Number 28, 1996

UNIVERSITY OF WOLLONGONG

Wednesday, 23 October

CAMPUS NEWS

New ways for courts to assess service to clients

The Faculty of Law has released a package of standards for courts to use to assess the quality of their services to the public.

The package was released recently to a group of judges in Wollongong for a week-long National Judicial Orientation Program.

The NSW Public Accounts Committee, in its recent review 'Customer Service in Courts Administration: The Missing Dimension', said: 'We applaud this initiative and would like to see it extended.

'There is a need for other criteria besides that of time to be adopted in the (Attorney General's Department's forthcoming) Guarantee of Service.'

The package contains two books, Standards and Benchmarks, and The Review Process

They are to be used to assist Local Courts to develop benchmarks for the delivery of their client services.

These books are the product of 12 months' research by a joint team from NSW Local Courts and the Centre for Court Policy and Administration at the University of Wollongong.

Courts throughout Australia are being invited to consider how relevant these standards are to their own operations.

The Centre for Court Policy and Administration hopes to work with District, County and Magistrates' Courts in NSW, Victoria and South Australia to develop benchmarks relevant to other jurisdictions.

The standards are based on a com-

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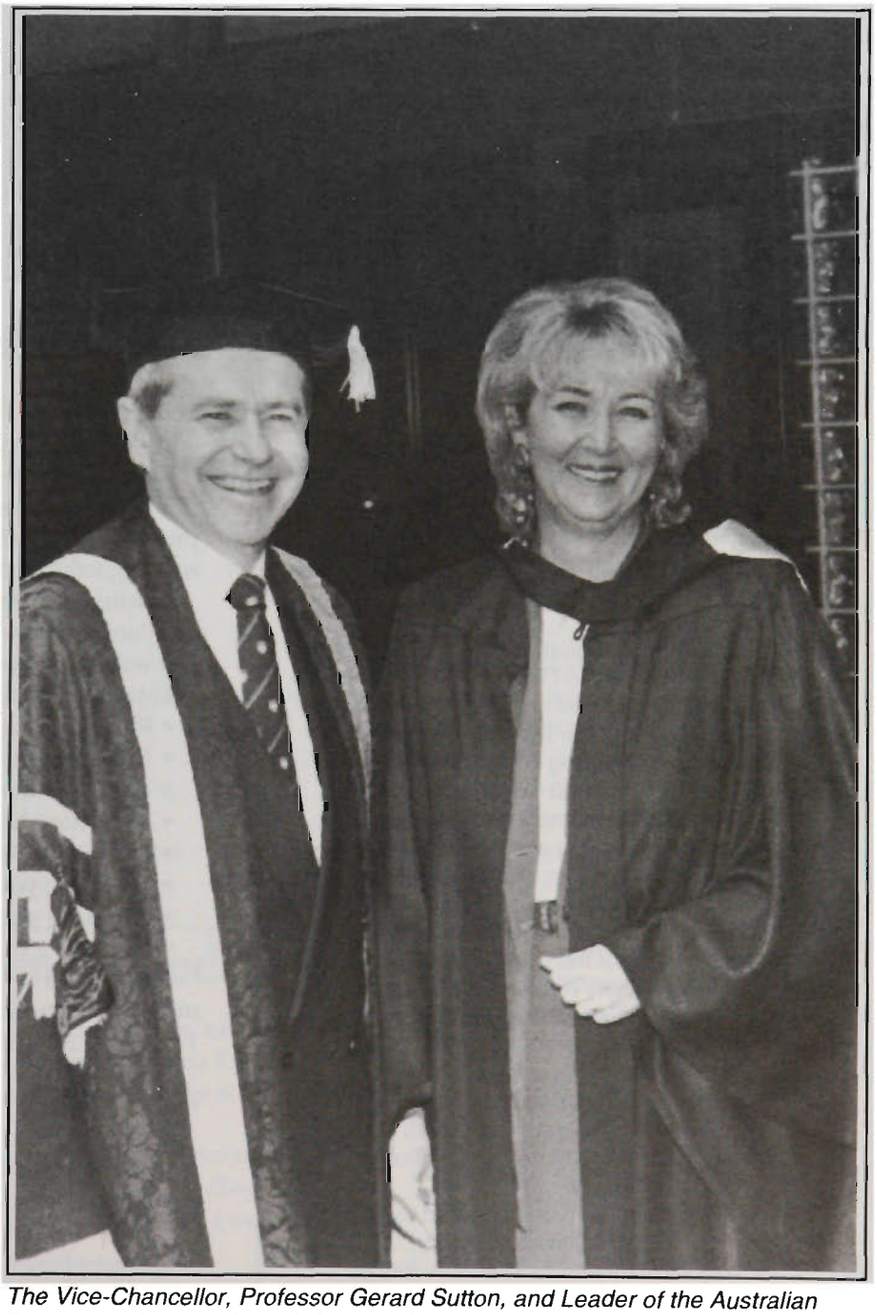

