

Kingston Business Bulletin

Taking Care of Business in Kingston

www.kingstonbusiness.com.au

Volume 2 2011

Is your Business Prepared for a Disaster?

The recent flash floods in Kingston took many businesses by surprise but these were minor compared to the major disasters that have happened in other areas of Australia and around the world.

Companies that put off doing disaster recovery planning and business continuity planning do so at their own peril.

Once a disaster hits your operation it will become painfully clear that preparation and planning beforehand is much more cost effective than the interruption to your operations and extensive recovery necessary after the fact.

Businesses live with a variety of **hazards** - sources of potential harm or situations with a potential to cause loss. The key to adopting an appropriate response is to clearly understand and differentiate between hazards and risk and then to put in place and test an emergency management plan.

There are 'natural hazards' such as floods, cyclones, earthquakes, heatwaves, windstorms and bushfires. They have their origins in the environment in which we live and are often seasonal and regional.

Other hazards are frequently identified as 'technological hazards', including building fires, explosions, transportation

incidents, toxic materials releases and the like. They often result from the failure of man-made systems or are the outcomes of human action. They are frequently unpredictable and can occur almost anytime and anywhere.

A *comprehensive* approach to emergency management recognises four types of activities that contribute to the reduction or elimination of hazards and will put your business in a much better state to recover should an unfortunate incident occur:

- **prevention/mitigation activities** seek to eliminate or reduce the impact of hazards themselves and/or to reduce your susceptibility to the impact of those hazards;
- **preparedness activities** establish arrangements and plans and provide education and information to prepare both management and staff to deal effectively with such emergencies and disasters as may eventuate;



- **response activities** activate preparedness arrangements and plans to put in place effective measures to deal with emergencies and disasters if and when they do occur; and
- **recovery activities** assist your business in reconstruction of the physical infrastructure and the return to normal business activities.

Do you have a Disaster Recovery and Business Continuity Plan? A good starting point is the Victorian Government's Emergency Contingency Planner available under the Business in Kingston tab on our website www.kingston.vic.gov.au Don't put it off.

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Editorial

You could be forgiven for not wanting to open the paper or listen to the news over the past couple of months. It seems that every other day brings a new disaster or tragedy.

However, one of the things that all these negative events has done is to highlight the urgent need for all businesses to review their risk management and disaster recovery strategies. How prepared are you to deal with an incident or event that puts your business – or the business of a key supplier or customer – out of action? The flow-on effect can be enormous. Regardless of the size of your business you need a plan.

As usual in this Kingston Business Bulletin you will see a number of workshops, seminars and events that I hope are relevant to your business. One concern that was raised by members of Kingston's CEO Roundtable was the number of new pieces of legislation and regulations that have a direct impact on doing business. These regulations relate to such things as OH&S, Parental Leave, the Equal Opportunity Act and the new Australian Consumer Law.

As a way of providing you with information about all these issues in one go, a Compliance Awareness Forum is being held on 25th May where you will get an overview of the changes in each area and then have an opportunity to discuss individual concerns with the relevant agency representative. I encourage you to attend this forum to ensure that you are up-to-date in all areas.

If there are any other specific topics for which you would like us to arrange speakers, please let me know.



Suzanne Ferguson

"I'd rather attempt to do something great and fail than to attempt to do nothing and succeed"
Robert H Schuller

Austrade's Natural Disaster Assistance for Exporters

Austrade will provide assistance to small and medium sized enterprises which have been affected by Australia's recent natural disasters.

SMEs may be eligible if their headquarters are located in disaster-affected areas, if their produce is sourced from those areas or if their supply chains have been disrupted.

The assistance applies to SMEs around Australia which have felt the brunt of

flooding, cyclones or bushfires, especially in Queensland, but also in Western Australia, Victoria, Tasmania and NSW.

Austrade charges \$190 an hour for its tailored advice, but eligible businesses will have this fee waived to assist them in recovery. The assistance will be provided for a period of 12 months.

