



Number 237

December 2022

# Western Historian

Newsletter of the Western Victorian Association of Historical Societies  
A0020504K

Societies' cost: Print or PDF, included in annual fee - \$30.00

Individual subscribers: \$15.00

Editor: Craig Proctor [craige@iprimus.com.au](mailto:craige@iprimus.com.au)

The Western Victorian Association of Historical Societies acknowledges the traditional owners of country on the land on which we are meeting throughout Australia and their continuing connection to land, culture and community.

Please address all enquiries to W.V.A.H.S. to the Secretary,  
Helen Curkpatrick  
273 Old Hamilton Road,  
Haven, Vic., 3401  
Ph: 03 5382 7227  
E: [wvahsinc@gmail.com](mailto:wvahsinc@gmail.com)

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### W.V.A.H.S. Executive Committee for 2021-2022

<b>President:</b> Michael Menzies, Geelong (S)	0419 546 251	<a href="mailto:railexp@bigpond.com">railexp@bigpond.com</a>
<b>Secretary/Treasurer:</b> Helen Curkpatrick, Horsham (W)	0413 382 567	<a href="mailto:haven273@outlook.com">haven273@outlook.com</a>
<b>Past President:</b> Bob McIntosh (Terang) (S)	03 5592 1354	<a href="mailto:macmarbob@hotmail.com">macmarbob@hotmail.com</a>
<b>Members:</b>		
Judith Healey, Carisbrook (M)	03 54642601	<a href="mailto:heraudj@bigpond.com">heraudj@bigpond.com</a>
Carolyn Olive, Charlton (M)	0418 361 971	<a href="mailto:c.olive@bigpond.com">c.olive@bigpond.com</a>
Robin Parker, Maryborough (M)	0459 032 068	<a href="mailto:robinparker81@hotmail.com">robinparker81@hotmail.com</a>
Katie van Dyck, Stawell (W)	0428 841 011	<a href="mailto:katiejvd@iprimus.com.au">katiejvd@iprimus.com.au</a>
Diane Connolly, Minyip (W)	0417 642 410	<a href="mailto:task@aussiebroadband.com.au">task@aussiebroadband.com.au</a>
Brett Leslie, Landsborough (W)	0404 813 997	<a href="mailto:bleslie@bigpond.net.au">bleslie@bigpond.net.au</a>
Craig Proctor, Mortlake (S)	0408 311 302	<a href="mailto:craige@iprimus.com.au">craige@iprimus.com.au</a>

Please email your report or any other contributions for publication as Word documents with images as jpgs to Craig Proctor, [craige@iprimus.com.au](mailto:craige@iprimus.com.au) or [wvahsinc@gmail.com](mailto:wvahsinc@gmail.com)

## Potential Member Groups

Arapiles (Natimuk)  
 Ararat  
 Balmoral  
 Birchip  
 Boort  
 Camperdown  
 Carisbrook  
 Casterton  
 Charlton  
 Cobden  
 Cohuna  
 Colac  
 Coleraine  
 Dimboola  
 Donald  
 Derrinallum/Lismore  
 Dunkeld  
 East Loddon (Mitiamo)  
 Edenhope  
 Geelong & South Western Rail  
 Glenthompson  
 Goldfields (Dunolly)  
 Halls Gap  
 Harrow  
 Heytesbury  
 Hawkesdale  
 Horsham  
 Hopetoun  
 Inglewood  
 Kerang  
 Koroit  
 Landsborough  
 Maryborough Midlands  
 Minyip  
 Mortlake  
 Mount Rouse (Penshurst)  
 Murtoa  
 Nhill  
 Nullawil  
 Ouyen  
 Port Fairy  
 Portland  
 Pyramid Hill  
 Rainbow  
 Rupanyup  
 St Arnaud  
 Stawell  
 Swan Hill  
 Tarnagulla  
 Terang  
 Warracknabeal  
 Warrnambool  
 Wedderburn  
 Woolsthorpe

## A Secretarial Summary

Hello to all WVAHS member groups and their supporters.

It seems it is my turn to write a summary of our last three months in the WVAHS. Hmm – that ought to do it!

Sadly, we were not able to proceed with our three Zone and one Executive Committee meetings. It was a decision not taken lightly but, with me witnessing what it is to be involved in the challenges of rain, more rain and flood waters rising i.e., driving through the water as it came across the Western Highway, that challenge was in mind as I spoke with the three Societies who had kindly offered their premises, time and effort to host other Zone member groups. My experience on the Western Highway involved my eldest daughter and her youngest (14 months old) son. The three of us had been in Melbourne for four days for her to continue with her nursing degree (I was more than happy to be the babysitter!). It started to rain on day three and, by day four, there was quite a bit of water around but, for various reasons, we needed to be home at the end of that Thursday so we agreed to tackle the return journey. It was ok in Melbourne but by the time we eventually reached the eastern side of Ararat the water was coming across the road at Green Lake and we were only able to get through as the Police agreed her 4WD vehicle could achieve that plan successfully. The time waiting for that approval (and seeing many others – caravans and small vehicles – turned away – as it evolved a wise decision by the Police!!) we could envisage sitting by the side of the road overnight; an interesting scenario.

However, the water subsided somewhat so we were able to continue and arrive safely in Horsham.

The Zone/Executive gatherings will be a wonderful occasion to meet again when the time is right but sadly the Weather Gods meant that the end of October was not the right time.

On a historical note, I will tell you where we stayed for the four days in Melbourne: Willsmere. Do you know that it was the Kew Asylum?! Before anyone (MM!) makes a cheeky comment such as “Why did they let you out?” I have to tell you that it was a very interesting place to be. If you are ever looking for a historical place to stay our two-bedroomed, ground floor unit via Stayz was terrific; no ghosts, moving furniture or noises in the night (we were in what was the men’s quarters). My daughter was quick to ask the owner if, in fact, we would be challenged by unusual murmurings. However, the owner and her children had lived in the apartment before they outgrew it and, no, they had not had any unusual experiences. The adjoining unit, however, did.....

