Serious work can also be serious fun for physicist Danail Obreschkow.

While the Research Associate Professor at the International Centre for Radio Astronomy Research is floating around and having fun at zero gravity, his team’s experiments are helping them to understand how to harness the energy that is concentrated in a bursting bubble.

“It sounds so simple, and perhaps also a bit of fun,” Professor Obreschkow said. “Why wouldn’t we understand the physics of a bubble in the 21st century?”

There is so much energy at the point of collapse of a bubble that it can produce chemical reactions, it can create shock waves, it can (eventually) erode steel and it can dissolve kidney stones.

To understand the complex process and harness its energy most effectively, Professor Obreschkow and his team (who are dispersed around the world, in Switzerland, Cambridge and Vietnam) need to study the effects of gravity on bubbles. So their experiments are done at zero gravity, while they enjoy weightlessness.

The team is just one of up to 15 groups which, next month, will board a specially-modified A300 aircraft at Merignac in the Bordeaux region of France to take a zero gravity flight.

“The plane has been completely emptied out and refitted for scientists to do research that requires weightlessness,” Professor Obreschkow said. “There are lots of studies in human biology and human psychology.”

continued on page 2
Professor Obreschkow is the co-ordinator of his team’s research, using gas bubbles in water to learn how they grow and collapse.

“Collapsing bubbles can cause a lot of damage. Even big ships with huge propellers need to have them replaced every year because the bubbles in the ship’s wake erode the surface of the propeller.

“They also cause problems in hydro-energy production. The water rushes so fast through the generators that bubbles are produced and collapse, and erode the generators.”

But the energy of a burst bubble can also be useful. “You can use speakers to produce sound waves that create bubbles in a human body and those bubbles can destroy a kidney stone.”

The process of a collapsing bubble can also help astronomers at ICRAR understand how stars explode. “In both processes, jets are created at the point of collapse or explosion,” he explained.

“We hope our research will help us to work out how to curb the erosive feature of collapsing bubbles; how to optimise the advantages, such as in dissolving kidney stones; and to learn more about how stars explode,” he said.

Professor Obreschkow will go to his homeland of Switzerland within the next week or so to help build the team’s latest experiments. They will then take a week to install their equipment in the plane. The European Space Agency will conduct three zero gravity flights in the last week of May. Two or three members of the team will go on each flight.

“The plane will head off from Merignac to French military airspace, either above the Mediterranean or the Atlantic, depending on weather conditions. Then, it will speed up to the speed of sound, the pilot will pull up the nose of the aircraft and turn off the engine. Then the plane will go up, travel for 24 seconds at zero-g, then come down, in a parabolic curve, just like a stone that is thrown into the air.

“That procedure is repeated 30 times. In between each parabolic curve, we have time to check our experiments, analyse what’s happened at zero-g and make adjustments for the next period.”

Professor Obreschkow has done the weightless flights four times before and enjoys them. “At the end of the day, you are exhausted, but it is amazing. Some people get really sick and hate them, even though we all take medication to help us cope with the physical sensations.”

He said that, as the plane climbed towards zero gravity, the passengers felt very heavy and weighed down. “You have to be careful to sit still and not move your head, otherwise you can make yourself sick. Then, suddenly, it is like dropping into an air hole as the plane levels out, your stomach flips, then … you are weightless. There is no up and down. When you turn around, it feels as if you are staying still and everything around you is turning around.

“We usually have a lot of fun, spinning around, kicking each other. But you must take care not to be up on the ceiling of the plane when it dives down and you go back to hypergravity, from weightlessness to the feeling of being double heavy.”
You may not know it, but you are using and eating products with seaweed in them every day.

A derivative from seaweed called carrageenan is used as a thickening or stabilising agent in dozens of everyday products including toothpaste, lipstick and diet soft drinks. The farming of seaweed is a multi-billion dollar industry and it is growing.

Most of the world’s commercial seaweed crop is grown in Indonesia and the Philippines, where it provides a livelihood for thousands of families. But the impact of the farming on coral reefs, seagrass beds and reef fish communities is not known, although it is suspected that the implications are not good for biodiversity and ecosystem function.

James Hehre, a PhD candidate from the University of British Columbia, has won an Australian government Endeavour Research Fellowship to conduct his research for six months at UWA’s Centre for Marine Futures.

“I met up with Jessica Meeuwig (Director of the Centre) and I was keen to use some of the analytical and software techniques she has developed so she suggested I apply for an Endeavour Award to come here for a while,” James said. “It’s great to be able to build on the networks between UWA and UBC (where Professor Meeuwig is an Adjunct Professor).”

He has spent months on the Danajon Bank in the central Philippines, where the villagers farm seaweed in the middle of a world centre for reef fish biodiversity.

“On the one hand, it’s a good way for these people to make a living, on a subsistence level. But on the other hand, most of it is done on shallow coral tidal flats and seagrass beds. Already 60 per cent of the coral on the planet is under threat. We expect that, by 2050, 100 per cent will be under threat,” James said.

“Nobody has looked at the implications of big scale farming. When you put all the small subsistence farms together, it takes up a big area.

“But you have to be pragmatic: people have to be able to feed themselves. The question I am trying to answer with my research is how do we manage our resources correctly? And how do we decide what to save, how to save it, and where do we put the seaweed farms?”

He said the natural habitat of the Danajon Bank had already been degraded through trampling and fishing practices using dynamite and cyanide. “What happens when you put an agricultural matrix on top of that?

“If the most degraded parts of the reef are beyond rehabilitation, do we suggest they put the farms there and save what parts of the reef we can?

“Another idea that occurs to me is that the farms may act as a de facto protection area. Nobody is going to be dropping dynamite on their neighbours’ seaweed farms. So perhaps these areas, under cultivation, have a greater chance of recovery?”

