

JERRABOMBERRA RESIDENT'S ASSOCIATION INC.
MINUTES
COMMITTEE MEETING 17 JUNE 2009

1. PRESENT

A total of 67 people attended this meeting, including a large number of Woolworths staff members.

2. APOLOGIES

Jen Lee, Sue Jarvis, Leanne Hopper, Steve Ryder, Val Treverrow.

Standing Orders were suspended and Anthony Dalglish, Woolworths Regional Manager, addressed the meeting.

3. ANTHONY DALGLEISH, WOOLWORTHS REGIONAL MANAGER

Margot summarised that the reasons for tonight's meeting were as a result of complaints from members regarding the standard of service, the quality of the fresh produce and the disappearance of certain items from the shelves of the local supermarket.

It was of concern that people were not lodging complaints with Woolworths, but were just taking their business elsewhere and were not shopping locally. This has impacted on other local businesses and the JRA were concerned for all the smaller businesses within Jerrabomberra.

The JRA contacted Anthony Dalglish, the Regional Manager for Woolworths in this area, and raised these concerns. The next issue was how to convey, to the broader population, that these concerns had been raised with Woolworths management and were being rectified, where possible.

Margot thanked Anthony for his attendance, and also the large number of Woolworths staff who were in attendance.

Anthony Dalglish thanked the JRA for the opportunity to speak to the residents and, firstly, made mention of the fact that they hadn't received any complaints. Anthony stated that this is the first time that he is aware of, in the Company's history that someone has come along to a residents association meeting to actually hear from residents and try to address some of the issues that they have with a Woolworths store.

Anthony acknowledged that there are problems at the local store but that there has been information put up around the store, advising customers how to lodge a complaint or inquire about deleted stock items. If they are not told about these problems, then they can't address the problem. If a request for a certain product is lodged, the manager of that section is required to respond within 72 hours and if this isn't done, it is elevated to the manager for action.

Question: Do you do a demographic study?

Answer: Yes, we do. This is done through the register – what is purchased at a store and we then build around that product. There are about 4,500 less items than the Queanbeyan store because of the size of the store.

There are plans to expand the size of the store in Jerrabomberra as there is more space at the back of the building.

Question: The service is poor at busy times of the day

Answer: Staffing levels are rostered around shopping patterns but if these patterns change, under-staffing can sometimes occur. Another problem is staff not showing up, especially on weekends, when it is difficult to get replacement staff at short notice. To address this issue, they are rostering on more staff at the weekends.

Question: Do you think you have the right staff on Saturdays? There are always a lot of young people rostered on and if they have a big night on Friday night, they don't want to come to work on Saturday morning.

Answer: Personally, I would like to hire all senior people in our organization but we can't get enough senior people to actually work. A lot of senior people don't want to work the busy shift from 3pm-8pm on a Saturday.

Question: Could you put up a 'positions vacant' sign?

Answer: We don't actually have a positions vacant sign because we have an internet site and we used to have positions vacant, we used to have a walk-up process. We do have a walk-up process to a degree now but we didn't get people coming in anyway. A decision was made a number of years ago to go to an internet based system and people can click on the website and find what positions are available.

Question: You said you want older people, but a lot of older people don't have the internet.

Answer: That's quite a fair point and perhaps we could put signs up, but they don't fit our availability. We don't need people to work 9am-2pm Monday to Friday, we need people to work when we are busy.

Question: 5pm-6.30pm is a peak time and the express lane is queued back to Liquorland but you get someone who walks up to the cigarette counter and gets served immediately. This isn't fair but we have been told that's store policy. Maybe that counter should be closed.

Answer: The cigarette counter should be manned rather than closed.

Question from Mark Sawa, Queanbeyan Age: Are there any incentives to get people to work at these peak times?

Answer: They are paid at a greater pay rate, that's the incentive.

Question: But that doesn't apply to Saturdays does it?

Answer: If we were to offer incentives to the people at Jerrabomberra, what about the people at Mawson, what about the people at Queanbeyan, what about the people at Mona Vale?

Question: But why can't you, you're making record profits

Answer: Are we? You can't believe everything you hear

Question: Why are a lot of things now in packets? When you are on your own, you don't need a whole packetful.

Answer: They do stock loose items as well but if you ask, they will open a packet.

Question: I was looking for somebody, but I couldn't see any one. I couldn't find anyone at the service desk either.

Answer: The staff members are there.