The Vice-Chancellor, Professor Gerard Sutton, and Leader of the Australian Democrats, Senator Cheryl Kernot, who gave the occasional address at the Faculty of Commerce Graduation – MORE PHOTOS P5

'Exploring the Nardoo' wins an EMMA in Frankfurt — P3

New ways for courts to assess service to clients

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mon core of the five principles governing courts:

Access to justice;

Expedition and timeliness;

Equality, fairness and integrity;

Independence and accountability; and

Public trust and confidence.

From these are derived a set of standards, that state in concrete terms criteria to judge a court's performance.

Benchmarks then define observable or measurable events that indicate a court's conformity with the standard.

For instance, within the principle 'access to justice', there is a standard that states that all people have access to the court regardless of their cultural background.

The following benchmarks are taken to indicate conformity with this standard:

• All magistrates and court staff have been trained in issues affecting clients of non-English speaking backgrounds.

'There is a need for other criteria besides that of time to be adopted in the Guarantee of Service'

• All magistrates and court staff have received training in Aboriginal society and the history of and origins of social disadvantage among Aboriginal communities. Aboriginal organisations are involved in developing these programs.

• The court has identified and liaises with local ethnic and Aboriginal organisations, including informal contact with members of the Aboriginal community.

• The court has developed service delivery methods to meet the needs of local Aboriginal and ethnic groups.

These benchmarks are process-oriented and are assessed through interviews.

Other benchmarks require measurement of waiting time, a census of the people voluntarily using the courts, and other measures.

The two books are available from the Centre for Court Policy and Administration, Faculty of Law, University of Wollongong 2522.

POSTGRADUATE EXHIBITION

Works by Judith Dinham, Ju-lan Terese Huang, Fan Liu and Shim Bum-sik

TRAVELLING BOX SHOW

Miniature Tapertries from Edinburgh College of Art

LONG GALLERY, UNIVERSITY OF WOLLONGONG

10 October–10 November

As part of their post graduate studies in the Faculty of Creative Arts, Judith Dinham from Western Australia and International students, Ju-lan Teresa Huang, Fan Liu and Shim Bum-sik, will show their work in the Long Gallery from 10 October–10 November.

Fan Liu uses digital images to explore the boundaries between old and new China, while Taiwanese student Ju-lan Huang's work makes references to the indigenous population of Taiwan and the old beliefs that ordered their daily life – the importance of the lunar calendar.

In his paintings Dream Time Dream Space, Shim Bum-Sik from Korea, draws on his early life experiences and his dreams for the subject matter in his work.

Also on exhibition will be The Travelling Box Show, featuring six works by six staff members from the Tapestry Department at The Edinburgh College of Art.

This exhibition has been co-ordinated by Valerie Kirk from Australian National University, Canberra and Kay Lawrence from the University of South Australia.

Gallery hours: Monday to Friday 9am-5pm
Sunday 1.30-4pm
Enquiries: (042) 213 996.

Superannuation and retirement seminar

Personnel Services Division has arranged superannuation and retirement seminars for the general information of staff.

Representatives from the State Superannuation Board (SSF and SASS) and UniSuper (SSAU) will be on campus to provide information and answer questions on all matters relating to superannuation.

The first seminar will be held on Tuesday 29 October from 11.30am-1.30pm in the Keira View Building, Room 67.104.

It will be presentation by Mr Ian Edwards of UniSuper

Topics to be covered include:

• Retirement and resignation benefits;
• Indexed and allocated pensions;
• Personal deposit accounts (SSAU);
• Voluntary holding accounts;
• Taxation of lump sums and pensions;
• Claiming your benefit;
• Financial planning Iissues;
• Questions from the floor.