The first point of contact should be Austrade on 13 28 78.

Winning Business and Investment with India and South Asia

Austrade will be running a Winning Business and Investment seminar in Melbourne on 5th May at the MCG, providing you with in-depth information on export opportunities in India and South Asia as well as insight into how to attract investment from these regions. There will also be an opportunity for one-on-one sessions for you to discuss on-the-ground strategies and your business's suitability in India and South Asia.

Now in its seventh year, the Winning Business & Investment with India & South Asia seminar will reveal how to seize trade and investment opportunities in one of the world's fastest growing developing markets. You will gain practical insights from a panel of market experts and be shown how Austrade can open the doors to lucrative possibilities in India and South Asia.

For further information visit www.austrade.gov.au or phone 1300 668 296

Independent Contractors Contracts

Independent Contractors: Contracts Made Simple, is a new book for independent contractors aimed at helping contractors save time and money by making better contracts with their hirers.

This book is a companion to the highly successful *Independent contractors: the essential handbook*, and explains in simple language such things as:

- What to include in a contract with a hirer
- How to use contracts to negotiate good business outcomes

- How certain laws affect a contract
- How to tell if a contract is a sham or unfair

This is one of a series of publications being produced by the Department of Innovation, Industry, Science and Research for independent contractors and their hirers.

The publication is available at www.business.gov.au/contractors

Contractors can also contact the Independent Contractors Hotline on 1300 667 850

ADVISOR FINDER

Advisor Finder is the latest online tool from Department of Innovation, Industry, Science and Research. The tool puts business owners in touch with their nearest government-funded business advisor for one-on-one expert advice, including advisors from AusIndustry and Enterprise Connect.

There is also a video available on YouTube, showing you how to use this tool.

View the Advisor Finder video on the BusinessGovAu YouTube channel. Over the coming months, the channel will also feature:

- information on how you can use free tools to help your business succeed
- answers to common business questions from small business advisors
- links to other useful videos that will help your business understand government programs and legislation.

To discover more ways to connect with business.gov.au and stay updated on the latest changes, visit their social media page.

For more information, go to www.business.gov.au/advisorfinder

Inaugural Innovation Showcase

The South East Melbourne Innovation Precinct (SEMIP) is proud to present an inaugural event designed to showcase innovation in this globally competitive precinct.

The South East Melbourne Innovation Precinct (SEMIP) initiative is a unique partnership involving the Victorian State Government, CSIRO, Monash University, Australian Synchrotron, Small Technologies Cluster and Councils of Greater Dandenong, Kingston, Knox and Monash working in collaboration with industry.

Building on existing strengths and networks, the SEMIP initiative aims to improve connections between businesses and between businesses and researchers providing potential for significant long term job creation in the South East Melbourne Region.

The Showcase is designed to facilitate connections between business, researchers and local industry. The program will be a combination of keynote presentations and smaller group sessions delivered by industry leaders and innovators.



Smaller group sessions specific to industry sectors are designed to be 'hands on' and to encourage participation from attendees. In these sessions there will be an opportunity to interact with presenters, to raise and discuss important issues.

Who should attend?

- industry leaders, owners and operators of businesses looking to innovate
- researchers working with new technologies and exploring commercialisation pathways
- government representatives looking to connect with industry and facilitate innovation

If you are looking to:

- Connect with other local industries,
- Increase the uptake and commercialisation of innovative technologies and practices, and
- Understand the opportunities for innovation in this precinct

The Innovation Showcase will be held at the Hemisphere Conference Centre at 488 South Rd, Moorabbin on Thursday 16th June 2011.

To register your interest go to www.innovation2011.com.au or email register@innovation2011.com.au

Rising Stars Shine

The recently formed Rising Stars Roundtable has commenced with a group of dynamic young emerging leaders meeting on a monthly basis to share, debate and discuss current business issues and challenges.