Your Executive Committee extends our very best Christmas wishes to all and we look forward to your attendance at the **W.V.A.H.S.’s 60<sup>th</sup> birthday celebrations** coinciding with our **Annual General Meeting in Charlton on Saturday 15 and Sunday 16 April 2023.**



**Helen Curkpatrick**  
 Secretary, W.V.A.H.S.

## Happy birthday in 2022 to 150 years of State Education and the role Henry Robert Bastow played

By Helen Curkpatrick, Secretary W.V.A.H.S.

The introduction of Victoria's Education Act of 1872 meant, for the first time in Australia, free and compulsory public education for all children and young people regardless of their circumstances. This Act resulted in a need to design and build hundreds of schools that would bring education to communities from inner Melbourne and provincial centres to the far-flung timber-getting and farming districts. It was an intricate task calling for both vision and attention to details.

This mammoth challenge was accepted by a 33-year-old Henry Bastow. He was appointed in 1873 as Departmental Architect and Surveyor in Victoria's State Schools Division. Until 1894 (first with the State Schools Division and later the Public Works Department) Henry, along with his team, saw hundreds of school buildings to completion.

And who was Henry Bastow? He was born on 3 May 1839 in Bridport, England and left there in the 1850s to join the thousands of people who sought to make their fortune in newly colonised Australia. During the 1860s Bastow was in Tasmania where he honed his architectural craft on diverse projects from churches to public works.

Then Victoria beckoned. He rightly believed where there was gold there was wealth and therefore the prospect of creating great architecture. The Act of 1872 meant momentous reform and promised richer life opportunities for the colony's children along with being a foundation stone for developing a professional teaching workforce. When in Melbourne Henry was a leading member of the Plymouth Brethren movement.

For Henry Bastow it offered new career dimensions. The promise made of delivering elementary education to all meant the construction of many new schools – and quickly. By meeting the promise to take on this challenge he would refine his leadership skills and develop his gifted sense of design. Each school was unique, built from a 'basic' design but incorporating the best use of each school site and needs of the community.

Bastow developed design templates (always in keeping with the original design) so that new rooms could be added to any school as enrolments grew. His designs gave out the message that a school must grab attention and give the message that public education had an important and enduring role in community life.

His challenges were many including the fact that there was limited information about likely enrolments and estimating population growth in the 1870s was often guesswork.



Henry Bastow

Source: [https://www.xwhos.com/person/henry\\_r\\_bastow-whois.html](https://www.xwhos.com/person/henry_r_bastow-whois.html)

As an example of these challenges St Kilda Primary School in Brighton Road was designed to accommodate 320 children. On opening day in 1874 more than 600 arrived. Even though additional schools were built in the area the original school still felt the strain. However, Bastow continued to be flexible and the school was transformed in 1887 and a second storey was added after the tower was re-located.

And then there is the story behind North Fitzroy Primary School No 1490 in Alfred Crescent which, today, sits beside a grand boulevard and opposite lush parkland with Victorian mansions surrounding it. However, in 1875 the site was swamp land and unfortunately known as 'the quarries'. Rain meant impenetrable mud and the school attendance slumped when the ground turned to bog. At that time a teacher's pay was tied to student numbers and performance. Needless to say, the North Fitzroy head teacher wrote several letters to his superiors about the injustice of the salary scheme.

The Williamstown Primary School No. 1183 located in Cecil Street was considered remarkable in its day to the point that, in 1878, a model of the school was displayed at an international exhibition in France.

The template of this school was used at the school in Urquhart Street, Ballarat and so it is identical to the Williamstown building. Even though Henry preferred to build in brick - he preferred the clean lines and decorative possibilities offered by brick - the Williamstown Primary School was constructed with local bluestone from a quarry at nearby Gellibrand.

There are so many more stories to relate on Henry Bastow but, in closing, I will add that his remarkable vision, strong leadership, energy and common sense saw 615 schools built in six years.

And Henry Bastow's private life? Wikipedia tells me he studied architecture in Dorchester under a local architect John Hicks. Around 1860 he emigrated to Tasmania where, in 1861, he won a competition for a new Hobart Town Hall that was not built. In 1866 he moved to Melbourne, became a draughtsman with the Victorian Water Supply Department and later still, architect and civil engineer with the Railways Department.

In 1867 he married Eliza Litchfield in Tasmania. Eliza was born in 1837 and was the daughter of a previous Hobart mayor. After Henry left the Public Works Department he retired to central Victoria where he built a simple home equipped with a meeting room for his Brethren fellows and became....an apple orchardist!

I can see on good old Aunty Google that Henry and Eliza had at least two children, one being Arthur Henry Bastow who was an engineer.

Bastow died on 30 September 1920 aged 81 and is buried in the Harcourt cemetery (that would have to be the connection with the apple orchard!) Other Bastow family members are also buried at Harcourt.



Just four of the staggering 600+ Victorian State Schools designed by Henry Bastow. Above left, Daylesford, 1877; above right, Williamstown, 1878; below left, Windsor, 1877; below right, St Kilda Park, 1882. Sources: [https://www.wikiwand.com/en/Henry R. Bastow](https://www.wikiwand.com/en/Henry_R._Bastow) and <https://storeyofmelbourne.org/2020/06/15/st-kilda-park-state-school-1882/>



For further information on Bastow and for details on specific schools he designed, an excellent online resource is: <https://www.bastow.vic.edu.au/blog/bastow-legacy-part-1-a-new-era-in-social-history>

## Edenhope Soldier's Memorial unveiled on 28 August 1922 by Senator Elliott *Horsham Times*, 5 September 1922

Submitted by Geoff Langsworth, Edenhope and District Historical Society

The above memorial was unveiled on Saturday last by Senator Brigadier-General Elliott, DSO., DCM., CB., CMG. Although the weather conditions were unfavourable, heavy rain having fallen throughout the morning, a large number of people assembled to take part in the ceremony. The memorial, which takes the form of a life-sized figure of an Australian soldier mounted upon a column bearing the names of all returned soldiers from the Edenhope district, as well as those who made the supreme sacrifice, is erected in a prominent position in Amos Street, close to and in full view of Main Street. Along Amos Street from the memorial to Lake Wallace, an avenue of Canadian elms has been planted, which in future years will add materially to the comfort and beauty of this particular locality. The monument, which was designed and erected by Messrs Hoskin & Co. of Hawthorn, has a very handsome appearance and the committee and helpers are to be congratulated upon the very successful result of their efforts to commemorate the deeds and sacrifices of the young men of this district.