James said Professor Meeuwig’s technology was helping him to look at coral cover relative to seaweed farming, and the positive and negative effects on fish in these areas.

“The most commonly eaten fish there is the rabbit fish, which feeds on seaweed. “I am using UWA’s stable isotope facility to tell me how much and what kind of seaweed the rabbit fish are eating. “Perhaps the seaweed farms could serve a double benefit and underpin a successful fishery?”

James hopes that during his time at UWA, he will be able to understand the dynamics of the ecosystem on the Danajon Bank and find answers to his questions.
Reflecting on our ‘duty of care’

In recent weeks, administrators from Western Australian universities have met to begin discussions on how to help address an issue facing our students – along with many other young people in the community: the problem of alcohol abuse and binge drinking.

The way in which universities deal with community-wide issues such as binge drinking poses many challenges – for us as educators, administrators, students and colleagues. And it brings into sharper focus the concept of ‘duty of care’ in a complex institution such as a university.

While expecting high standards from our students and staff – which includes the responsibility to look after themselves and others – the University and its entities, such as the Student Guild, have an institutional ‘duty of care’ to those who work and study here.

The wider community – and particularly parents, partners and family of those who work and study here – have a reasonable expectation that the activities their family members may engage in on campus or through any university-related entity, does not expose them to harm or illegal behaviour.

The University is a complex organisation comprising diverse groups that have different relationships to one another.

It is essential in such a community that all members recognise and respect not only their own rights and responsibilities, but also the rights and responsibilities of other members of the community and those of the University itself.

I would encourage all students and staff to consider the University’s Code of Ethics and Code of Conduct which is readily available on the University website.

These codes are part of a package centred around key principles of equity and justice, respect for people, and personal and professional responsibility. They espouse these responsibilities as the basis on which individuals become members of a community and accept their social responsibilities to behave with integrity.

In particular, the Code of Ethics is a statement of the ethical principles, values and behaviours expected of staff and students flowing from the University’s Strategic Plan which states: The University fosters the values of openness, honesty, tolerance, fairness and responsibility in social and moral, as well as academic, matters.

Beyond these more formal mechanisms of codes and complaint processes, both as individuals and collectively as an institution, we have a personal duty of care to colleagues – both students and staff – in providing a safe and supportive environment.

Given that our campus community – of around 24,000 students and 3,500 staff – is equivalent to the size of a substantial town, we tend to reflect all the issues of the wider community around us.

And just as with that wider community, the great majority of UWA staff and students are highly responsible in their day-to-day relationships with those around them.

Smoke-free problem-free

The University has been smoke-free for four months and Safety and Health staff say the campaign is working well.

Safety and Health adviser Eddie Stoelwinder, who helped implement the smoke-free campus plan, said there had been some feedback but no antagonism. “We’ve had a few emails about problems which we’ve been able to solve and a small number referring to concentration of smokers off campus. But I think it’s working well.”

He said patrons of the Perth International Arts Festival over the summer were largely unaware of the new status but the University received no complaints from them. There are resources available on the UWA is Smoke Free website to help communicate the message of the new policy, including flyers in five languages, advice for managers and supervisors, web stamps and links to the site.

Smoke-free information was translated by the Centre for English Language Teaching into two Chinese languages, Korean, Japanese and Arabic. These have been especially helpful at the Nedlands and Claremont campuses where many international students are studying English.

“You still see quite a few people on the perimeter of the campuses, smoking. But one of them said he rather enjoyed the longer walk to a spot where he could light up. ‘I’ve met new friends’ he told me!”

Information for managers and supervisors about the smoke-free campaign is on the UWA website. The following advice is at safety.uwa.edu.au/health/resources?i=300486

“What about staff smoking breaks? All staff are encouraged to take regular breaks from their work station for health and safety reasons. Staff smoking breaks should be considered in the light of this advice.

It is recommended that you establish clear boundaries with all your staff in relation to the time spent on work breaks. If you notice that a staff member is taking long or too frequent breaks (including smoking off campus), you should discuss this with the person immediately, reiterating the boundaries and your expectations. If the issue is not resolved, it should be referred to Human Resources.”
The first semester for a ‘fresher’ at University can be bewildering, exciting, confronting, confusing or a combination of all those emotions.

This year, these emotions might also have extended to staff involved in the New Courses, particularly those who advise students – but for the extensive work done through Student Services last year to prepare staff for the new regime.

Director of Student Services, Jon Stubbs, says that while there are specialist student advisers in each faculty, everybody who deals with a student is an adviser.

“And with the new courses, no undergraduate student really ‘belongs’ to a particular Faculty any more, so it is even more important for all those staff to understand the structure of the new courses and be able to help students.”

The decision to introduce a new streamlined undergraduate course structure brought with it the opportunity to re-examine the University’s approach to student advising and to revise administrative processes and supporting systems.

Mr Stubbs said the Future Framework Implementation Committee recognised the significance of student advising to the quality of the UWA student experience. A Student Advice Working Party was established to ensure appropriate arrangements were developed for consistent advice to students, both new and current.

A ‘hub and spokes’ model was adopted, with the ‘hub’ covering the central areas of admissions, scholarships, international students, student administration and support. The ‘spokes’ are the Faculty (and School of Indigenous Studies) Student Offices.

“This structure itself has not changed with the introduction of the new courses,” Mr Stubbs said. “But the model does represent a change in how we approach student advising.”

Student Services senior project officer Sonja Nottle managed the design and implementation of the new approach. “We didn’t want students to be sent from A to B to C because the first or second staff member they spoke to didn’t know what the options were,” Ms Nottle said. So staff were trained towards the end of last year.

She brought advisers together into a reference group and worked through the principles to bring the model to life.

There are now study plans in the UWA Handbook for all options which help students to map out an almost infinite variety of courses. “We created these plans to ensure a consistent approach,” Ms Nottle said. “Students have a checklist that simplifies course rules in accessible language. These study plan checklists are used across the faculties, where once each faculty had its own policies and practices.