The second seminar, to be presented by Ms Elaine Summons of State Super, is on Wednesday 30 October from 11.30am-1.30pm in the Communications Centre, Room 20.5.

Financial consultants from State Super's Wollongong office will also be present.

Topics to be covered include:

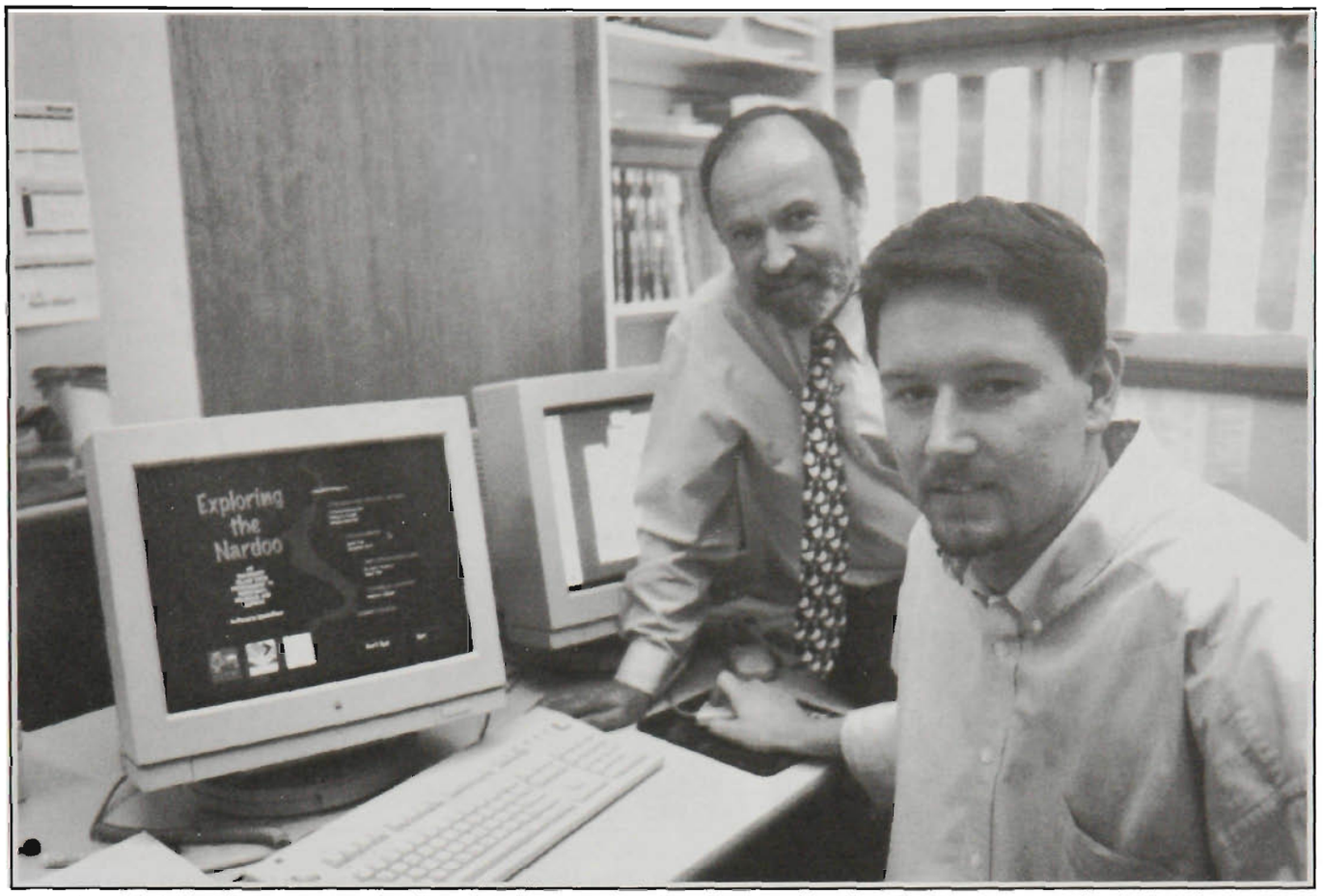
• SASS: Contributor financed benefit; employer-financed benefit; preserved benefit; basic benefit

• SSF: Resignation; preserved benefit; early voluntary retirement benefit; normal retirement benefit; retrenchment benefit; basic benefit.