After the Edenhope Brass Band had played "Abide with Me" the chairman of the memorial, Mr Tom Peach, said that they had met that day for the purpose of formally unveiling the monument which had been erected to the memory of those who had made the supreme sacrifice in the recent general struggle for liberty, as well as to those who were fortunate enough to return to their homes after having done their duty nobly overseas. All must realise, sooner or later, that life carried its duties and responsibilities and we were proud to know that, when the time of testing came, the young men of this district, in common with the young men in all parts of Australia, fully realised those responsibilities

and freely offered their services and their lives in the defence of the liberties of their mothers, wives, sweethearts and the land which gave them birth. They must not forget either the equally fine action of the women of the nation who faced all manner of danger and made great sacrifices to assist the cause for which our people were fighting by going overseas to nurse the wounded and sick and to help in a thousand ways to cheer and encourage those who were suffering from the effects of war. To us and our land, these men and women had brought peace at all events for the present and we hoped for all time. But the future was uncertain, trouble may arise again, and if that were the case he felt sure the boys and girls of the present would shoulder their responsibilities and go forth to fight the good fight in the same manner as the men and women of today had done.

Mr A. S. Rodgers MBE said that he had been very pleased to have had a hand in bringing General Elliott along to perform the ceremony of unveiling the handsome memorial erected by the people. The General was one of the leading fighters of the nation in the Great War – one of those who had led the nation to success. When the war broke out Edenhope had united in the great effort and had embraced the cause as its cause. The actions of its citizens would go down with pride in the annals of the nation. He knew personally of their efforts in the past, and today he found just what he expected to find, that the whole people had joined in paying a mark of respect to the men who had fought, suffered and died in the great cause of liberty. The outbreak of war found the people of this country enjoying the freedom, liberty and privileges which they had inherited from their forefathers. It also found that the stock transplanted from the old country had taken deep root in this part of the globe and their

descendants were animated by the same spirit of liberty and courage.

Thus, the best and bravest of our young manhood and young womanhood did not hesitate to cross the seas to fight and if needs be to die in order that we might retain the freedom we inherited from those who had gone before. No one could tell what the future held. We hoped for universal peace but if the need arose the next generations would shoulder its responsibilities in the same manner as the present one had done. The world was one huge contending system of nation against nation, colour against colour, creed against creed. The world had been wrenched out of its socket. The former arrogant and strong people of Europe had reached the limits of economic exhaustion. Europe was on the brink of insolvency and no one could tell what was before us. It was hoped that before calamity again overwhelmed the world it would be realised that humanity had a better and nobler part to play than that of racial and international extinction. We needed more faith and trust in human kindness. He expressed the deepest sorrow for those who had suffered bereavement through the war and hoped they would experience some comfort and civic pride in the memorial that had been raised and upon which their names were inscribed for all time. He trusted that pride of satisfaction would in course of time take the place of sorrow in their hearts. He congratulated the people upon the excellence of the memorial.

Mr E. J. White MLC congratulated the people on the splendid memorial they had raised in memory of the deeds and sacrifices of their young men. It augured well for the future treatment of soldiers settled in

the district when the people so realised their duty to their returned men. The Australian soldier had made Australia a nation. With their baptism of blood on Gallipoli they had made a name which would last to the end of the world. It was necessary at this stage to stress the achievements of our men in many parts of the war. When the call came, they heard it and they held their own with the finest soldiers the world had provided. It was a very great thing for the world to know that, in order to make soldiers, it was not necessary that men should spend the whole of their lives in preparation. The Australians had shown the world that soldiers as good as the world had seen, could be produced by a few months in camp provided they had the right material to start with.

On looking back on the terrible struggles, they realised the great sacrifices which had been made; many lives had been freely given in the great cause of liberty in order that we might live in peace to make our own laws under the Sovereign with all respect and reverence instead of being under the yoke of a foreign power. Our boys had made it possible for us to live under British rule and we could not do much for them. He did not find fault with the blunders which had been made in the past. Repatriation was such a huge undertaking that mistakes were inevitable. But we must see that every man who returned from the other side should have the opportunity to make a living. That there were soldiers without employment was not as it should be.

It was the duty of Federal and State Governments to see that not one soldier was without employment. Pressure should be brought to bear to see that this duty was discharged. With regard to the soldiers who had settled on land in this district, the State Government should see that railway communications was provided, without this many of the settlers would find it very difficult

to carry on. He intended to do all in his power in that direction.

The Shire President, Cr E. F. Fitzgerald said that the memorial reflected great credit on the people of the district. It showed that great spirit of sympathy was still with the soldier. They who went into the great unknown, knowing they might not return but it was not before they showed themselves to be possessed of a noble and courageous spirit. Before the war they were men of peace, but it was not long before they showed themselves to be some of the best soldiers the world produced. In the final stages of the war it was the Australians who finally checked and turned back the German hordes in the final onslaught when the outcome of the struggle was still in the balance. We all hoped of course that the late war would be the last for generations to come but we were living on the edge of a volcano. Australia would be a rich prize to many in the nations of the world and the seriousness of the position could be imagined when we considered that one fourth of the population of the world was within a few days' sail of our shores. The monument would teach the future generations the valour of those who fought in the great war and if the necessity arose they would go to and do likewise and uphold the traditions of our forefathers. It was wrong that any of our returned men should be without employment. The Kowree Shire had adopted the policy of preference to returned men and would do its best to find employment for such as required it; if there was any work to be done or any office to be filled they would have the preference. He extended his deepest sympathy to the mothers, wives and relatives of those who had fallen and hoped that time would soften their sorrow.