The Rising Stars Roundtable offers participants an opportunity to:

- Enhance understanding of relevant economic and business issues
- Learn and develop in the role of a business leader, with specialist presenters at some sessions
- Sound out peers on specific initiatives, opportunities and challenges

- Compare and develop business practices
- Be supported by a local fraternity that is non-competing and balanced for optimal benefit
- Have an enjoyable and insightful breakfast session and still be in the office by 10.00am

The Rising Stars Roundtable will consist of 10-15 members from non-competing organisations, with sufficient common elements in each business to be interesting to each member. It is expected that participants will have some decision-making authority within their organisation and likely to be taking on more responsibilities in the near future. The participant may be a relatively



inexperienced CEO, or a member of the next generation in a family-owned business.

Whilst the Roundtable has commenced, there is still room for a few more participants. If you have someone in your business who you want to develop for the future, please contact Suzanne Ferguson on 9581 4712 to discuss how they could benefit.

Business Sustainability Group Program

Now is the time to put up your hand!

The City of Kingston is seeking Expressions of Interest from local businesses to participate in a Business Sustainability Group Program.

The program will assist your business to realise financial savings and reputational gains by improving your environmental performance. It will enable companies to mitigate risks through greater awareness of environmental compliance and better meet growing consumer demands for environmental responsibility.

The Program is designed to help you develop sustainable management skills and the competencies required to support long term growth and highlight ways to implement sustainable behaviour change within your company.

For you to understand what you can do in your business to reduce your carbon footprint, you will require information that is relevant to your unique business. This includes articulating the upfront costs, time required and the return on investment.

The proposed program will offer two workshops, one briefing, two on site visits



and an action plan tailored to each participating company. It is expected the program will start at the end of May and conclude by the end of June 2011.

The program is subject to Victorian Government funding, with a subsidy of \$1500 from the State Government and a cost of \$500 for each participating business.

If you are interested in participating in this program please contact Angela Stubbs on 9581 4787 or email angela.stubbs@kingston.vic.gov.au

Protect Your Business from Fraud

It is an unfortunate fact that many businesses will encounter a customer who presents a credit card or a credit card number that is not rightfully theirs. Credit Card Fraud is a reality and is increasing in the retail market environment, exposing merchants to potential losses that could be damaging to their business.

Make sure the sale counts

It is easy to get carried away in the moment when a customer wants to buy large quantities of stock and doesn't try to bargain the price down. The bad news is that when it seems 'too good to be true' it probably is. You should always be on the lookout for any unusual behaviour.

It is important that you train your staff well and teach them to trust their instinct. Being vigilant about suspect behaviour and unusual spending is your first line of defence. If a



Your Presenter:
Steve Betinsky -
Head of
Transaction
Banking
nabusiness,
Victoria &
Tasmania

credit card payment turns out to be fraudulent, it could end up costing you more than the original sale was worth.

The City of Kingston has joined with NAB to educate local businesses on how you can protect yourself from credit card fraud and other criminal activity such as EFTPOS terminal tampering.

Date: Wednesday 8th June 2011

Time: 6.00 pm – 8.00 pm

Venue: City of Kingston,
1230 Nepean Hwy, Cheltenham

Bookings:
Contact Carolyn or Kath
on 9581 4735.

ROADMAP FOR FINANCIAL SUCCESS

To take your business on a profitable journey, you need to plan for financial success. Budgeting and cashflow forecasting are essential tools to ensure that your business is profitable and generates adequate cashflow.

At this workshop you will learn about simple strategies and tools that you can implement immediately, including:

- a profit and loss budget template
- cashflow forecast template
- templates to estimate receipt of cash and credit sales

This workshop is perfect for the business owner who makes a profit but struggles to pay the bills. The tools that you receive will ensure that your business ideas are profitable.