• Taxation on lump sums for over 55-year-olds.

• Taxation on lump sums under 55-year-olds.

Staff are urged to take advantage of this opportunity to avail themselves of the latest information on superannuation entitlements.



Associate Professor Barry Harper with the senior programmer for the Nardoo project, Grant Farr

'Exploring the Nardoo' wins an EMMA in Frankfurt

The Interactive Multimedia Learning Laboratory within the Faculty of Education has been successful in this year's International EMMA Awards with its latest interactive CD-ROM *'Exploring the Nardoo'*.

Associate Professor Barry Harper was at a special gala dinner on 2 October to receive the award in the Education category 12-16 years.

The software also reached the final round of judging in the Interactivity category where a maximum of three nominations go forward from initial judging.

The International EMMA Awards are recognised as one of the highest seals of approval for a company's multimedia products and are increasingly recognised as one of the premier events in the multimedia calendar.

The awards are promoted across the globe and entries are attracted from more than 30 countries.

The EMMAs are funded entirely through industry sponsorship, by companies keen to see an independent award which represents an international symbol of excellence and which, in addition to rewarding multimedia designers and producers, helps to promote the creation of high quality products.

This year the awards focussed exclusively on published multimedia titles and online multimedia publications.

In support of this, the awards were presented in conjunction with the world's premier event in the publishing industry – the Frankfurt Book Fair.

'Exploring the Nardoo' was designed to address concerns about, and encourage better ways of, current water usage and is designed around the environmental issues facing the NSW water industry

The program is based on an inland water catchment which can be investigated through four time zones and four locations in each time zone.

Each time zone has a particular theme that transposes the four locations and each location has embedded investigations.

Bravery award for former student

Local Army Reserve Officer and former University of Wollongong student, Corporal Rhys Jenkins, will be honoured by his Excellency, the Governor of NSW, Gordon Sammuels AC, at a ceremony at Government House this week.

Corporal Jenkins, who is an instructor with the University of Wollongong Company of the NSW Regiment, will receive the Royal Humane Society's Certificate of Merit for his actions in rescuing a man from the surf at Port Kembla in March last year.

Corporal Jenkins has been a member of the Army Reserve for six years.

He has served as an instructor since the University of Wollongong Company moved from Port Kembla into new facilities in Wollongong.

He said that he had no doubt that the training he received as a soldier contributed to his actions in March.

University's Civil Engineers right on track

A major concern associated with the enhanced performance of railway tracks has brought together the Department of Civil and Mining Engineering, University of Wollongong and the Railway Services Authority of NSW as partners in an important research and development project.

Now, more than ever with the upcoming Sydney 2000 Olympics, the railways are expected to be the most effective and demanded means of public transportation in NSW.

Competition with other transportation modes warrants the increase in axle loads, train speeds and traffic densities, at the same time minimising the maintenance costs.

The deterioration of track geometry, and hence, the maintenance cost of the track system, is greatly influenced by the performance of ballast in the railway track.

Several factors such as the density, size and shape of the rock particles and the thickness of ballast bed affect the stability of track, irrespective of the planned train speeds and frequency.