Brigadier General Elliott then unveiled the memorial. He said that this and similar memorials which were being raised throughout the length and breadth of the land

were the best means of keeping before the young people the deeds of those who had faced death and mutilation. In erecting such memorials they were following a long and honoured precedent. Not far from Gallipoli, the battle of Marathon had been fought when the Greeks, small people, had defeated and overthrown Persia. That victory became famous throughout the world and as a result the memorials had been raised to commemorate it all over Greece. The generations that followed rose to the highest points of civilisation. They were supreme in music, the drama, sculpture and as soldiers. They had evolved a democratic system which we're now only approaching. These memorials were a great help in their development, constantly reminding them that their forefathers had achieved a notable victory in face of seeming impossibility. In a like manner this memorial would inspire our children to boldly attack the difficulties our civilisation was facing.

As one who had been somewhat intimately associated with the Australian Army's operations overseas, it might not be inappropriate if he were to relate a few of the many deeds of bravery and dash which he had been privileged to witness. In the early morning of 25<sup>th</sup> April 1915, he was in command of the Victorian troops. They were to land under the protection of a naval warship, armed with machine guns, but something had gone wrong and the warship did not turn up. He was faced with the serious duty of deciding whether he would keep the troops on board exposed to the shellfire or attempt to land them with the ships' boats.

He decided upon the latter course. The first boat containing 37 of his own men from Essendon had started when the enemy machine guns opened fired at the rate of 700 bullets a minute. The soldiers had their backs to the shore and again and again they fell dead in the bottom of the boat. One lad of 19

had his thigh ripped open and femoral artery severed. A comrade threw another dead soldier from his knees to go to his assistance, saying "Never mind me, I'm done" and continued rowing for another three minutes before he fell exhausted. Only three of that boat load, all wounded, reached the shore. They flung themselves down and immediately opened fire on the Turkish machine gunners, with the result that they silenced them and enabled other boat loads to land with comparative safety. No veterans of Napoleon or Wellington could have bettered their performance. Later on at Lone Pine, in the course of an attack on the Turkish lines, our men found the trenches covered with wooden beams, in turn covered with earth. Some stooped down and scraped the earth away with their hands and lifted the beams. They found the trench bristling with enemy bayonets. Without the slightest hesitation a young Australian officer jumped into the trench, followed by others. He fell, riddled with bayonets but in four or five hours, the trench was ours. The severity of the fighting can be imagined by the fact that in 500 yards of the trench there were over 1000 dead – our own and the enemy's. At Fleurbaey [Fleurbaix] in July 1916, an early action had taken place of which no definite information was available. Some thought we had broken through the German lines, others that we were retreating. With a view of ascertaining the facts he went forward and came across a young Australian officer crawling back in great agony with his right leg shattered. He asked him why he did not ask the stretcher bearers to carry him. He replied, there are thousands out there who are too badly wounded to crawl, they need the stretchers more than I do. He was prepared to sacrifice himself to those whose need was greater than his own.

In the early morning at that great salient Polygon Wood, when

there were few other sentries on duty, no particular developments were expected, an Australian sergeant, a farmer by occupation, saw a large German column looming up in the faint morning light. He had no time to arouse the men but hurriedly giving the alarm he swung out of his trench and attacked the German officer leading the column. The officer fired and missed and the sergeant thrust his bayonet through him. The loss of their officer checked the Germans and for a short while the whole column halted. This gave sufficient time for our men to seize their rifles and open fire. The situation had become very critical; the British on our right had given away. All day long the battle ebbed and flowed but in the end we were successful and won the day.

That night General Plummer sent for him and told him that the stand made by the Australians had saved the British a great disaster. That stand was made by the 58<sup>th</sup> Battalion and that stand was made possible by the prompt and plucky action of that sergeant in rushing out alone to face a whole army.

To commemorate such fine deeds as these this monument stood. In sympathising with those who had relatives amongst the fallen, he could speak as one who had shared their grief. His younger brother fell at Polygon Wood and his wife's brother at Passchendaele Ridge. If we doubted whether or not the sacrifice was worthwhile, our boys would probably tell us that they might not regret what they passed through seeing what we had won.

We have only to cast our eyes back to Calvary, where the beacon light was kindled, which had made our progress and civilisation possible. Possibly the materialism of the 19<sup>th</sup> century rendered such sacrifices necessary in order to save our civilisation. They died that we might live. One had only to see France to feel thankful that the war had not been fought in our own country. There the most beautiful country 30 to 50 miles wide and

500 miles long was a blackened waste. Towns and villages were nothing but heaps of splinters. On many of the farms, even the very earth was shot away, so that many years must elapse before it recovered its old fertility. If the enemy had come, our fair land would have presented the same sad spectacle of ruin and desolation. Great as was the sacrifice, it was certainly worthwhile.

Mr J. T. McDougall sounded "The Last Post". The Reverend C. R. Houston delivered a dedicatory prayer, Mr E. V. Coates delivered a short address, and Mr Henry Burns, President of the local branch of the R.S.S.L.L.A. thanked General Elliott for coming to perform the unveiling ceremony. The playing of "Nearer, my God to Thee" and the National Anthem by the Edenhope Brass Band brought the ceremony to a close. Many beautiful wreaths were placed at the foot of the fallen.