Question: What mechanisms are in place for customer help?

Answer: One thing about the Jerrabomberra store, is the number of junior staff members we have and we have kids running kids basically, but we have now got a lot of experienced senior managers to make sure that we make the right decisions at the right time. If we look after our staff and we have the right products and systems in place then the customer is looked after. That isn't what's happened in the past but it's about having senior people in the organization.

Question: Would it be possible to have business cards printed with the Manager's name and phone number so that those people without internet access could phone the Manager?

Answer: Anthony stated that could be done and maybe also a sign at the entrance to Woolworths giving the name of the Manager and his contact phone number. The Managers name and phone number is also on your shopping docket.

Comment: I don't know who the store manager is or what he looks like.

Question: Could a touch screen be installed?

Answer: Touch screen trials are currently being undertaken in some of the stores but the idea of a business card or something customers can take home is a good idea and this will be looked at.

Comment: It is irritating on weekends to find customers with more than 8 items in the express lane or taking a trolley through the express checkout.

Answer: The express lane is now for anyone with a basket, regardless of the number of items.

Comment: Very supportive of employing young people but there needs to be real training so they know how to behave in a workplace environment. It is also very difficult to lodge a complaint as we were told that the manager wasn't there.

Question: Why have things got to this point?

Answer: Customers weren't complaining.

Question: How often are you at the store?

Answer: Once a fortnight.

Statement: A number of times I have been into the produce section and the quality of the fresh fruit and vegetables is very inferior compared to the markets.

Answer: There is a new produce manager so the quality of the fresh produce will improve.

Question: Is there a mechanism that could be put in place to log complaints at the store so that at the end of the day, the store manager can see what complaints have been received?

Answer: That's no problem. We can put a mechanism in place, and there is a computer available at the front of the store.

Question: Staff members stand at the front entrance smoking. Would it be possible to move them to another location?

Statement: There is also the issue of staff members going to the pub in their work uniform and being drunk and disorderly and this doesn't reflect well on Woolworths in general.

Question: Why is the Jerrabomberra Woolworths dearer in price than the Queanbeyan store?

Answer: On a line-for-line basis, Jerrabomberra is no different in price from any other Woolworths store. The only disparity is in the fresh food section when there is localised competition.

Question: Why are the shutters being pulled down 5 minutes before closing?

Answer: That should not be happening.

Question: Why do Woolworths advertise their specials, but the customer is charged full price at the checkout, and when this is queried you are made to feel like a miser?

Answer: Our prices are downloaded through the system and it's just a matter of the store accepting the changes.

Question: How do I request a deleted item be re-stocked?

Answer: Talk to the manager or the department head and we will consider it.

Question: Do you have a policy that if you have been fully charged for something that's on special, and you point out this discrepancy, you will then get it for free?

Answer: It's a scanning policy and, yes, you would get it for free.

Question: Why is the refrigerated cabinet at the front of the store displaying meat?

Answer: Meat sales were growing and we didn't have enough space in the meat section at the back of the store.

Question: Why is the deli number machine not being used?

Answer: We will try and use it.

Question: Some of the items that appear in the Specials catalogue are not in the store.

Answer: Sometimes we don't have all of the fresh food in stock but we should have the grocery lines unless there has been a supply problem.

Question: Do you have any plans to monitor customer satisfaction in the Jerrabomberra store?

Answer: Anthony will be monitoring the store but is also happy to monitor the situation through the JRA. Woolworths don't do customer surveys any more but we do have mystery shoppers going through the store about twice per month. If you're not happy with our service then please tell us.

Question: Another of our problems is the state of the car park. We have managed to get Macquarie to clean it up and to do some tree pruning but the traffic flow needs to be changed so that it's a lot safer for both people and pedestrians. We have been lobbying the last 2 Centre Managers and also Macquarie and been given the run-around. What support would you be able to provide us to put to Macquarie to get them to upgrade the car park? Maybe even asking for another exit onto Edwin Land Parkway to relieve congestion and to get some flow through.

Answer: Can I answer that question directly to you in the next 24/48 hours? I will talk to our property manager tomorrow and see what pressure we can put on.

Question: Why has the poultry choice diminished?

Answer: Because we weren't selling enough of the product.

Margot thanked Anthony for attending the meeting and also thanked the Jerra Woolies staff for their attendance. The JRA will meet with Anthony in 6 weeks time and pass on any feedback that we may receive.

Standing Orders were resumed.

