shown to have the lowest collective wellbeing of any population group investigated.
- Carers have an average stress rating that is classified as moderate depression.
- Carers are more likely to experience chronic pain.
- According to 2012 ABS Survey of Disability, Ageing and Carers data, primary carers were significantly more likely to have a disability themselves – 37% of primary carers have a disability, compared with 16% of people not in a carer's role.

- Carers are more socially isolated. In 2012 only 47% of carers who provided care for 40 hours per week or more reported participation in at least one cultural or physical activity, away from home.

- Almost two-thirds (65%) of primary carers reside in a household with gross household income in the lowest two quintiles, compared with 36% of non-carers.

- The median gross personal income per week for a primary carer is \$400, and for a non-carer is \$600.

- Some 55% of primary carers are on a Government pension or allowance and 54% of primary carers have difficulty meeting everyday costs as a result of a caring role.

Many carers are young men and women. There are more than 150,000 of Australia's carers who are under the age of 18. These young people may be providing care for a parent, partner, sibling, their own child, relative or friend. Many of these young carers indicate that caring is a positive experience for them. However, research clearly indicates that when inadequately supported, their own health, mental health and wellbeing can be seriously affected by their roles.

For more information about how we can take care of carers, the Pharmaceutical Society of Australia (PSA), with assistance from Centrelink and the Carers Association, has developed a Self Care Fact Card titled Carer Support. The Wise use of Medicines Fact Card is another useful resource for carers. Both of these Fact Cards are available from pharmacies providing PSA's Self Care health information.

For the location of your nearest Self Care pharmacy phone PSA on 1300 369 772, or go to www.psa.org.au 'Supporting practice' then 'Self Care', and then 'Find a Self Care pharmacy'.

- John Bell



Your monthly health newsletter brought to you by the team at the Lorne Pharmacy & Beauty Retreat

Renea Forsyth is our regular Wednesday pharmacist, specialising in women's health issues, mother and baby care, skin problems and fashion ... Come in for a chat any Wednesday

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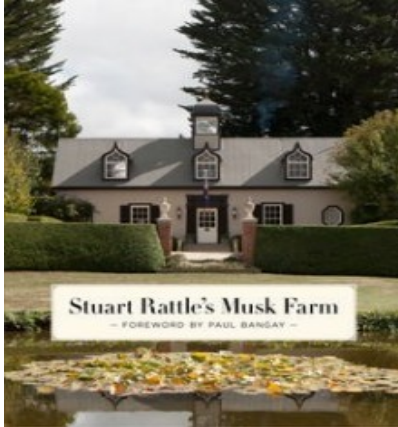
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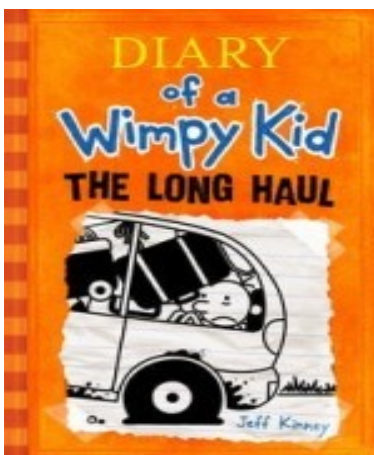
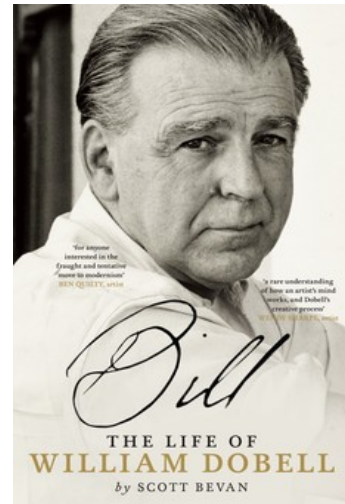


In 1998 Australian designer Stuart Rattle purchased the dilapidated Musk school-house and surrounding grounds. Over the following few decades it was to become his most enduring project – a true labour of love, with every detail of the buildings and grounds carefully considered.

Stuart Rattle's Musk Farm,
Paul Bangay, \$39.99

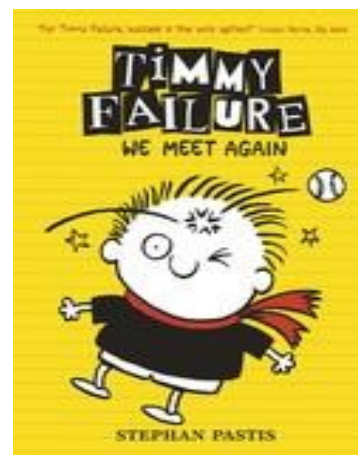
Dobell's Archibald Prize-winning portrait of Joshua Smith was the subject of a sensational legal case, challenging not only Dobell's right to the prize, but the very idea of art itself. Dobell won the legal battle but lost so much else. His health was shattered, and his desire to paint was wiped out. Dobell moved to Wangi to escape fame, there he found community and friendship, and he rediscovered the passion to paint

Bill: The Life of William Dobell,
Scott Bevan, \$35.00



Diary of a Wimpy Kid: The Long Haul,
Jeff Kinney,
\$14.99.

Timmy Failure: We Meet Again,
Stephan Pastis,
\$17.95



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