*Edenhope's Great War Monument*

## Mortlake's Avenue of Honour: a new chapter in its story

By Craige Proctor, Mortlake and District Historical Society

Anyone who has driven westwards into Mortlake along the Hamilton Highway will be familiar with the towering Avenue of Honour. Originally comprising eighty-five Monterey cypresses planted in July 1919, the Avenue was extended with 140 additional Monterey cypresses following the Second World War. The first thirty-one trees planted in 1919 honoured the fallen and were planted by family members. At 2.2 kilometres long Mortlake's Avenue of Honour has had the distinction of being Victoria's second-longest after Ballarat's. In 2015 the Avenue acquired the highest level of State Heritage Protection, one of just a few to receive this level of protection. The Avenue was heritage listed for both its historical and horticultural significance. Some years ago granite name plaques identifying individual service personnel – including three local women who had served as nurses during the Great War – replaced the original metal markers. For a little over a century the town's Avenue was probably its most dominant feature aside from Mount Shadwell.

Some ninety years after the planting of the first section of the Avenue, the trees were reaching the end of their life cycle with many beginning to split their limbs and falling, causing potentially dangerous situations. Many of the trees had also fallen victim to the fungal disease which was then decimating other plantations of Monterey cypresses especially in the south-west of Victoria. As a consequence, many of these trees had to be removed in 2020.

In 2012 the Mortlake R.S.L. had approached Moyne Shire Council requesting clarification about the future management of the Avenue. In 2018 Councillors voted to replace all of the trees but both the Mortlake R.S.L. and Heritage Victoria objected to the chosen replacement species: Spotted Gums. The Mortlake R.S.L. conceded that the trees did need to be removed because they were dangerous even though the issue of removal was 'close to the heart'. Mortlake R.S.L. Secretary John McGuigan commented that the replacement Avenue should comprise trees soldiers had encountered when they had fought overseas.

Concerns were raised that replacing the century-old trees with trees of the same species could lead to these also succumbing to the same disease.

After almost ten years of deliberations, in February 2021 Moyne Shire Council resolved to replace all the remaining Monterey cypresses with Holm Oaks. It was estimated that this would take over four years.

However, the foibles and unpredictability of Mother Nature intervened. On 28 January 2022 the stately Avenue suffered severe storm damage as a result of a mini-cyclone ripping through the town. Moyne Shire received an exemption from Heritage Victoria to remove sixteen of the now badly-damaged

and even more dangerous trees. The removal of any subsequent trees had to be done with the approval of Heritage Victoria.

In August 2022 sixty-nine 'mangled' trees were removed. This was a massive undertaking and, obviously, fostered much sadness locally with the trees which had stood for a century being destroyed, grubbed out and carted away, dramatically altering the eastern approach to and exit from the town.

All 191 remaining original cypresses will be replaced but this could take some years to achieve. So, in time Mortlake folk will be able to see its Holm Oak Avenue of Honour v.2 taking shape, growing and standing proud. While the original trees have now been consigned to photos, the Avenue of Honour will continue to be a focal point of the town.

Not only has Mortlake lost its Avenue of Honour – or at least the trees which had constituted it; the Avenue will remain in a new form – but the nearby hamlet of Woorndoo saw its Avenue of Monterey cypresses removed in 2021, also a massive undertaking which has significantly altered the appearance of Woorndoo. In mid-2022 the cypresses were replaced with forty-eight *Grevillea robusta* (Silky Oak) trees.



*A section of the former Avenue of Honour and, below, following removal of the trees.*



## *A Year Long Recipe for Christmas*

Take a heap of child-like wonder

It opens up our eyes

To the unexpected gifts in life -  
each day's a sweet surprise.

Mix in appreciation

For the people whom we know -

And, just like Christmas candles,  
each has a special glow.

Then add giggles and also laughter,

A dash of Christmas food -

(It's amazing how a piece of pie  
improves our attitude!)

Stir it all with human kindness

wrap it up in love and peace.

Then decorate with optimism -

your joy will never cease.

If we use this healthy recipe

we know we will remember

to keep ourselves in the Christmas spirit

Even when it's not December!

*Submitted by Helen Curkpatrick*

## **Heritage, Engagement and Preservation Partnerships: a new initiative for heritage organisations**

The Institute of Education, Arts and Community (IEAC) at Federation University has formed a new community advisory group called Heritage, Engagement and Preservation Partnerships. Its first meeting was held on 14 October and the second meeting will be held on 1 December at the School of Mines (SMB), Lydiard Street South, Ballarat, Building A, Room 211 as well as online.

The advisory group will consist of interested community members, university academics and representatives from local organisations and interest groups with a broad focus on building partnerships in history, culture and heritage. The group will meet every 6 to 8 weeks with both in-person and virtual attendance possible.

Through this advisory group IEAC is seeking to engage with heritage communities and to build partnerships based on shared interests and expertise in history and culture. It is particularly keen to explore the potential of short courses and micro-credentials to address the learning needs of our regional history and heritage communities. It is also aiming to build networks that might offer opportunities for engagement for the new Federation Cooperative University model.

A number of member groups of W.V.A.H.S. have received invitations to attend these meetings. I attended the first two meetings and found them worthwhile and thought-provoking. Perhaps other W.V.A.H.S. member groups may be interested in taking part in these meetings, especially virtually.

For further information or to register interest in becoming part of this advisory group email Jenene Burke at [DirAcOp.IEAC@federation.edu.au](mailto:DirAcOp.IEAC@federation.edu.au)

Craig Proctor

W.V.A.H.S. sadly records the passing of Coleraine and District Historical Society's Life Member Ken Fitzgerald on 19<sup>th</sup> November. Ken was a key member of the Coleraine group as well as of the local community.

## A short history of Jeparit's Wimmera Mallee Pioneer Museum

By Craig Proctor, Secretary, Wimmera Mallee Pioneer Museum

For more than fifty years Jeparit has been home to the Wimmera Mallee Pioneer Museum, an extraordinary repository for nineteenth and early twentieth century agricultural machinery, domestic buildings, appliances, artefacts, technologies, furnishings and clothing with original buildings from the surrounding districts relocated to the site. It has become one of the main tourist attractions of the northern Wimmera with visitors being able to step back in time and to learn about and reflect on the lives lived by our forebears, be they indigenous Australians, German/Lutheran immigrants or farmers and townsfolk in the early Wimmera and Mallee settlements. The WMPM has recently become a member group of the W.V.A.H.S. and this seems like the perfect opportunity to provide other member groups with an overview of this significant cultural heritage site's history and evolution over many years.