“Over the next few years, it will become even easier for students with all the central administrative services being relocated into a student services precinct in the Social Sciences building, which of course, is right next to the student hub, the Guild and the Oak Lawn,” Ms Nottle said.

A website was recently launched which provides staff with background information about the ‘hub and spokes’ model and identifies a range of tools to support advisers.

“We will continue to develop the model and introduce new initiatives to support both staff and students,” said Ms Nottle. “Our collaborative approach so far has been the key to its success. We want to continue to work with staff at all levels in both faculties and central administration and hear their ideas. There are some great initiatives already in place at UWA. We want to use those and explore how we can work at creating greater consistency in the advice we give to students.”

More information about the hub and spokes model and its tools can be found on the student adviser website: staff.uwa.edu.au/teaching/advising
The University’s publishing company has been short-listed for an award from the Australian Book Industry.

A place in the final four being considered for Small Publisher of the Year is a huge vote of confidence in UWA Publishing from the book industry.

The ABI says its awards salute the industry’s most talented authors, publishers and booksellers. They are regarded as the most prestigious in Australian publishing, and winners are chosen by an academy consisting of a panel of 150 booksellers and publishers.

Director of UWAP, Professor Terri-ann White, said being nominated, judged and short-listed by industry experts was the best possible accolade.

“The other three companies on the shortlist are some of the shining lights – and our role models,” she said. “They have the habit of always being on the shortlist, and for the past four years Black Inc and Scribe have alternated as winner. These two and the other finalist, Text, all are Melbourne-based, all bigger than us. Text used to be in the Small Publisher category but was elevated to the Publisher of the Year category three years ago when they passed the threshold of $10 million revenue, but have reduced in size and revenue and are back in the small publisher category.”

Professor White said UWAP was producing around 27 books each year: approximately nine fiction, nine non-fiction, eight scholarly books and an art and photography book.

“We have been working really hard since 2009 when we changed our name and our brand,” she said. “We have a list that might be described as ‘boutique’, all involving authors and ideas that have something distinctive about them and I think that is our strength.

“Many of our books attract a great deal of media attention, especially for a small west coast, university-based press. Our book reviews took up $3.4 million worth of newspaper space in 2011.

“They include first books of fiction, literary biography, history, books about the extraordinary biodiversity of this state, and books of classic Australian literary writers who have been out of print for years – Dorothy Hewett is one example.

“Two outstanding books from 2011 are Lines for Birds by poet Barry Hill with paintings and drawings by the superb John Wolseley, following the movement of migratory birds: and The Allergy Epidemic: a Modern Mystery by our own Professor Susan Prescott – a wonderful and accessible book about genes and the environment.”

She said the other short-listed publishers were similar to UWAP in that they published both fiction and non-fiction.

“But they are where all of the vitality is located in Australian publishing. They have amazing publishing lists with authors including Kate Grenville, JM Coetzee, Les Murray, Alice Pung, Helen Garner, Tim Flannery, Robert Manne.

“We are just so excited to be in that company, and to have been put there by industry colleagues is a thrill. We are the first WA publisher to be shortlisted in any of these awards.”

Winners will be announced on 18 May at the Sydney Writers’ Festival.
While some families enjoy a UWA tradition, with generations following each other here, there are not many who can claim the Mackenzie brothers’ feat.

All four members of one generation are UWA students at the same time. Campbell (25), Eric (24), Hugh (22) and Patrick (19) are all studying in different disciplines but it is the first time they have been together at the same institution since primary school.

“Because we’re spread out over six years, we weren’t all at high school together,” said Pat, who is in his third year of a combined Law/Economics degree. His oldest brother Campbell is two years into a PhD in Chemistry; Hugh is studying Medicine and is currently at the Rural Medical School in Albany; while Eric has just returned to part-time study in the School of Sport Science, Exercise and Health.

They are a close family and describe each other as ‘good friends’ but say they rarely felt competitive while they were growing up as they were always doing different things.

The brothers are all academically talented as well as great sportsmen. The closest they came to playing sport together was when their local hockey club, Suburban Nedlands, went on a trip to Malaysia. The three older boys all played in the one team, while Pat (still at primary school) was mascot and water boy.

“That’s the story of Paddy’s life,” said Hugh, acknowledged as the gag man. Pat, being the youngest, has always been the butt of the jokes.

When they were at Hollywood Primary School, they often rode their bikes around the Crawley campus and say they always assumed they would come to UWA. They took piano and violin lessons as youngsters but sport tended to dominate their lives, with a permanent cricket pitch in their Nedlands back yard.

Hugh is the musician and still plays the guitar; Pat dabbled in drama at school; and Eric took his passion for football even further. He is now a key defender for the West Coast Eagles.

The brothers warmly support Eric, going to as many Eagles home games as they can. “We all went to Melbourne for the final against Geelong last year,” Campbell said. But, like most brothers, they delight in dragging Eric back down to earth – literally as well as figuratively.

They are all well-travelled, both with their parents and individually, and they can’t see a future where they will all be living in one place. Even while they are all at UWA, the photo shoot on campus was the first time all four had been together since Christmas.

With Hugh in Albany, Eric living in Doubleview and Pat going on exchange to Maastricht University in the Netherlands in second semester, only Campbell will be living in the family home, close to campus. But UWA keeps them connected.
In 1996 Petra Buerlgett was an unsettled immigrant from Germany, living in New Zealand and wanting to go home. She did not return home to Germany to live but now, 16 years later, Dr Buerlgett has used her personal experiences to gain rare in-depth insights into the migration process, and turned them into an MA, a PhD, extensive publications and a research speciality that resulted in an invitation to address a meeting of 17 Western nations in Geneva recently, as they discussed migration issues.