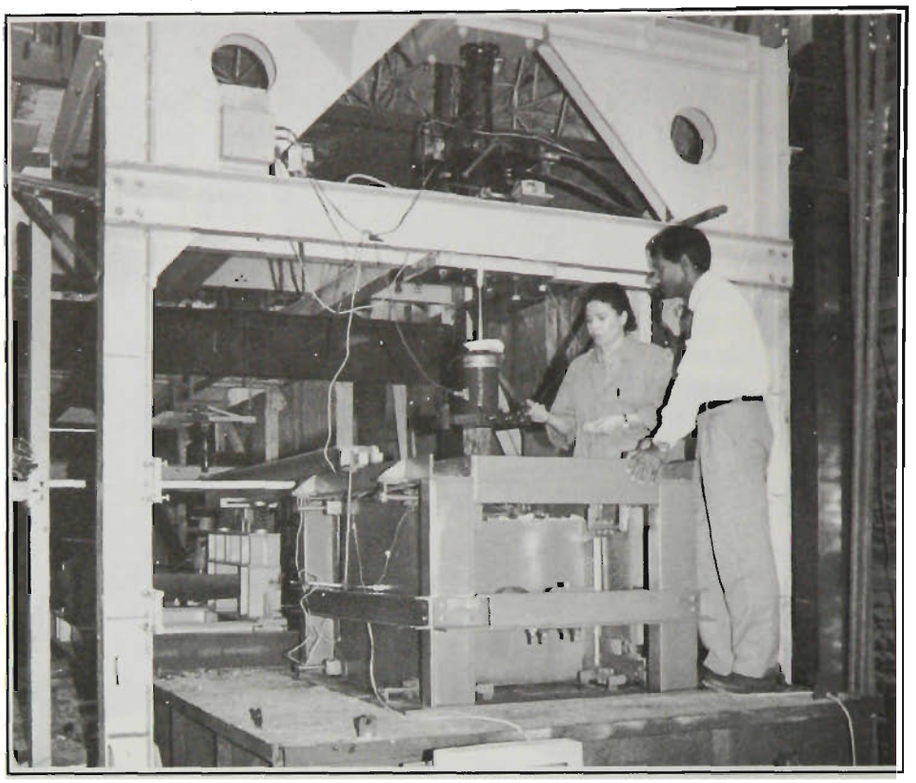
During rail's history as an important mode of transportation, numerous improvements have been carried out with regard to various features of the railway track (e.g. rail, fasteners, sleepers), but little towards the proper management of the ballast bed.

A better selection of quarried materials and a thorough understanding of the short- and long-term engineering behaviour of ballast, will have significant impact on the design modification required for the existing track systems subjected to complex dynamic stresses induced by the passage of frequent trains carrying heavier loads at faster speeds.

In recognition of the urgency for upgrading the NSW railway track systems, a doctoral project was initiated at the University of Wollongong, as a joint collaboration between Dr Buddhima Indraratna from the Department of Civil and Mining Engineering and the Principal Geotechnical Engineer, of the Railway Services Authority, NSW, Mr David Christie.

Substantial funding from the Department of Education, Employment and Training in the form of an Australian Postgraduate Award and additional financial support from the NSW State Rail Authority and City Rail (total commitment of $146,000) was approved for the period 1995-1998.

Further funding is also expected in 1997 towards field work expenses.



Ms Daniela Ionescu and Dr Buddhima Indraratna at work on sophisticated equipment designed at the University and constructed at the Railway Services Authority which can simulate the loads and displacements induced by the passage of trains on the railway track system

The significant research developments during the last year have resulted in the design and construction of sophisticated equipment for static and dynamic testing.

The major facilities are capable of testing large ballast samples up to 0.5m^3 in volume.

Especially, the unique cubical tri-axial apparatus designed by Dr Indraratna and his doctoral student Ms Daniela Ionescu can accommodate a section of the railway track system subjected to realistic wheel loads.

This fully-instrumented testing rig was speedily constructed at the Strathfield workshop of Railway Services Authority with the assistance of Mr Christie and his staff, and recently was commissioned at the University's Civil Engineering laboratory.

It is capable of simulating the loads and displacements induced by the passage of trains on the railway track system.

In particular, the breakage of ballast under heavy dynamic loads can be investigated, and the associated track deformation can be accurately monitored.

The advanced instrumentation also enables detailed measurement of the internal stresses and strains of the track elements at predicted number of loading cycles, thus producing valuable information about the actual field behaviour of the ballasted track.

The current findings reveal that the modified design of the ballast bed and the arrangement of sleepers can effectively control track deformations.

A comprehensive computer model is also being developed to achieve design optimisation of planned railway track systems, with the main objective of enhancing efficiency while minimising the maintenance costs.

It is anticipated that the efficiency of the computer model will be greatly enhanced by a sophisticated Ultra-Sun computer workstation that will be installed shortly in the Faculty of Engineering computer laboratory.

According to Dr Indraratna, the results obtained so far indicate that the mitigation of the lateral spread of ballast and the minimisation of particle crushing through proper assembly of track elements are the key contributing factors in the development of state-of-the-art railway tracks towards 2000.

Head of Department, Associate Professor Robin Chowdhury, said this project is one of several initiatives taken by the staff of the Department of Civil and Mining Engineering to develop strategic links with industry, especially at a time when there is increasing competition for research funding through government sources.