### The concept and the planning

As far back as 1957 Cr H. S. Maddern of the Shire of Dimboola and some of his friends started to collect pieces of old farm machinery with the idea of establishing a small museum in Jeparit. These items were kept initially at the Jeparit Showgrounds and created a great deal of interest with locals and visitors. Being housed in the Sheep Pavilion also created problems at the time of the Annual Show as they had to be shifted out of the building each year. Cr Maddern then came up with a plan to set up the Museum on an allotment of land adjoining the Hopetoun House Hotel in the centre of town.

It soon became apparent that the museum would become too big and complex to be handled privately and the Shire of Dimboola became involved. In November 1962 the Historical Society of Victoria was approached regarding funding for the Museum's establishment. In August 1963 a committee of three was appointed and funding was sought from both State and Federal Governments.

In August 1964 a three-acre site for the Museum was approved at the southern entrance of Jeparit adjacent to the Wimmera River and a deputation was formed to approach the Premier for a subsidy towards its cost. Consequently, \$4,000 was granted on a \$2 for \$1 basis.

At this stage it was the intention of the Council to exhibit only items of farm machinery. However, it soon became apparent that there were numerous other historical items available beyond authentic farm machinery and in order to obtain ideas for the concept of a pioneers' museum a visit was made to the Swan Hill Folk Museum – today's Pioneer Settlement – which had opened in 1966). As a result of this visit it was realised that the original scope needed to be extended to cover the story of the Wimmera – Mallee area from the time of the First Nations peoples – the Gromiluk and related clans of the Wotjobaluk people – through the squatting era and up to the mid-twentieth century. The plan was for the Museum to not only become a repository for agricultural equipment and domestic artefacts as well as modes of pioneer transport but to also have an educational role for the community and school children far and wide.

A public meeting was called in July 1967 and was addressed by Cr Mellor, the President, and Mr Holloway, the Director of the Swan Hill Folk Museum who gave valuable advice on the project. A committee was appointed with representatives from Dimboola, Jeparit, Rainbow and Nhill to establish the Museum.

### A theme-based approach to the exhibits

During this period the plan was for the Museum to adopt a theme-based approach to displaying its varied collection. One section would focus on Aboriginal lore and artefacts donated by a Kiata farmer, to be housed in a purpose-built building beside an existing billabong on the site (although this did not eventuate). Another section would focus on the squatting era – the 'Age of Bark' – in the early grazing days. The plan was to include within the display George Everard's hut where he had written 'Pioneering Days' at Bullock Bottom, an outstation of *Albacutya Run*. Another would focus on 'Early Grain'. The fourth theme would be machinery, land preparation and tillage, sowing and reaping, power generation, modes of travel and water conservation in pioneering days. Even in the

1960s the importance of showcasing aspects of pioneer women's lives was considered. Six decades on the key principles of a theme-based approach are still very much part of the Museum's siting of buildings and apparatus.



*The 1868 Albacutya Homestead, today a focal point of the Museum.*

Another major pre-opening project between 1968 and 1970 was the dismantling, transporting of and re-erection of three buildings of the *Albacutya Run* from north of Rainbow. This complex of buildings had been donated by the Petschel family. In 1846 settler John Coppock had taken up a vast swathe of land between Lake Hindmarsh and Lake Albacutya and erected seven log cabins; two of these original Murray Pine buildings were dismantled, every piece being numbered meticulously, and re-erected at the Museum. They were joined by the more substantial Albacutya Homestead built in 1868. This complex of buildings is heritage listed and noteworthy for no nails having been used in the construction. Today visitors walk through the doors of these buildings and are transported to another age, from the very basic earth-floored kitchen of the 1840s, filled with an array of domestic artefacts of the time, to the more substantial late-nineteenth century décor and furnishings of the second homestead. The homestead also houses an extensive collection of historic family and district photos. Today these family ephemera are supplemented with an extensive collection of local family histories in the printed works collection.

### **The opening and five decades of development**

After so many years the stage was finally set and the Museum was formally opened on 3 September 1970 by the Premier of Victoria, the Rt Hon. Sir Henry Bolte and so it has now been a key feature of the district's cultural and tourist landscape for fifty-two years.

In 1971 it was hoped that the Museum would house as its new Administration Block the 1846 *Mount Elgin Station* Homestead from west of Nhill but this plan did not materialise.

The next building acquired by and transported to the Museum was the mud-brick Werrap Hall (1896) which today houses an extensive collection of sewing machines, early entertainment technologies, textiles, home furnishings and china.



*The Detpa School and Franklin's Chemist Shop on site in August 1970, just prior to the Museum opening.  
State Library of Victoria Collection.*

Restoration of machinery by voluntary helpers was commenced in earnest in June 1967. In these early years prior to the Museum opening thousands of volunteer hours were devoted to meticulous restoration works to enable the machinery to be in working order and become ready for exhibition. All machinery exhibits were donated by interested people from as far afield as Kaniva, Hopetoun, Wycheproof, Dunolly, Horsham, Gymbowen and Lake Bolac.

By 1970 the Wimmera Mallee Pioneers' Museum, as it was then styled, was ready to open. By that year only several buildings had been relocated to the site: the original Detpa School, built in 1926, and Jeparit's original Franklin's Chemist's shop. These joined several of the purpose-built large steel sheds erected to house the extensive collection of farm machinery, engines, harvesting equipment and a large array of vehicles.