When you attend this seminar you'll receive:

- an Achieving Financial Success workbook packed with case studies, worked examples, business survival tips, prosperity tips and a glossary of business terms and useful websites
- a free business mentoring session, which gives you expert advice tailored to the needs of your business from a small business specialist



Date: Tuesday 31st May 2011

Time: 6.00 pm – 8.00 pm

Venue: City of Kingston,
1230 Nepean Hwy, Cheltenham

Cost: \$20

Spaces are limited. Book on line

www.business.vic.gov.au

ID 5399

Kingston Business Women's Network Luncheon

All Kingston women in business are invited to be inspired by Katherine Sampson, founder and managing director of Healthy Habits, at the bi-annual Kingston Business Women's Network luncheon to be held at Woodlands Golf Club on Wednesday 11th May.

As a woman who aspired to be a stay-at-home mum with two children under three, Katherine Sampson now leads Australia's first national sandwich bar brand, Healthy Habits, which is one of the fastest growing franchise operations in the country.

The road to success for Katherine and Healthy Habits started nearly fifteen years ago when Katherine, a sole parent with two small children, needed flexible working hours and a job that would give her financial independence. Her past positions as a paralegal were not going to facilitate this, and when a relative decided to sell their sandwich bar, Katherine seized the opportunity - at twenty-seven, she bought her first business and her life ambitions changed forever.

Katherine will share her story including the challenges she faced along the way as she built a successful business from the humble sandwich.

This event is being held in conjunction with the 2011 HEART of Kingston Charitable Trust Art Show. Attendees will have the opportunity to view the wonderful art works from a range of professional artists.



Date: Wednesday 11th May 2011

Time: 11.45am – 2.00pm

Venue: Woodlands Golf Club
White St Mordialloc

Cost: \$48 (incl GST)

Bookings:

For further information and bookings contact Carolyn or Kath on 9581 4735.

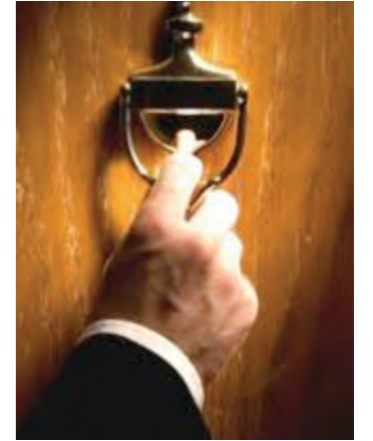
Are you confident and relaxed when the Regulator knocks?

Don't wait for a problem to be identified or an employee or customer dispute to arise – be pro-active and find out if your compliance scorecard is up to date ...OR NOT

The volume of new legislation and its complexity increases every year. Compliance changes occur on a regular basis and when you are running a business it is very easy to lose track of what you SHOULD be doing to meet regulatory compliance in a number of areas.

The City of Kingston is hosting a free **Compliance Awareness Forum** for business to have first hand access to the experts. A Question & Answer opportunity will allow you to speak individually with representatives from the following areas:

- Work health and safety reform in the lead up to national laws coming into effect on 1 January 2012
- Parental leave – the implications for your workforce
- Changes to the new Equal Opportunity Act 2010 - (This new legislation will affect all Victorian businesses)
- New Australian consumer law
- Implications of contracts and business agreements



Keynote presenter will be **Dr Helen Szoke**, Commissioner of the Victorian Equal Opportunity and Human Rights Commission along with a panel of representatives from:

- WorkSafe,
- Australian Competition & Consumer Commission (ACCC)
- Office of the Small Business Commissioner (OSBC)

Compliance Awareness Forum

Date: Wednesday 25th May 2011

Time: 5.00pm to 8.00pm

Venue: Woodlands Golf Club
White St, Mordialloc
Light Refreshments will be served

To register your attendance, contact:
Angela Stubbs on 9581 4787 or email
business@kingston.vic.gov.au

Melbourne Business Awards Breakfast

Senator the Hon Nick Sherry, Minister for Small Business, will be the guest speaker at the next Melbourne Business Awards Breakfast on Friday 20th May at Hemisphere Conference Centre in Moorabbin.