Ms Shirley Nixon and Dr Patricia Mowbray, who were made Fellows of the University for services to the community and the University, with President of the NSW Anti-Discrimination Board, Mr Chris Puplick, who gave the occasional address at the graduation ceremony for Arts, Creative Arts, Education, and Health and Behavioural Sciences.

Graduation October 1996

Three graduation ceremonies were held on Thursday 3 and Friday 4 October 1996 for more than 800 students.

Occasional addresses were delivered by Leader of the Australian Democrats, Senator Cheryl Kernot, President of the NSW Anti-Discrimination Board, Mr Chris Puplick, and Group Manager Assisting the Chief Executive Officer, BHP, Mr Ian McMaster.

Group Manager Assisting the Chief Executive Officer, BHP, Mr Ian McMaster, who gave the occasional address for the ceremony for graduates in Engineering, Informatics, Law and Science with former Managing Director of OTC, Mr George Maltby. Mr McMaster and Mr Maltby were made Fellows of the University at this ceremony.

Alliances between international students and local industry

FORUM 31 OCTOBER, 12.30pm
UNION BUILDING

The Department of Economics has received funding from the community projects section of the third round quality assessments to establish strategic alliances between international students and local industry.

The project coordinators are Department Head, Associate Professor Robert Castle, and Professor Don Lewis.

International postgraduate student, Wilson Tan, from Singapore, also was employed to help in the creative planning, design and reporting aspects of the project.

This project recognises that international graduates of the University of Wollongong are placed to uniquely assist local industry in developing international markets.

Its aim is to outline and implement measures to establish and strengthen links between the local business community and international students.

From the local scene, discussions have been made with the Australian Business Chamber and the Illawarra Regional Economic Development Organisation (IREDO) to determine the current export status of firms in the Illawarra.

As of last year, there were only 58 exporting firms in Wollongong.

The aim is to encourage firms to form industry export clusters.

After first round discussions with chamber regional manager, John Roach, and IREDO project manager, Jackie Zelinsky, the project coordinators decided to focus on developing networks with international students, while the local officials try to encourage Illawarra firms to export.

This sets the next stage of the project whereby there will be a link with the University's international graduates in their respective countries.

In this process, the project aims to provide import or/and export opportunities.

With the assistance from the Alumni Office, a survey was designed and mailed out to international graduates.

Hong Kong was the first target city, given its potential to serve as a gateway to China and the Asia Pacific markets.

Furthermore, students from Hong Kong form the second largest group of international students in this campus.

Regional Manager, Illawarra Regional Centre, Australian Business Chamber, John Roach, shows Wilson Tan 'The Way Out'

From here, it is hoped to establish networks and compile a product list that Illawarra firms can tap into.

At this moment, several responses to the survey have been received and a database is being developed to store this information.

Encouraged with the initial success, Associate Professor Castle intends to conduct a second survey – this time with Malaysian graduates when he is in Malaysia this month.

Within the University, a forum will be set up to which all international students, especially those pursuing postgraduate studies, will be invited.

'It is through these initial series of discussions that we hope to obtain feedback from International Students of their views on acting as linkages to promote trade between Australia and their respective countries,' Associate Professor Castle said.

A panel of speakers from the department, the Alumni Office and local industry officials will present a series of talks on how to establish networks and what the Illawarra region can offer.

The date of this forum will be 31 October at 12.30pm in the Union Building, Board Room.

All international students and interested parties are invited and light refreshments will be provided.

For more information and queries, to contact Wilson Tan, at 21 4054/5126.

New project aimed at linking

The growth in the number of Small to Medium-sized Enterprises (SMEs) throughout Australia has meant an increase in employment opportunities for graduates.

While larger organisations have well identified recruitment practices for graduates, this is not the case with SMEs, which have scarce time to devote to their staffing and recruiting needs.

In response to this, the Careers Service at the University of Wollongong has initiated a project that will assist employers and the students of the university.

Funds for the project were made available from the 1995 Quality round that focused on community service.

Essentially, a marketing strategy has been developed that promotes the knowledge, attributes and experiences of students to regional employers.

A mailout to 5000 SMEs in the region highlights how the Careers Service can assist in meeting several staffing-related needs.

Marketing the project to students across all faculties has also taken place with students required to submit their details via a pro forma so they can be listed on the SME Student Database.