She found that over the past 50 years, about 40 per cent of German people who migrated to New Zealand or Australia either went back to Germany or left to go somewhere else. Other immigrant groups experienced similarly high returning/leaving rates.

"A lot of first world countries compete for migrants and invest considerable resources to attract and retain them, but still many migrants leave," she said.

The horticulturalist-turned psychologist who is a researcher in the School of Psychology, was keen to know why migrants from Western countries migrate across the world and what psychological and social processes influenced their migration, to find out what facilitated successful migration.

"To find out, I had to be – like migrants – bold and daring," Dr Buerlgett said.

"I developed a unique research design for the study. It was a qualitative longitudinal study in which I accompanied, over two years, people who wanted to migrate.

"I went back to Germany and I lived with each of the participants in their homes for up to a week. I participated in their lives, observed them and interviewed them multiple times, and they started writing diaries for me when I left them.

"I visited those who migrated to New Zealand or Australia about six months after they arrived and again lived with them for up to a week. I did the same after about 12 months.

"Interestingly nearly half of the participants didn’t migrate within the two year study period despite wanting to do so. To really get insights into why they didn’t migrate, I flew back to Germany and lived with them again for up to a week and observed and interviewed them."

Dr Buerlgett said this research design allowed her to enter private spaces usually reserved for insiders and access experiences, interpretations and actions that would normally be kept private and personal.

"Accordingly, the unusual depth of participant engagement allowed me to gather unusually personal, deep and rich data. Over two years accompanying 17 German migrants throughout their journey, I collected 130 interview hours, 112 days of participant observation field notes and nearly 1,000 diary pages."

She developed an innovative way of writing-up and representing data that provided an engaging and accessible yet rigorous and systematic account of the vast and unusually personal data collected. A composite migrant narrative in the first voice and a summary of variations in the third voice represented the development of the migration idea and what happened during emigrating and immigrating.

"I complemented the text with elaborate graphical representations as well as a poem that depicts the essence of the findings. Overall, the research produced findings that are meaningful and accessible for participants and the wider migrant communities, migration scholars from different disciplines and migration policy makers and service providers alike," she said.

"It is a commonly-held dream in Germany to migrate to Australia and New Zealand. The dream to migrate was planted during my participants’ childhoods. All the participants in my research were avid readers. As children, they had all travelled in their imaginations and developed the desire to live an adventurous life and to get to know the cultures they had read about. Hence, they travelled a lot throughout their teenage and young adult years. Through travelling they advanced in the psychological processes that led to migration occurring to them as the next logical step to take and them having the confidence and capabilities to migrate.

Why do so many migrants decide to pack up and go back home?

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The University of Western Australia
“Many German people come to Australia and New Zealand because they love the community spirit, the open tolerant society, and the fact that people don’t ‘live to work’.”

Another of many reasons given for wanting to migrate was that both countries were seen as pioneering countries full of possibilities, while Germany was seen as very traditional. They generally felt that they couldn’t be themselves in Germany and create the lives they wanted.

She said that while German migrants particularly loved the community spirit, the greater space, and the greater opportunities to be in nature in Australia and New Zealand, they found the migration process like a hurdle marathon.

“It was often a long, highly challenging and expensive process for immigrants to get their permanent residency, to get their qualifications recognised, and to secure a job in accordance with their qualifications.”

Dr Buergelt found that New Zealand and Australia did not seem to live up to the expectations of German migrants. “For example, German people particularly like the clean green image of New Zealand but were disappointed with that country’s environmental position.” This was just one of many reasons for some German migrants not wanting to stay in New Zealand or Australia.

She came to the conclusion that to fulfil their desire to attract more migrants and to retain them, the country of origin and the country of destination needed to work together to empower and enable migrants during their emigration, to provide ‘success’ migration stories that convey perceptions, beliefs, attitudes and strategies that worked, to provide insights into psychological-contextual migration processes, and to provide realistic knowledge of the country of settlement.

“The visa application process and the recognition of qualifications needs to be more simple, humane, personal and speedy. They need to reconsider whether it is really necessary for migrants from Western countries, (which have similarly high education standards to Australia and New Zealand) who have many years of practice, to go through extensive theoretical exams that are tailored to the Australian or New Zealand education system. These exams could, for instance, be replaced by courses and/or study guides that familiarise migrants with the professional terminology, knowledge and practices specific to Australia and New Zealand.”

Dr Buergelt delivered a keynote statement to a workshop on motivation for migration to the IGC in Geneva in March. The IGC (Intergovernmental Consultations on Migration, Asylum and Refugees) is an informal, non-decision-making forum for exchange and policy debate on issues of international migration.

Its members are Australia, New Zealand, Canada, the US and 12 western European states.

She has since been invited to address Australian and New Zealand government departments.

“I am happy that I am giving voice to contemporary Western migrants (a largely under-researched group) and empowering and enabling migrants,” she said.

Dr Buergelt is currently working on a national project with the Bushfires CRC – which is not as far removed from immigration issues as it might sound.

“There are actually many parallels between migration and preparedness for bushfires,” she said. “Both situations bring huge and dramatic changes: one is chosen, the other is not chosen. My interests have always been in how people adapt to these big changes.”

Dr Buergelt said both migration and bushfires can lead to loss and sadness but both also had a huge potential for growth and transformation.
It’s an honour to study economics at UWA

Bob Hawke, Colin Barnett and ‘Nugget’ Coombs, the first Governor of Australia’s Reserve Bank, are a few of the many UWA Economics graduates who have gone on to make their mark on our society.

Economics has been taught at UWA almost since the University’s inception 100 years ago, when it was part of the Faculty of Arts. Economics became a Faculty in its own right in 1954 and the Economics Honours degree began producing a steady stream of outstanding graduates.

With the introduction of the New Courses, the Business School is keen to continue to encourage their students to study Honours.