4. CONFIRMATION OF PREVIOUS MEETING MINUTES

Motion: That the Minutes of the previous meeting be accepted, with the following amendments included. These are as follows:-

9a) General Business, Airport Draft Master Plan & April JRA Meeting

John Green voiced concerns regarding last month's meeting with Airport Management.

It was noted that interjections were not generally recorded in Minutes and that Mr McCann had already spoken for 45 minutes when Mr Green made his interjection and was then given another 10 minutes to wrap up. Noel McCann made a prior agreement with the JRA executive to give a brief 15 minute outline of the Airports plans prior to answering JRA submission specific questions and then opening question to the floor for all the community. As a 'professional' spokesperson for the Airport Mr McCann understood and agreed to abide by our agreement however, when Mr McCann made his presentation he completely disregarded this agreement.

Brian stated that he agreed with Mr Green 100% that 15 minutes was not enough time for the Airport to consult with the community and that a 2 hour presentation would have been more appropriate. However the airport should have, and were in fact obligated to, organise their own meeting and fully consult with the community. The JRA's community meeting, paid for and run by JRA members, did not negate the Airport from their responsibility to run their own community meeting in Jerrabomberra. The JRA has reflected this concern in our submission to the 2009 Master Plan and directly to the Minister for Transport, Mr Albanese.

*n) **Tralee High School** – Margot would like to write to Bishop Stewart of the Anglican Church regarding articles in the Canberra Times over the last couple of weeks. Bishop Stewart took over from Archbishop Browning and Margot would like to meet with him to discuss the issues of the school. David Hope and Brian Brown said they would also like to be involved in this meeting.*

Moved: Margot Sachse **Seconded:** Kim Howatson **Carried.**

5. MATTERS ARISING FROM THE PREVIOUS MINUTES

a) Hume Data & Power Station – Margot wrote to Steve Whan in regard to the mediocre response from Carmel Tebbutt, Minister for Climate Change & the Environment, in relation to the air quality monitoring at the proposed data centre. Steve replied promptly to this enquiry stating that the emissions from our home gas heaters may be greater than what the gas fired power station might emit. However, we asked specifically about the fine particles that are known to cause lung cancer and lung diseases and this wasn't answered in Minister Tebbutt's letter. Steve will write to the ACT Government as they will be undertaking the air quality monitoring. It was interesting to note that this project might not even get off the ground in the current economic climate.

b) Woolworth's Matters – Lyn was to look into hiring the school hall for tonight's meeting and Lyn advised that Mark Croxford undertook this task.

c) Graffiti Wall @ Madew Oval – A wall had been set aside at the Madew Oval with a mural on it but a sign on the wall stated it to be a graffiti wall and hence graffiti was sprayed over the mural. Queanbeyan City Council (QCC) have advised that the sign is going to be adjusted however, the amenities building is going to be extended with money received from the Federal Government so it was envisaged that a new mural will be painted on one of the blank walls once the extension is finished.

d) Lanyon Drive Traffic Lights – There was an issue regarding the sequencing of the traffic lights on Lanyon Drive. This will be discussed at the next meeting.

e) Telstra Tower – Concerns were raised regarding the additional height to this tower on the large roundabout and Margot corresponded with the Mayor who advised that Vodafone is extending this tower by an additional 5.67metres. It was interesting to note that the Council receives no additional money from Vodafone (Telstra currently pay the Council for this tower).

ACTION: Margot moved that this issue be added to the Agenda for next month's meeting with Mike Kelly. **Seconded** by Lyn Edwards.

f) Photocopying – We have had free access to the photocopier at the Community Centre for the production of minutes etc, but as of 1 July 2009, a charge of 25c per page will be applied so we will have to look at how we send out the paper copies of Minutes. It was suggested that we invite Mayor Overall to our August meeting to discuss this and other issues.

A letter will go out with these Minutes asking any member who receives a paper copy, if there is any way they can receive these electronically.

ACTION: Lyn to look at the options and also invite the Mayor to our August meeting.

g) Tralee High School – Margot was to contact Bishop Stewart to organise a meeting but as this was overlooked, a letter will be sent in the next week.

ACTION: Margot to contact Bishop Stewart.