The Project Co-ordinator, Sharon White, has worked closely with local business and industry groups to develop a service that responds to the circumstances present in most SMEs, i.e.: too much to do, in too little time.

'Many small operators just don't have the time to conduct a whole range of projects, and find it difficult to forecast their staffing needs,' Ms White said.

'What we are offering is access to students with a wide range of skills, knowledge

Industry collaboration in mining teaching and research

The Managing Director of SCT Dr Winton Gale presented Professor Brandon Parker, Dean, Faculty of Engineering with a cheque for $35,000 for the research project. Joining them were Head of the Department of Civil and Mining Engineering, Associate Professor Robin Chowdhury, Dr Naj Aziz and Dr Buddhima Indraratna.

Leading Wollongong-based consulting firm in mining engineering, Strata Control Technology (SCT), has linked with Wollongong University in the newly-emerged research field 'Coupled water-gas flow through jointed and fractured rock in underground tunnels and mine openings'.

The University's representatives are Dr Buddhima Indraratna and Associate Professor Naj Aziz of the Department of Civil and Mining Engineering.

SCT's contribution includes $35,000 in cash and a further $66,000 to cover the cost of field investigations, development of testing equipment and associated expenses.

This move underlines the significance of dedicated research required in this area.

SCT will also provide cadetships and undergraduate training for up to two undergraduate students from spring session this year.

One student already has joined the course and another student has been given part-time employment while studying for his degree.

The company directors and experts also will give lectures in undergraduate and postgraduate courses in their field of interest free of charge, and they have agreed to participate in the offering of short courses at no cost to the University.

SCT has also agreed to sponsor the 1998 international Ground Control Conference organised by Dr Aziz and Dr Indraratna and, whenever possible, the company will use the University laboratory facilities to conduct specialist tests on a consultancy basis.

Managing Director of SCT, Dr Winton Gale, said this was just a beginning of a long-term collaboration between the University and Strata Control Technology, which should be of mutual benefit to both parties.

Dr Indraratna initiated research in hydro-geomechanics at University of Wollongong in 1993, and a grant of $55,000 was awarded to him through the Key Centre for Mines for this purpose.

Under this project, the effect of water pressures on the stability of excavations made in jointed rock was studied.

Large-scale rock joint testing equipment was designed and built at the University.

Subsequently, with further funding, the research scope was extended to include the prediction of the risk of inundation of underground mines excavated under water bodies (aquifers).

In contrast, Associate Professor Aziz has conducted research on gas flow analysis in underground mines for several years.

Dr Gale said the proposed research on coupled water-gas flow through jointed rock has significant implications on the underground design and construction.

The ultimate goal of the project will be to develop a comprehensive computer model that can be employed to accurately determine the extent of water-gas flows during mining, in order to mitigate any potential hazards via design conservatism and construction precautions.

Technological developments towards the understanding and reliable prediction of water-air inflows are pertinent to ensure a safe underground environment.

students to varied employment

and experiences. We want employers to have the flexibility to take a student on depending upon their needs at that particular time.

'Consequently, it may be a full-time, part-time or short-term project or an unpaid placement.

'All an employer has to do is indicate to us via a simple form what their requirements are in terms of skills, knowledge and qualities and we can immediately contact students from our database who fit that request.'

As the students of the university come from different backgrounds, experiences and disciplines, there is great scope to make a valuable contribution across the region, and at the same time increase their employment potential in the longer term, Ms White said.

One focus of the project is to assist organisations that have an import-export focus, by linking them with one of the international students, who could offer insights into the business culture of their home country.

This may overcome a common concern from international students – getting workplace experience in Australia as they complete their education.

There are many ways how a Wollongong student can add value to an SME: it could be preparing a strategic plan; conducting analysis of a production process with recommendations for improvements; lead market research focus groups; or facilitate community-based training programs.

For further details, contact either Ms White, phone 21 3325, or the Careers Service Co-ordinator, Martin Smith, on 21 3324.

General

Two-day intensive Suicide Intervention Workshops will be held at the University to help health workers, professionals and lay people recognise and assess persons at risk, and to master a model for effective suicide intervention. These workshops are available on 25 and 26 October and 29 and 30 November.Cost: $35. Bookings: (042) 971 426 or (042) 213 876.