Date: Friday 20th May 2011

Venue: Hemisphere Conference Centre
South Rd, Moorabbin

Bookings:

For further information and bookings phone 9585 6005. Or email
melbusiness@optusnet.com.au

National Manufacturing Week - May 2011

National Manufacturing Week 2011 will showcase all major aspects of the manufacturing industry across ten specialist zones – from welding, engineering and IT to automation and robotics.

The event is co-located with Austech and – for the first time – includes the triennial Ausplas International plastics industry exhibition.

The event runs from 24th May till 27th May 2011 at the Melbourne Convention & Exhibition Centre.

For more information, visit
www.nationalmanufacturingweek.com.au

Diagnostic tool for high growth

A new online tool is available to help businesses identify, measure and manage growth.

The High Growth Diagnostic tool features a series of video seminars that focus on 14 principles of high growth in businesses. The tool aims to provide business owners with structured guidance on where they can build opportunities and capabilities to drive high growth.

Developed by prominent serial entrepreneur, academic and angel investor Dr Tom McKaskill, in partnership with the Australian Technology Showcase team in NSW, the online tool provides a framework to measure and manage potential high growth in entrepreneurial businesses.

The video seminars include statements to help assess a business's Growth Potential. As you progress through the seminars, responses are mapped.

The diagnostic tool provides you with guidance on where to build opportunities and capabilities to drive high growth in your business, and where change should be directed. However, achieving a high score in one attribute may not be sufficient if another attribute completely undermines the business. Improvements across several areas may well automatically lead to improvement in others.

Visit: <http://ats.business.gov.au/resources/high-growth-diagnostics>



Beware of websites offering access to government grants

The Australian Competition and Consumer Commission is warning small business operators and entrepreneurs to beware of unauthorised websites offering easy access to government grants.

Despite appearances, some websites are not lending a helping hand to small businesses. In fact some sites will charge a fee to access government grants which can be normally accessed for free. In other cases the small business may pay the fee only to find they are not eligible for a particular grant.

The ACCC is also concerned that some overseas-based websites falsely give the impression that they are endorsed by the Australian Government. The Australian Business Funding Centre (ABFC) www.australiangovernmentgrants.org is

an example of a website which looks like it has some kind of Australian Government affiliation or official status.

The ABFC and other websites present educational material about government grant programs and, in some cases, videos or news releases showcasing successful grant recipients in a manner which suggests that the website is a service provided or endorsed by the Australian Government.

Anyone looking for small business grants should note that the Australian Government provides grant money to eligible operators and nobody should be discouraged from taking advantage of these programs.

Official information about grants is freely available to the public in a readily searchable form at www.grantslink.gov.au or via www.business.gov.au

To protect your business, make sure you keep these points in mind:

- The government doesn't cold call you to tell you about grants
- The government doesn't accept payment via wire transfer
- All Australian Government websites use the '.gov.au' extension
- All decisions about grants are based on merit – you can't pay for special access
- Where you may wish to use the services of a third party to assist in preparing grant applications, choose a reputable service by doing your homework first; and
- If you have signed up to a questionable service and have paid by credit card, discuss your recovery options with your provider.

Separately, the ACCC has recently reported an increase in scams impersonating government departments or major businesses.

New Website to Help Your Business Get On-Line

The Federal Government has launched a new website for small businesses and organisations, detailing the complete process of how to successfully take your business online.

The Department of Broadband, Communications and the Digital Economy has produced www.digitalbusiness.gov.au for businesses that have no online presence and for businesses seeking to make more out of their existing online presence.

The website features basic tips such as how to register a domain, host a website, and register social networking accounts, to more advanced tips like how to establish a secure online shop and improving online and email marketing techniques.

It also features tips on search engine optimisation and boosting your site's visibility, as well as case studies of businesses that have either successfully established an online presence or integrated traditional services on their website.