Ken Clements, Winthrop Professor of Economics and BHP Billiton Research Fellow in the Business School, has started promoting Honours in Economics to highlight a course that he says ‘enjoys considerable prestige and is highly valued by the community and the University.’

In a new book from the School, UWA Economics Honours by Kenneth W Clements, it is described as a flagship program of the Business School, with a history spanning more than half a century.

“We thought it would be beneficial to invest in the enhancement of economics honours under the new course structure to ensure the program remains buoyant and attractive to some of the best students in the University,” Professor Clements wrote. He invited Economics Honours graduates to contribute to the book and 22 glowing responses have been published, reflecting the writers’ experiences at UWA and how the course helped them in their subsequent careers.

Some of the graduates refer to their perception of the broader benefits of choosing to study economics: the power of the economic way of thinking, the insights it provides into national and global events and its sheer intellectual content.

Tracey Horton, past Dean of the Business School, wrote that economics and business was about so much more than making money. “Business acts as a catalyst to bring together all disciplines and to ensure cooperation across nations,” she wrote. “I am proud of the fact that, in some small way, I have used my economics knowledge to make a positive difference in the world.”

Economics Honours graduates are widely dispersed over the public and private sector, including the Reserve Bank of Australia, Federal and State treasuries, economic and management consultancies, investment banking and stock broking.

The book is available from the Economics department of the Business School.

Have your say on health and wellbeing at UWA

The University is committed to providing a supportive environment that fosters staff health and wellbeing.

We are interested in your views and suggestions about health and wellbeing services provided in the workplace.

An online staff health and wellbeing survey is now active via safety.uwa.edu.au/health. Paper copies are also available upon request.

This short, confidential survey represents a unique chance to help to shape future services provided at UWA.

Complete the survey by Wednesday 9 May and you will be eligible to win a range of great prizes including vouchers for Recreate and UWA extension courses, gym passes, and dinner for two at the University Club.

For more information contact Sarina Radici, Health and Wellbeing Officer on 6488 7931 or email sarina.radici@uwa.edu.au
Facebook was invented by a university student at Harvard who started small, just like Will Heaton.

Will, a Psychology and Commerce student, has developed, with his friends, an iPhone App to help university students to organise their lives on campus.

*Campus Connect* enables students to more easily catch up with friends as they all enter their timetables so that others can see who is available at a particular time.

“It makes it so much easier than ringing around, sending messages and not knowing when your friends are in lectures, said Will.

“I came up with the idea and looked for an App that we could use but couldn’t find anything like it.”

So he and five friends invented their own App and each put in $500. One of their fathers helped with more investment and organising the legal side of things.

The fledgling App (application for smart phones) is freely available for students at any university and close to 1,000 students have already downloaded it, more than half of those at UWA. There have been more than 50 downloads already in the US.

“Once we have a solid foundation of users, we hope to start attracting some advertising to the site and then we can start recouping our investment,” Will said.

The group is planning to release an android version (for smart phones other than iPhones) in time for second semester.

“We believe that, as smart phones become almost a necessity, Campus Connect could be a ‘must have’ for all university students within a year,” Will said. “Our current early growth supports this.”

Students can find the App at iTunes.

The most useful App on campus

It wasn’t really the final Prosh paper

The Heath Ledger State Theatre has had plenty of glamorously-dressed patrons. But the most unusual would surely have been the UWA students after their Prosh parade.

John Trewenack (aka Chewy McBloke), this year’s Prosh co-director, said the students had been unable to get the Northbridge Plaza for their end-of-parade concert, so they asked the State Theatre.

“Amazingly, they were happy to have us – and handed out big plastic bin bags for people who were covered in paint, so they wouldn’t damage the seats,” John said. “They were fantastic.”

The fund-raising efforts of the students were also fantastic, bringing in $148,000 for the Down Syndrome Association of WA, the Federation of WA Police and Community Youth Centres (PCYC) and Wheelchair Sports WA.

John, a Masters student in Architecture, said the highlight of his term as Prosh director was seeing the commitment of the students who either stayed up all night or turned up at 5am to pick up their papers and sell them in the city and suburbs.

This year’s Prosh paper, *The Final Publication*, sported a full front page print of Fred McCubbin’s famous painting *Down on his Luck*, referencing the closure of the now-infamous Murdoch London publication, *The News of the World*, while continuing the Prosh tradition of rephrasing the title of our daily paper, *The West Australian*. But fans can relax: the Prosh paper will be published again next year.

Readers including UWA staff and local media agreed it was a good read this year.

“We received lots of compliments,” John said, “and very few complaints.”

John’s co-director was Callum Ormonde, a PhD candidate in nanotechnology.
What is it about Ann?

Students have made 73-year-old refectory cashier Ann Fraser famous.

There’s Something about Ann, a three-minute video on YouTube, documents her work in the Guild Refectory and the affection the students have for her.

Next month, Ann will have been working in the Ref for 35 years.

“I can count on one hand the number of students who have been rude to me over those years,” she said. “People keep asking me why I don’t retire and the reason is the students: I love them.”

Ann said she had previously worked in a supermarket but working behind the cash register at UWA was much better. “You don’t get any aggro here,” she said. “The students are a noisy and untidy bunch but they are all so nice.”

Ann’s friendliness towards the students prompted a group of them to make a video about her. Blake Nadilo, Harriet Roberts, Jen Fleay, Aiden Ricciardo and Jen Jamieson put it together and posted it on YouTube to tell the world what they thought of their favourite cashier.

In the video Ann tells of a touching moment, back in the 1980s, when a student brought his parents into the Ref on the night he graduated. “He was all dressed up in his cap and gown and he wanted his parents to meet me so they could thank me for looking after him. It was so lovely,” she said.

Another time, a student called Jasmine gave Ann a box of home-made biscuits and a card that read: “Thank you for your kind heart. My uni experience would not have been the same without you. We really appreciate how friendly and lovely you are to all of us students.”