6. CORRESPONDENCE – IN

- Village Building Co. (VBC) – Canberra Airport Submission on Inquiry into NSW Planning
- J.Glenday WIN News – Inclusion on mailing list
- G.Chapman QCC – Pipes in Lanyon Drive; Comments on PAMP
- A.Dalgleish, Woolies – June 17 meeting; OK to hand out fliers @ Woolies
- M.Taylor – Home security in Jerrabomberra
- T.Overall – Telstra Tower; Traffic matters; Photocopying charge
- S.Whan – Data Centre/Power Station
- A.Ananian-Cooper – NAA report; Western concourse Terminal public meeting
- Media Monitors – Tralee outline in the pipeline
- Media Monitors – Planning reforms under construction
- R.Campbell – Wildcare notices
- M.Hanrahan QCC – Community consultation, Bicentennial Dr & Morella Ave.
- Media Monitors – NSW Premier is being urged to stop a housing development in Tralee
- Media Monitors – NSW Premier is being urged to stop housing under flight path
- Media Monitors – Sustainable practice – a key to the future
- A.Dalgleish – Copy of letter to L.Hopper
- M.Rogers – Copy of letter to A.Dalgleish
- P.Moss, QCC – E-waste collection
- Media Monitors – Interview with J.Stanhope re: ACT Government in conflict with NSW Government over Tralee
- T.Overall – Council workshop invitation; Lanyon Drive
- P.Spyve – Submission on the Draft Integrated Plans
- M.Hanrahan, QCC – Queanbeyan PAMP; LATMS Bicentennial & Morella; - Community Consultation
- Media Monitors – ACT Greens calling on ACT Govt. to come clean on their position On 24 hour freight hub at Canberra Airport
- J.Hughes – LATMS Bicentennial and Morella; Traffic flier
- J.Lee – Questions for Woolworths
- P.Cahill – QUEST launched
- D.Keefe – Explosion in Bayside Court
- M.Kelly – July meeting confirmation
- P & T Spencer & A.Davis – Jerrabomberra Rotary
- K.Ineson – Planning inquiry transcript; South Jerrabomberra
- J.MacDonald – CIA submission on inquiry into NSW planning framework
- L.Hopper – Woolworths issues
- N.McCann – Rescheduled CAANCF July meeting
- S.Ryder – Meeting with Woolies

7. CORRESPONDENCE – OUT

- A.Dalgleish, Woolies – June 17 meeting; JRA meeting flier
- T.Overall – Telstra Tower; Photocopying charge; Traffic matters
- A.Ananian-Cooper – NAA report
- R.Winnel VBC – Easter Raffle thank you
- JRA submission, Draft community strategic plan 09-19 – Encouragement to develop Social and behavioural skills
- JRA submission, Draft delivery program 09-13 – Request for additional play Equipment
- JRA submission, Draft delivery program – Completion of footpaths
- JRA submission, Draft delivery program – Plans for community land in the Poplars
- G.Chapman – Covering letter with the above submissions; Certificate of Appreciation for installation of noticeboards
- Queanbeyan Age article – Jerrabomberra Woolworths targets better service
- R.Campbell – Wildcare notices
- M.Kelly – Invitation to attend our July meeting
- T.Overall – Council workshop invitation; JRA matters;
- G.Chapman – Submission to the Pedestrian Access & Mobility Plan (PAMP)
- JRA Members on email – JRA May minutes, Woolworths meeting, QCC consultation Bicentennial & Morella traffic calming & Home security
- S.McDonald – JRA article
- P & T Spencer & A.Davis – Jerrabomberra Rotary
- M.Simonovski, QCC – JRA matters
- M. Taylor – Home security in Jerrabomberra
- N.McCann – NAA report; CAANCF meeting
- S.Whan – Data centre/power station
- L.Hopper – Woolworths issues
- K.Ineson – South Jerrabomberra

8. TREASURER'S REPORT

Tania advised that we have had a good surge in membership during March and April and one new member in June taking the total to 195 paid up members. There have been no expenses over the past month and the bank balance stands at \$2,691-04. Membership renewals will be going out with these Minutes.