YOUNG PEOPLE – OUR FUTURE

Employers often lament the difficulties they face in employing young people with the skills and attitudes that they need in a modern day business. What are those skills and attitudes that you are looking for and are they still relevant in a 21st century business environment? Are we expecting today's young people to behave in the same way that employees did in the 70s or should employers be looking to young people to bring different attributes to the workplace?

There is clear evidence that progressive companies embrace diversity in their workplaces. Given the ageing population and imminent retirement of thousands of baby boomers, as a community we cannot afford to have a cohort of young people who are excluded from the workforce.

Kingston Youth Services is currently compiling a new Youth Strategy Paper to direct their services over the next four years. To inform this Strategy, Council is to seek feedback from employers and community groups about issues they currently face



with young people, particularly related to employment and training.

There are three key questions employers across Kingston are asked to speak to in relation to the strategy:

- How can Kingston youth be better engaged in employment and training?
- How can business attract and retain youth employees?
- What techniques have been successful in linking Kingston youth with employment and training?

Feedback can be directed to Aidan Craney, Community Development Officer, Kingston Youth Services
aidan.craney@kingston.vic.gov.au
1300 369 436 www.kyfs.org.au
<http://facebook.com/kingstonyouthandfamilyservices>

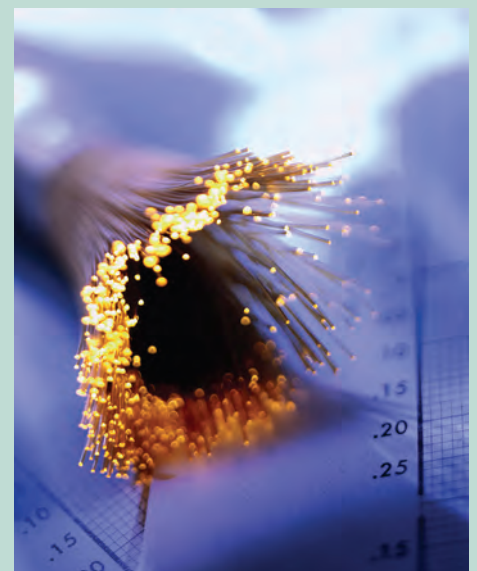
National Broadband Rollout Leads to Local Jobs

Corning Cable Systems Australia has been selected as a primary NBN Co supplier of optical cable and hardware for the NBN Network.

A world leader in the manufacture of fibre optic connectivity solutions for communications networks, Corning has committed to further expand its Clayton manufacturing and assembly capacity to meet the needs of the national broadband rollout.

Corning currently employs 115 workers at Clayton. In the peak years of the NBN deployment, it is expected to add as many as 300 to 400 more jobs. Within the Clayton facility, Corning manufactures a wide range of indoor and outdoor optical fibre cables for underground and aerial applications. Plans call for Corning to increase its productive activity at Clayton by 3 or 4 times in connection with the NBN deployment.

Over the coming months the City of Kingston will be providing businesses with opportunities to learn more about the NBN and to better understand how this major piece of infrastructure can improve your business outcomes.



Review of Footpath Trading Policy

Trading activities on the footpath – such as outdoor dining with tables and chairs, and the placement of goods and A-frame advertising boards – are an integral part of Kingston's shopping experience. Such activities increase the vibrancy of our retail strips.

However, the ability to trade on the footpath is not a right. It is a privilege granted to traders by the community, only where there is no compromise to community safety, accessibility or general amenity.

In 2005, Council introduced a Footpath Trading Policy, to ensure that our shopping experience remains as enjoyable as possible for all who live, work and play in our municipality while simultaneously making sure that all members of the community are able to move freely, safely and unhindered on the footpath.

While acknowledging the importance of street trading opportunities, pedestrian

safety and overall community amenity will always be Council's first priorities. The starting point for any footpath trading activity is that it must make a positive contribution to the character and amenity of the area without any compromise to community safety or access.