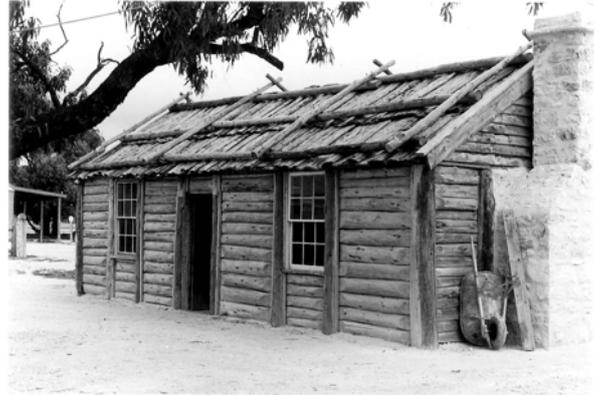
In the ensuing years these buildings were joined by a thatched-roof shed, the Antwerp blacksmith's shop, the original Jeparit gaol along with the log lockup from Heywood, the Woorak West Methodist Church, the corrugated iron Tarranyurk Hall and Perkins' motor garage. Almost all of these buildings had been relocated to the site by 1973. Today these heritage buildings, along with the six or seven newer sheds including the Merritt Shed housing an impressive display of buggies, gigs, wagons and even Jeparit's original horse-drawn hearse, form the backbone of the Museum. From the original three-acre site, the Museum now occupies three times as much land, 3.4 hectares. There are currently 625 machinery items on display...something for every machinery enthusiast!

Another key element of the original plan – and a commendable one given the period – was to landscape the site with native vegetation so that progress through the complex would see visitors walk in a bush setting with

sand banks brought in and plants indigenous to the Jeparit area being a feature.

Visitors enter the complex via the gracious *Briarley House*, built in Mildura in 1909 and transported to the Museum to serve as the Administration Block and offices although it, too, houses an extensive collection of Victorian and early twentieth-century artefacts as well as a gift shop.

Over six decades many individuals have served on the various Committees of Management which have regularly revisited the concept of the Museum and discussed how best to stage the displays, to manage the diverse collection and to document this important cultural heritage asset. These days the WMPM is overseen by Hindmarsh Shire which delegates the site's management to the Committee and which has driven, in recent years, the crucial Masterplan, Significance Assessment and related Interpretive Plan, providing a framework for the continued development and enrichment of the Museum. The current Committee of Management is keen to implement a number of interpretation strategies for the benefit of visitors. The Museum is staffed purely by volunteers and there have been so many from the local community who over the years have contributed to the running and upkeep of this asset.



*The Albacutya Run kitchen, June 1973.  
State Library of Victoria Collection.*

It is not only those interested in agricultural equipment who benefit from visiting the Museum. The eleven heritage buildings stretch along a recreated streetscape and so the visitor can meander through the homestead buildings, the church, the chemist's shop, the halls and the Detpa school, still set up as it was between the 1920s and 1950s. Recently we have had the pleasure of interviewing and recording the recollections of several former pupils while sitting in the desks they had known some eighty years earlier!



*Interior of John Coppock's Albacutya Run's kitchen  
building dating from 1846.*



*The Detpa School built in 1926.*

Since 2008 the Museum has staged the Annual Vintage Rally over the long weekend in June. The Rally attempts to raise awareness of the Museum's heritage assets and allows visitors to see key exhibition items in action which are supplemented with additional machinery items brought in by collectors and 'buffs' from far afield. All items are in full working order and so visitors have the opportunity to see the sights and hear the sounds our forebears would have been familiar with.

The Wimmera Mallee Pioneer Museum is open daily except Tuesdays and Thursdays although group bookings can be accommodated on any day with advance notice. Eftpos is available. The Committee of Management, under Chairperson/President Wendy Werner, would love to have W.V.A.H.S. member groups or the W.V.A.H.S. Executive visit our Museum and would happily offer tailored tours. Enjoy a catered lunch or morning or afternoon tea while seated beneath the stately eucalypts in the grounds of the Museum beside the Wimmera River!



*From china and dresses to buggies and graders, from buildings to tractors and from housewares to engines, there's something for everyone to appreciate at Wimmera Mallee Pioneer Museum.*

Contact WMPM: 03 5397 2101

[wmpmjeparit@gmail.com](mailto:wmpmjeparit@gmail.com)

Explore: <https://www.facebook.com/WMPMJeparit>

<https://www.hindmarsh.vic.gov.au/Visit-Hindmarsh/Discover-our-Heritage/Wimmera-Mallee-Pioneer-Museum>



## Around the Groups

I benefit greatly from receiving some W.V.A.H.S member groups' newsletters and I read each issue, often several times. Unfortunately, most groups don't share their newsletters with the W.V.A.H.S. or with me and so it's not possible to know about all the interesting things going on or being researched and documented in other places. Here are a few highlights from recent issues of newsletters shared with us. Ed.

### Stawell

During the last financial year the Stawell group received \$16,631 in grants from various bodies. They were able to obtain a grant to enable restoration work to be carried out on the Concongella War Memorial which is 100 years old this year. This works in with the Concongella School committee who are also celebrating their 100-year Centenary in October this year. There is also an item on Stawell Brewery which operated from the late 1860s until 1918.

### Goldfields (Dunolly)

The latest issue continues the documentation of Māori people on the district's goldfields, a number of whom died at Dunolly and Moliagul and thus were buried locally. The issue also lists place names with German connections including mines, reefs and hotels.

### Maryborough Midlands

Over a number of years the Society has been compiling a list of notable people born in or around Maryborough, who had lived in the town or visited at some stage. Categories include Writers, Journalists, Broadcasters, Reformers, Politicians, Generals, Governors, Entrepreneurs, Sportspeople and 'Just passing through'. Included in the last category are Amy Castles, Caroline Chisholm, Queen Elizabeth II, Joseph Jenkins (*Diary of a Welsh Swagman*), Annette Kellerman, Nellie Melba, Samuel Clemens *aka* Mark Twain and Eugene von Guérard. What a great initiative! (Ed.)

