

Mayoral Fundraising Ball – A Roaring Success

Frankston and the Mornington Peninsula's most stylish event – the Mayoral Fundraising Ball – has raised in excess of \$55,000 for the CFA throughout the two municipalities.

Co-hosted by Frankston City Mayor, Colin Hampton, and Mornington Peninsula Shire Mayor, Anne Shaw, over 300 people attended the event at the Mornington Race Club. "It was a night for raising serious money – and we certainly achieved that," Cr Shaw said.



"It was a top night that exceeded all of our expectations," Cr Hampton added. "This is a great example of how the community, both Frankston and the Mornington Peninsula, can rally together to help out such a worthwhile organisation – our volunteer fire fighters – by raising in excess of \$55,000 to help them purchase vital equipment."



Funds were raised from proceeds of the ticket sales, along with a phantom horse race, and both running and silent auctions held on the night. "The amount of money we raised was overwhelming," Cr Hampton said.

"But this would not have been possible without the support of everyone involved," Cr Shaw continued. "Our tourism operators and local businesses – from Frankston and the Mornington Peninsula – were very happy to be involved in such a worthy cause."

"Thank you to everyone who attended and generously showed their support on the night. Also, thank you to all the Council staff from Frankston and the Mornington Peninsula, who worked very hard to organise the event," Cr Hampton continued. "We would also like to acknowledge and thank the support the ball received from local business that provided sponsorship for the event and items for the auctions on the night."

Frankston Council Sets the Pace

Frankston City Council's customer relations staff have been lined up against the best from local government, the banks, airlines, utilities and more, and come out smelling like roses!

A recent report looked at the response times of call centres in major industry sectors, finding that local government had an average response time of 38 seconds, just behind the first placed water industry at 37 seconds.

Frankston City Council though, turns out to be a beacon for other councils, with an average response time of just 24 seconds.

Council's General Manager Corporate Mick Cummins said: "Our Customer Relations team have been working extremely hard to get their response times down for some time now, and to be 14 seconds, or 37% better than the local government average is outstanding."



"The team has also achieved their goal of answering more than 80% of their 500 plus calls per day in under 20 seconds, and they deserve great praise for their efforts."

In comparison, it took one minute on average to reach an operator at Westpac and ANZ, 2:07 at Vodafone, 4:06 at Telstra and eight minutes at Qantas, according to the Herald Sun report. If you rang a bank for a home loan you would be left hanging for an average time of 2:36.

Mr Cummins added: "It is a great achievement to outperform so many big name companies, but it is also something we expect, as local government really is here to serve the community. Every month we receive around 40,000 contacts for information through our call centre, email enquiries and www.frankston.vic.gov.au web site."

Open Field In The City Centre

Open Field has been installed in the White Street Mall and will be there until 19 September. And while Frankston City Council has completed a major refurbishment of the mall to make it more 'user-friendly', Open Field is not another stage of Frankston city centre beautification, but an exhibition from Melbourne artist Yasmin Heisler.

Yasmin has just returned from her exhibit at the Brick Lane Gallery in London, and is a past winner of the ANZ Visual Arts Fellowship Award. She will be exhibiting stage one of Open Field from 19 July to 19 August, with stage two on show immediately following until 19 September.

Open Field is a visual work, with four pieces on show 24 hours per day, seven days a week in the White Street Mall light boxes, focusing on the clash between 'nature' and 'civilisation'.

The White Street Project, supported by Frankston City Council and Arts Victoria, collaborates with artists and cross-disciplinary teams to develop proposals and implement artist projects which are site specific to Frankston, in any media and any genre.

Local artists interested in staging an exhibit should go to www.whitestreetproject.org or contact Mark Themann via e-mail: whitestreetproject@gmail.com.

Best Western Brooklands Achieves Perfection Again

Best Western's stringent 200-point Quality Assurance assessment thoroughly checks every Best Western property regularly to ensure the highest standards of maintenance, cleanliness, amenities and customer service are upheld.

Best Western Brooklands of Mornington became the first Australian property to achieve a perfect score in all five categories of the assessment in August 2008, prompting Best Western International President and CEO, David Kong to send his personal congratulations. This year they did it again, thereby achieving another record in becoming the first Australian property to do it twice.

In addition, the property has also become the first Australian hotel to win Best Western's International Quality Award.

Best Western Brooklands of Mornington management take pride in achieving a Perfect Quality Assurance Score.

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When staff were informed by management of our perfect score they were overjoyed. Winning in 2008

was an inspiring result, however to achieve the same result in 2009 shows a continual dedication by everybody concerned.

The Best Western Brooklands of Mornington is a luxury four-star property built around the original 1878 homestead, sitting on three acres of glorious landscaped gardens. It is equipped with three private function rooms, fitted with audio-visual presentation equipment, making the property perfect for corporate conferences and private receptions.

Recently, the property underwent a \$6 million dollar renovation in which all 34 rooms were completely refurbished and another 19 new studio suites were constructed. The property also added a spectacular indoor swimming pool, gymnasium.

For more info or, to book call 131 779 or log on to www.bestwestern.com.au