The City of Kingston is now undertaking a comprehensive review of its Footpath Trading Policy and is inviting businesses and the general community to provide feedback on how the current policy can be improved. Any comments and suggestions should take account of Council's obligations under legislation such as the Disability Discrimination Act and Equal Opportunity Act.

If you wish to provide comment as a resident or business operator please email business@kingston.vic.gov.au

The current Footpath Trading Policy and Guidelines are available on Council's website at

www.kingston.vic.gov.au/link/footpathtrading

What's on in Winter

- Winning Business and Investment seminar - 5th May
- Kingston Farmers' Market
 - 7th May, 4th June, 2nd July, 6th August
- The HEART of Kingston Charitable Trust Art Show
 - 6th – 11th May
- Kingston Business Women's Network Luncheon
 - 11th May
- Melbourne Business Awards Breakfast - 20th May
- National Manufacturing Week - 24th – 27th May
- Compliance Awareness Forum - 25th May
- Spring Valley Charity Golf Day - 27th May
- Roadmap for Financial Success - 31st May
- Protect Your Business from Fraud - 8th June
- 2011 SEMIP Innovation Showcase - 16th June

Support for Kingston Charitable Trust

The business community is continuing to support the Kingston Charitable Trust through three key events and projects.

ART SHOW

The HEART of Kingston Charitable Trust Art Show is on at Woodlands Golf Club from May 6-11 proudly supported by the City of Kingston and its major sponsors Rotary Club of Aspendale, Bendigo Bank Parkdale and Mentone East Community Branches, Woodlands, Lowe Construction, Parkdale Secondary College and a number of other businesses.

An exclusive Gala Opening and pre-sales event is planned for Friday 6th May at Woodlands. Tickets are \$100 and are limited to 100 seats only. Public viewing for the Art Show starts Saturday 7th May.

This is a great opportunity to pick up a high quality art piece by a professional artist while at the same time supporting the Kingston Charitable Trust and Family Life. Businesses that would like to sponsor the Art Show or attend the pre-sales Gala Opening can call Joanne Mulcahy on 9581 4730 or visit www.kingston.vic.gov.au/charitabletrust/artshow for more details.



CHARITY GOLF DAY

The Spring Valley Charity Golf Day is on Friday 27th May at the course, off Heatherton Road in Clayton South. All the proceeds from the event go to the Kingston Charitable Trust and Parkinsons Victoria. This is the fourth year Spring Valley has run this event and over the years has raised and donated more than \$60,000 to the Kingston Charitable Trust. The Club is looking for auction and spinning wheel items. Businesses that can assist with donating an item are invited to call Margaret Hancock at Spring Valley on (03) 9562 3811

MEMORIAL SCULPTURE DINGLEY

Dingley Rotary's project to design and build a Memorial Sculpture in Dingley is well underway thanks to a \$10,000 grant from the Kingston Charitable Trust and the Bendigo Bank Dingley Community Branch. The money was part of the Dingley Bendigo Bank's annual \$20,000 it donates to the Trust, of which it asks that 50% goes back to a charity or charitable project in Dingley. The grant was also part of the \$1million that the Bendigo Bank Dingley Community Branch has granted to the local community since it opened in 2002.

For more information about the Kingston Charitable Trust contact Joanne Mulcahy at Council on 9581 4730

Kingston's Language Line

Arabic - عربي	9679 9881	Italian - Italiano	9679 9859	All Other Languages	9679 9887
Cambodian - ភ្នំ	9679 9882	Greek - Ελληνικά	9679 9885	Including:	
Cantonese - 粵語	9679 9883	Vietnamese - Việt-ngữ	9679 9886	Mandarin - 國語	Polish - Polski
Croatian - Hrvatski	9679 9884			Sinhalese - සිංහල	Somali - Soomaali
				Spanish - Español	Turkish - Türkçe

DISCLAIMER

The information in this publication is given in good faith and has been derived from sources believed to be reliable and accurate. However, the City of Kingston does not accept any liability whatsoever for its contents or the use of the information.