Meeting dates for the Human Research Ethics Committee and the Animal Ethics Committee for this year are: Human Research Ethics Committee: 19 November, 17 December. Animal Ethics Committee: 20 November. Agenda items are due two weeks before meetings. Enquiries Karen McRae, Office of Research, by email or on ext. 4457 on Tuesday, Wednesday or Thursday.

The Campus Alumni Bookshop is open on the second and fourth weekends of each month (Saturday and Sunday 1-5pm). Come and browse through a wide selection of preloved textbooks and fiction. Location: Campus East, Cowper Street, Fairy Meadow (opposite Science Centre). All proceeds directed towards Campus projects. Donations of material are invited. Enquiries: Alumni Office, phone 213 249 or 291 951.

Cell and Molecular Seminar Series: Held on Wednesdays in the Department of Biological Sciences (Building 35), University of Wollongong. Dates: 23 October, 30 October. Inquiries: Associate Professor Ted Steele, Associate Professor Ross Lilley, Associate Professor Mark Baker, Dr Mark Walker, Ms Wendy Russell, Dr Ren Zhang or Dr Mark Wilson, phone (042) 213 013, fax: (042) 214 135.

What's On

Creative Arts

Classic Production: Until 26 October: 'Timon of Athens' and 'Measure for Measure' by William Shakespeare, directed by Jeff Kevin and John Senczuk. Second year acting students. Performance Space. Enquiries: (042) 214 214.

Australian One-Act Plays or excerpts – 4-8 November, Kate Newey, Sharon Bell, Peter Shepherd possibly to direct. Performance Space.

Art of Lunch

Every Thursday during session, from 12.35-1.25pm.
Venues are the Hope Theatre, Union Hall Foyer and Faculty of Creative Arts Music Auditorium. Brochures and information are available from Marilyn Meier, ext. 3990, and Jenny Fullerton, ext. 3996.

Long Gallery

Until 9 November: Postgraduate Show, Brenda Palma / Bert Blazen (glass), Ju-Lan Huang. Travelling Box Show - Miniature tapestries by British artists.

15 November-7 December: BCA Graduating Exhibition / Honours student works.

Sociology Department staff seminars

These seminars will be on research, policy and practice and will be held in Room 19.2085, Thursdays 1.30-3pm:

31 October: Jack Barbalet, Class Theory & Class Action: Contra Culture, Pro Emotion.

University Social Club

Become a member and enjoy a variety of social events. A chance to meet others across the campus. Contact Jim McKee by e-mail or ext. 3376.

Workshop on China's maritime zones

The Centre for Maritime Policy has arranged a visit to the University of Wollongong by Professor Chen Degong of the State Oceanic Administration, People's Republic of China.

Professor Chen will arrive in Wollongong on Wednesday 30 October to depart for Sydney on Monday 4 November.

Professor Chen will participate in a small workshop on the subject of 'China's straight baselines and maritime zones' on Thursday 31 October from 8-10pm.

Mr David Ong from the University of Essex has been invited to comment on Professor Chen's presentation.

The workshop will take place in Seminar Room 4 of the University Centre, 210 Clarence Street, Sydney.

If you would like to attend or need any further information, call Max Herriman on (042) 213 225 or fax (042) 268 866.

Stop Press

Lipstick Dreams

The raucous feelgood play Lipstick Dreams is expected to 'bring the house, as well as the roof, down' when it closes the Theatre South 1996 season this month.

Written by Australian playwrights Helen O'Connor and Simon Hopkinson, it is set in the Blue Haven Hairdressing Salon in a small country town somewhere in NSW.

It stars Isabella Gutierrez, Faye Montgomery, Mariette Rups-Donnelly and Jacqueline Linke.

It is directed by Khristina Totos with set design by Michael Coe.

Lipstick Dreams will be performed in Wollongong at the Bridge Theatre from 24 October to 9 November.

It then tours country NSW from 11-30 November. It will also have a short season at Parramatta Riverside Lennox Theatre.

Bookings: Theatre South (042) 296 144.

Campus News is published weekly on Wednesdays. Send material, preferably by Microsoft Mail or on disk, to E-Mail account 'Campus News' by noon on Monday of the week before that of publication.
For any other enquiries contact the Editor, Gillian Curtis (042) 21 3926.
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