Motion: That the Treasurer's Report be accepted

Moved: Lyn Edwards **Seconded:** Doug Gordon **Carried.**

9. GENERAL BUSINESS

a) Jerrabomberra Valley – Workshop for Community Facilities

Margot recently met with Ken Ineson, Village Building Co, and David Maxwell, who is acting for the Larcombe Family, and they are now doing social planning for the 40ha of community land at The Poplars and also South Tralee. They are getting ready to go to public exhibition and proposed a workshop with the JRA and other key stakeholders within the community. These could include the tennis club, scouts, probus, rotary, Jerra Public School, Baptist church and Twin Cities church.

b) Bicentennial & Morella Traffic Calming Measures – Workshop

The Plans were put on display at the Council offices. Brian advised that it will be done in a 3-stage process – the lines will be put down first and if the lines work, they

won't go any further as this will save quite a bit of money. The second stage will take the form of concrete blisters being laid and the final stage will be removing the 2 speed humps. However, no funds have been allocated for this work in 2009/10 budget.

c) Pedestrian Access & Mobility Plan (PAMP) – Workshop

Margot attended this workshop on Wednesday 10 June and we lodged our submission which focussed on completing footpaths for the whole of Bicentennial Drive, Waterfall Drive, Halloran Drive (from Allambie to Numeralia) and the section on Carolyn Jackson Drive to Morella Avenue, so that all the major roads link up. This Plan will go out for public comment before being finalised by Council and this will give the JRA another opportunity to make comments. The JRA will push hard to have these paths completed.

d) QCC Draft Management Plan – Workshop Presentation

We received a letter on 5 June 2009 inviting us to this workshop on 3 June 2009. Margot wrote to the Mayor requesting that all invitations be followed up by a telephone call or email to ensure the message is received well in advance of scheduled functions. This draft management plan will go to the next Council meeting and we will have the opportunity to make a presentation at this meeting.

e) Next Council Meeting – Traffic Study

On Friday 19 June 2009, Council will release the papers onto the Council website for the next meeting and one really important paper that will be there is the traffic study. Margot urged everyone to download the file and read through it because once Council signs off on this, it will be released for public comment. We have heard on the grapevine that there isn't much good news for Jerrabomberra. The JRA have been calling on the Council to do this study as the Federal Government gave Council an extra \$100,000 to complete this traffic study and looks at all the main roads in Queanbeyan and Jerrabomberra till 2031.

f) Bendigo Bank – Update

Brian advised that a local Bendigo Bank branch is looking good now despite the current financial crisis. We have joined up with branches over the border and they are going to help us push for a branch in Jerrabomberra as this will help alleviate the costs involved in setting up a branch. The first development meeting was held last week and things are looking very favourable to a branch in Jerrabomberra opening next year, hopefully around mid 2010.

g) Chronicle Article

Margot suggested that her article for The Chronicle this month focus on the Traffic Study – we want to be by-passed not be the by-pass. It was agreed that this was of great importance.

h) Blasting at the Quarry

In September 2008, a strong blast from the quarry resulted in the JRA investigating this event with the owners of the quarry. Since that time, monitoring of the blasts has been undertaken in Homestead Rise and no further strong blasts have been recorded. Brian advised that monitoring of the blasts is still being undertaken in Jerrabomberra

and was happy to report that a repetition of September's 'quake' has not been experienced.

i) JRA's Agenda

A question was raised as to how an item is put on the JRA's meeting agenda. This can be done either by emailing a JRA committee member or just raising the issue in General Business at one of our monthly meetings.

A huge increase in traffic has been experienced in the vicinity of the oval bordered by Numeralia and Halloran Drives and Brian suggested that residents in that area write to QCC's General Manager as well as to the JRA, and the JRA would also make representation to Council if requested - this issue has already been raised by residents at the other end of Halloran Drive and Carolyn Jackson Drive.

The JRA have been told, in relation to Halloran Drive, that once the traffic study has been completed and Edwin Land Parkway has been extended through to Cooma Road, the amount of traffic using that road will be reduced and the problem will go away.

j) Canberra International Airport

Margot advised that the Canberra Airport were holding a public meeting for their major development plan for the terminal extension at 6pm tomorrow night (18 June 2009).

k) Vandalism of Wheelie Bins

Vandals blew up a wheelie bin on Sunday night, 14 June, down in Bayside Court. Some residents neglect to put their bins away after the garbage collection and these bins are being targeted for malicious damage. The police were notified and the event recorded.

l) Photographs

The JRA were notified that there was a recent art competition in Queanbeyan and there are some lovely photographs available in postcard format free from the Queanbeyan Library.

ACTION: Lyn to obtain a set from the library.

As there was no further business the meeting closed at 9.50pm.

The next meeting of the JRA will take place on Wednesday 15 July 2009 at 7.30pm in the Banksia Room at the Jerrabomberra Community Centre where our special guest will be Dr Mike Kelly, AM MP. Everyone is welcome to attend.