To see the video, go to Google videos and type in There's Something about Ann.

Make a cake date

If eating cakes makes you feel guilty, make a date for morning tea on 24 May at the University Club.

You can eat all the cake you want because it is for a good cause.

UWA’s Biggest Morning Tea will raise money for cancer research. University Club manager Gary Ellis has generously donated tea, coffee and friands, but there will still be the home made goodies that everybody enjoyed so much last year.

Organisers Cindi Dunjey and Lindy Brophy will have some healthy options too, including gluten-free food.

If you can’t make it to the morning tea, you can still donate to cancer research at http://wa.cancercouncilfundraising.org.au/UWAbiggestmorningtea

You can also offer to bake your favourite cakes or muffins to add to the spread.

Call Cindi on 6488 2640 or Lindy on 6488 2436.

Tickets for the morning tea are $5 and are available from Cindi Dunjey, Centre for Exploration Targeting, Robert Street building; Lindy Brophy, Public Affairs, Hackett Foundation building; Greg Madson, CLIMA reception, Agriculture building; Deb Bolton, UniPrint campus shop, first floor, Guild Village; Fiona Maley, Population Health, Nedlands campus; Jacqui Prosser, reception at FNAS; and Doreen Pensio, reception at Human Resources, Ken and Julie Michael building. Please have the correct money when buying a ticket.
Young chef tastes a sweet future

Baking for the Queen has helped University Club apprentice chef Natäsha Stubbs to choose a direction for her culinary talents.

She prepared 600 macaroons for CHOGM last year in the Club kitchen and is now looking at doing a pastry apprenticeship with the Institute that has just named her their Apprentice of the Year.

Natäsha is just 22 but her career in the kitchen is already studded with awards. Last month she won the West Coast Institute of Training’s Apprentice of the Year and is now in training with the Australian National Junior Culinary team to compete in the Culinary Olympics in Germany.

She won the gold medal at the Sydney Culinary Challenge just six months into her apprenticeship at UWA. Over the past few years she has been named most outstanding apprentice at the WA Oceanafest competition, won the WA Nestle Golden Chef’s Hat competition, and represented Australia at the New Zealand Trans-Tasman Challenge.

“We don’t have a pastry chef at the Club, so I’m pretty much the go-to person for desserts,” Natäsha said. “We often have big functions, so I sometimes find I’m making several hundred individual desserts. If you can make 600 pavlovas and they all look the same, I think you should have a career in pastry,” she said.

Natäsha will complete her apprenticeship in July this year and is thinking about starting a pastry apprenticeship a year or so after that. “The only problem is that, not having a pastry chef at the University Club means I would have to leave and do that apprenticeship somewhere else, which would be very sad.

“I have learnt so much here and, every time I win an award, I always tell people that I wouldn’t be where I am today if I hadn’t worked here.”

She said that her boss, executive chef Costa Simatos, gives her a fairly free reign when it comes to her take on a dessert.

“I just hope we have a qualified pastry chef by the end of next year, so I won’t have to leave to follow my passion,” she said.

Student Exchange Fair – 1 May

UWA students are getting more mobile every year.

Last year, the Study Abroad Office sent 357 students out across the world on exchange. This was a 44 per cent increase on the 2010 total of 248.

“And it’s hard to believe that, in 2009, we sent just 184 students away,” said Sarah Kahle, student liaison officer for Student Exchange in the Study Abroad Office.

Ms Kahle and her team are organising the annual Student Exchange Fair for Tuesday 1 May. Representatives from 10 overseas universities and organisations will gather in the Guild Village to answer students’ questions about studying overseas.

They include HEC Montreal, a new exchange partner with UWA. “HEC is an English-speaking business school within a French-speaking university,” Ms Kahle said.

Another university of particular interest to UWA students is the University of Stuttgart which offers a big range of courses for exchange students including language (German) and architecture.

Ms Kahle said the New Courses best practice guide for student exchange advising, from Student Services, had been a great help in organising exchanges this year.

The Student Exchange Fair will run from 11.45am to 2pm in the Guild Refectory courtyard.
**Hear, Hear! Sensear wins another award**

**Construction workers can hear their manager’s instructions while blocking out on-site noise; bar staff can hear a patron order a drink without being deafened by the live music; and factory employees can talk to the person next to them, but not hear the crashing of machinery.**

The UWA-Curtin University invention, Sensear, is making working in noisy environments easier and safer.

The innovative product, developed at UWA, has won spin-out company, Sensear Pty Ltd, the prestigious Frost & Sullivan 2012 Product Differentiation Excellence Award for its high-noise communication devices.

Sensear’s technology includes earplugs and earmuffs for high-noise industrial settings such as building and construction, mining, military and hospitality, which allow users to remain aware of their surroundings while protecting their hearing. Sensear calls it ‘360 degree binaural situational awareness’.

It is also carries the capacity to upload software and enable two-way radio and wireless Bluetooth communication in high-noise environments. The range of attributes is unique in a single product.

Frost & Sullivan Best Practices Awards are assessed by industry analysts and recognise companies in a variety of regional and global markets for demonstrating outstanding achievement and superior performance in areas such as technological innovation in the personal protective equipment (PPE) market.

The Frost & Sullivan award adds to the company’s growing list of accolades since it was formed in 2006, including the DuPont Innovation Award and Australian Design Award – both in 2008.

Sensear CEO Justin Miller said: "From our point of view the best awards are the ones we have not put a submission in for, and the Frost & Sullivan award falls in that category.”

The formation of the company was coordinated through the UWA Office of Industry and Innovation and its patented technology derives from research carried out by UWA and Curtin University joint venture, the West Australian Telecommunication Research Institute.

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**FRIENDS OF THE LIBRARY**

**Why Gallipoli?**

A talk by Jim Everett

Have you ever wondered why Australian and New Zealand troops were at Gallipoli, fighting the Turks? How it happened is an intriguing, sad and little-known story.

Jim Everett, who came to Australia in 1965 as a ten-pound Pom, and ended up spending 30 years in UWA’s Economics and Commerce faculty (now the Business School), will tell the story.

His talk will start in the ground floor meeting room of the Reid Library at 8pm on Tuesday 8 May. But come early, as refreshments are served from 7:30pm.

The talk is free for members of the Friends of the Library; $5 for non-members.

Free parking is available in car park No 3, via Hackett Drive entrance No 1. Please enter the library through the sliding glass doors on the ground level, facing the carpark.

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**Need a photographer?**

Prize nights, book launches, significant visitors and events: most staff want them captured by a photographer.

The University does not have an official photographer, but Public Affairs can provide advice and recommend a range of professional photographers.

Contact UWA Public Affairs for more information:
Kate on 6488 7302 or Jeantine on 6488 8000.

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**Oral health for baby boomers.**

From cracked teeth and old fillings to more serious concerns, oral health issues experienced by people in their middle years require special care to conserve a youthful, natural smile. Dr Chai Lim and his team have a special interest in dentistry for baby boomers.

Call now for a consultation 9389 1482
visit www.drchailim.com.au
HAMPDEN ROAD DENTAL CARE NEDLANDS
Experience the difference
RESEARCH GRANTS

Grants awarded between 31/03/2012 and 14/04/2012

ASSOCIATION FRANCAISE CONTRE LES MYOPATHIES (AFM)
Professor Nigel Laing, Dr Gianina Ravenscroft, Medical Research (UWA Centre for): “Foetal Akinesia: Genetic and Functional Studies”—$51,960 (2012-13)

AUSTRALIAN DIABETES SOCIETY
Winthrop Professor Timothy Davis, Medicine and Pharmacology (School of): “Use of an Electronic Sphygmomanometer for Detection of a Carotid Bruits in Patients with Type 2 Diabetes: Telemedicine to Prevent Stroke”—$17,900 (2012)

DEPARTMENT OF AGRICULTURE, FISHERIES AND FORESTRY (DAFF)
Dr Sasha Jenkins, Earth and Environment (School of): “The Effect of Antimicrobials on the Anaerobic Digestion of Piggery Waste”—$19,799 (2012)

INTERNATIONAL MINING FOR ECONOMIC DEVELOPMENT CENTRE

JAMES COOK UNIVERSITY EX AUSTRALIAN SOCIETY FOR PARASITOLOGY INC
Briony Moore, Medicine and Pharmacology (School of): “Travel Grant to Attend European Course in Tropical Epidemiology”—$4,545 (2012)

KEPPEL OFFSHORE AND MARINE LTD
Associate Professor Britta Bienen, Offshore Foundations Systems (Centre for): “VR/M Capacity of Skirted Spudcan”—$22,800 (2012)

LOTTERYWEST
Winthrop Professor Paul Flatau, UWA Business School: “Understanding Social Impact Bonds”—$40,000 (2012)

MENZIES SCHOOL OF HEALTH RESEARCH
Associate Professor Peter Richmond, Child Health Research (UWA Centre for), Paediatrics and Child Health (School of): “FlUMum – A Prospective Cohort Study of Mother Infant Pairs Assessing the Effectiveness of Maternal Influenza Vaccination in Prevention of Influenza in Early Infancy”—$318,700 (2012-16)

MURDOCH CHILDRENS RESEARCH INSTITUTE EX NHMRC
Dr John Wray, Associate Professor Andrew Whitehouse, Paediatrics and Child Health (School of), Telethon Institute for Child Health Research: “Multi-site Randomised Controlled Trial of Fluoxetine in Children and Adolescents with Autism”—$441,825 (2010-12)

RIO TINTO LIMITED

UNIVERSITY OF NEW SOUTH WALES EX ARC LINKAGE PROJECTS
Professor Stephan Lewandowsky, Benjamin Newell, Brett Hayes, Marilynne Brewer, Andrew Pitman, Matthew England, Christopher Mitchell, Psychology (School of), University of New South Wales: “Creating a Climate for Change: From Cognition to Consensus”—$20,000 (2012)

UNIVERSITY OF QUEENSLAND EX DEPARTMENT OF SUSTAINABILITY, ENVIRONMENT, WATER, POPULATION AND COMMUNITIES DSEWPC/NERP
Winthrop Professor David Pannell, Agricultural and Resource Economics (School of), Plant Biology (School of): “Environmental Decisions Hub”—$1,745,384 (2012-14)

UNIVERSITY OF SYDNEY EX NHMRC CENTRES OF RESEARCH EXCELLENCE
Professor Nigel Laing, Dr Kristen Nowak, Professor Kathryn North, Dr Nigel Clarke, Medical Research (UWA Centre for): “Centre for Research Excellence in Neuromuscular Disorders”—$314,996 (2012-16)

UNIVERSITY OF SYDNEY EX NHMRC PROJECT GRANTS
Professor Nigel Laing, Dr Kristen Nowak, Professor Kathryn North, Dr Nigel Clarke, Medical Research (UWA Centre for): “Neuromuscular Disorders: Gene Discovery And Disease Mechanism”—$366,175 (2012-14)

WOODSIDE ENERGY LTD
Winthrop Professor Liang Cheng, Professor David White, Hongwei An, Scott Draper, CIV and Resource Engineering (School of), Offshore Foundations Systems (Centre for): “Stable Pipe JIP Phase 2 Interpretation and Reporting”—$145,100 (2011)

NEW STAFF
22 March to 18 April 2012
Kate Bondett, Alesec Intern, Centre for Advancement of Teaching and Learning
Ralph Bording, IVEC Super-computing Specialist and Developer, IVEC/UWA
Winthrop Professor Karen Edmond, Winthrop Professor, Paediatrics and Child Health
Benedetta Erba, Personal Assistant, Faculty of Natural and Agricultural Sciences
Samuel Fottmann, Research Officer, Plant Biology
Stacy Foo, Graduate Research Assistant, School of Surgery
Dr Cyril Grueuer, Assistant Professor, Anatomy and Human Biology
Dr John Hammond, Future Fellow, Plant Biology
Judith Heath, Assistant (General), UWA Business School

Ronny Hofmann, Lecturer, UWA Business School
Noreen Kirkman, Librarian, Information Services
Yin Yan L, Accounts Assistant, Student Services
Robert Lines, Manager, Venues Management
Olufunmilayo Oyefeso, Admin Officer, Primary, Aboriginal and Rural Health Care
India Palmer, Finance Officer, Engineering, Computing and Mathematics
Linda Papa, Librarian, Information Services
Tamsin Richardson, Graphic Designer, UniPrint
Olga Strohova, Central Sterilisation Service Assistant, Oral Health Centre of Western Australia (OHCWA)

Marie Thomas-Smith, Marketing and Communications Officer, Primary, Aboriginal and Rural Health Care
Dr Jeffrey Young, Associate Professor, Dentistry

CLASSIFIEDS

TO LET
SOUTH FREMANTLE: Charming, fully renovated and fully furnished family home in South Fremantle. Available for rent from early July 2012 to mid-January 2013. Three bedrooms, two living areas, office/studio, modern kitchen and bathroom, alfresco dining, wireless broadband, five minutes walk from cafes and beaches. If you are interested, please contact Carolyn Oldham, carolyn.oldham@uwa.edu.au

Paris Accommodation

A 17th century convent in Paris is available for UWA staff accommodation through the French Department of the School of Humanities. Les Récollets has 81 small flats and studio apartments for visiting researchers. The convent was converted into an international scientific and cultural accommodation centre by the French government in 1999 and European Studies has recently entered into a not-for-profit agreement with the centre.

Tristan Keeve, a joint PhD candidate at UWA and La Sorbonne Nouvelle in Paris, is the contact for arranging accommodation. Les Récollets is available for periods from a week to two years. The serviced apartments are very reasonably priced and Tristan says the agreement is able to bypass “the French habit of asking for mountains of paperwork.”

He would like to hear from any staff member who is interested in staying there.

For more information, email tristan.keeve@arts.uwa.edu.au or tkeeve@ozemail.com.au

For all your design needs

UNIPrint: Print, Copy and Design Services

UniPrint’s in-house designers offer a comprehensive design service. Our designers have full knowledge of our University’s visual identity guidelines and can assist in the implementation of the style, or the migration of your current promotional materials to meet the University’s requirements. See UniPrint for all your design needs.
A difficult job? We’re not complaining

By Gina Barron (manager), Margaret Van Putten and Hayley McFarlane

There are dogs on campus, the music is too loud, the decision is wrong, you haven’t considered everything, the quality is poor, the conduct is not right … these are just some of the themes that come through the complaints resolution unit (Cru). It is essential that complaints made are not simply dismissed as whining – they may provide important feedback for the University.

In 2008 the University completed a review of complaint and grievance procedures and to put in place resources to assist in complaint resolution. This important review considered how the University was meeting the national and international standards on complaint management. The working party looked at the life cycle of a complaint; what systems were in place to ensure that the University knew about issues; and how to identify opportunities for improvement. An outcome from the review was the determination to use systems and resources to support the work of complaint managers and to continue to develop the complaint resolution framework.

One of the first steps was the creation of the role of Manager, Complaints Resolution. The Complaints Resolution Unit sits within the Registrar’s Office under the Office of the University Secretary. The inaugural and current incumbent is Gina Barron who took up this role in January 2009. Gina had previously managed the welfare and advocacy services at the UWA Student Guild for 12 years and received a 2006 citation from the Carrick Institute for Outstanding Contribution to Student Learning.

Maggie Van Putten and Hayley McFarlane joined the unit late last year. Maggie is on secondment from Information Services Administration and brings to the unit a strong background in adult learning and training delivery. Hayley is new to UWA having previously worked on human resource policy and projects at the Department of Education and at other WA universities. Hayley and Maggie are providing training and support for the new system. The schedule is available on the Cru website at complaints.uwa.edu.au/home/managing_complaints.

The mission of the Cru is to manage the complaint framework and assist in the development of policy and procedures for handling complaints. The Cru receives and refers complaints and provides information and support as needed. A key task is monitoring the management of complaints by staff for conformity with the University’s complaint resolution principles of visibility, simplicity, timeliness, objectivity, confidentiality, fairness, effectiveness and continuous improvement.

Australian and international complaint handling standards recommend the use of a system to support these principles and to track and monitor complaints. The Complaints Handling System (CHS) mirrors the three main steps of complaint resolution:

- **Receive and acknowledge complaints:** Make sure that it is easy and acceptable for people to raise a complaint; that they know how to make a complaint and to whom; that complaints are registered in the new CHS, categorised appropriately and acknowledged.
- **Manage complaints:** Comply with the principles of complaint management; record actions taken; and provide appropriate remedies where complaints are found to be justified.
- **Accountability and Learning:** That factors leading to complaints are analysed and understood; that where needed, changes are put in place to address systemic causes of complaints; and that the goal of minimising complaints is shared across the University.

Some practical tips that can help to reduce or minimise complaints are:

- **Use email appropriately:** Remember it is a university record; don’t copy in people who do not need to be informed; don’t email while angry; decide if an email is the best form of communication rather than a phone call or face-to-face meeting.
- **Follow good decision-making processes:** Record the decision and the considerations that led to it.
- **When in doubt, seek advice:** the University has a broad range of expertise. Seek advice and if you don’t know where to go, contact the Complaints Resolution Unit – details at complaints.uwa.edu.au