## Swan Hill

### Frank Whitcombe's Histories of Towns.

'Country Towns and Cities—Their Rise and Development' by Frank Whitcombe were a series of about 74 articles which appeared in the 'Weekly Times' dated 1928—1931, taking in the history of country towns in Victoria and southern NSW. Many of the articles have different titles e.g. 'History of Merbein No 73 of the Weekly Times Country Towns Series' so you have to be a bit inventive to locate them. Often the articles include useful pointers to material not previously recorded—but they should be treated with caution and confirmed from another source if possible.

Frank Whitcombe had been a farmer but left to pursue his career in journalism. He was in his late 70s to early 80s at the time of writing these articles and died in 1935.

Some of the towns included are:- Albury NSW, Alexandra, Ballarat, Beechworth, Bendigo, Bruthen, Camperdown, Castlemaine, Charlton, Chiltern, Colac, Corowa, Dandenong, Deniliquin NSW, Euroa, Hamilton, Hopetoun, Jerilderie NSW, Kerang, Korumburra, Leongatha, Maffra, Mansfield, Maryborough, Merbein, Mount Gambier, Nagambie, Narrandera NSW, Nhill, Numurkah, Orbost, Port Fairy, Portland, Rutherglen, Swan Hill, Traralgon, Wagga NSW, Wangaratta, Warracknabeal, Warragul, Warrnambool, Wedderburn, and Wodonga.

These articles can be found on TROVE at:-

<https://trove.nla.gov.au>

Many thanks to Pat Gillingham from Kerang for advising our Society of their existence.

## Koroit

### A virtual walk around HHR's Koroit

In April this year we had a visit from members of the Henry Handel Richardson Society. Their visit was to discuss and walk their planned audio walk of the time Ethel Florence Lindesay Richardson (pen name Henry Handel Richardson) lived in Koroit for two years as a child. As an adult she was to become an author of such works as 'The Getting of Wisdom' and 'The Fortunes of Richard Mahony', a trilogy of novels. In 'Ultima Thule' Ethel's experiences at Koroit have found a voice in the fictional town called Gymgurra.

Ethel was born in 1870 and the family moved to Koroit in 1878 when Mary, her mother, took over the role of Postmistress.

The audio begins at the post office where Ethel and Lil, her sister, spent lonely hours while their mother was working. It then outlines details of HHR's life and follows the story of her steps in Koroit as you walk the same paths the children took in their daily life or on the way to school at the rectory of St Paul's Church of England whilst living here. From here you need a car to follow the audio to the Tower Hill cemetery where her father, Walter Richardson, now rests, as he died while the family was living in Koroit.

The free audio, titled 'HHR in Koroit and Warrnambool', can be downloaded from Apple App Store and Google Play Store.

By Margaret Trotter

Also included in this issue is an Item on the history of Tower Hill which was proclaimed a National Park way back in 1892.

## Horsham

Members attended two local museums in recent months: the Horsham Military Collection, a private Museum established by the Stevens family; and Ray Carman's Fire Museum. To mark History Month the group conducted a Historical Street Walk in October and produced a flyer for the Walk.

Also in this issue is an item on the sale of the popular 'Toy's Garden Restaurant', started by Leon Toy and family back in 1974 but relocating to a 2.8-hectare property on Stawell Road in 1987.

## Warracknabeal

November marked the 55<sup>th</sup> anniversary of the Society's newsletter *Warunda Review*, produced since 1967. The first editor was Sig Shubert who produced *Warunda Review* for nineteen years.

## Nhill

The most recent issue of the newsletter contains an item on the history of Nhill's Soldiers' Memorial, it having been unveiled in 1921.

Mention is also made of a popular Facebook page, Treasures of Nhill and districts:

<https://www.facebook.com/groups/160257270749276>

## Camperdown

### Heritage listing for Aborigines Monument and Dawson Family Grave

Heritage Victoria recently listed the Wombeetch Puyuun Grave Monument and Dawson Family Grave at the Camperdown Cemetery on the Victorian Heritage Register.

The listing gives long overdue recognition to the importance of the Monument as a powerful statement on the devastating impact of colonisation on the Aboriginal people. The listing also recognizes the lives of three remarkable people in the history of Aboriginal - white relations in 19th century western Victoria: James Dawson, his daughter Isabella Taylor and Wombeetch Puyuun.

Wombeetch Puyuun, also known as Camperdown George, was an elder of the Liwura Gundidj clan of the Djargurd Wurrung people, the traditional owners of the country around Camperdown. When he died in 1883 Wombeetch Puyuun was the last member of his clan still living on country.

At a time when their views were often unpopular, James Dawson and his daughter Isabella were fierce supporters of the Aboriginal people and their interests. They did the Aboriginal people of western Victoria a great service by documenting their languages and customs. In 1885 Dawson commissioned the erection of the Monument as the gravesite for his friend Wombeetch Puyuun and in memory of the passing of the local Aborigines.

The full details of the Heritage Victoria listing can be found here: <https://vhd.heritagecouncil.vic.gov.au/places/208508>

In part, the listing reads:

*The Wombeetch Puyuun Grave Monument and Dawson Family Grave is historically significant for its capacity to demonstrate the rapid and devastating effect of European colonisation on Aboriginal people in Victoria from the 1840s. Commissioned by James Dawson in 1885, a white settler and outspoken champion of Aboriginal interests, this monument has no parallel in Victoria. The obelisk's height, prominent location and unusual inscriptions make a powerful public statement about the dispossession of Aboriginal people. The imposing monument stands in contrast with Dawson's own modest family grave which commemorates himself and his daughter Isabella, amongst others. Together James and Isabella worked with the local Aboriginal people to record their languages and culture, drawing on the knowledge of elders including Wombeetch Puyuun, with whom Dawson formed a particularly strong friendship.*

Congratulations and thanks to the Eastern Maar Aboriginal Corporation whose application to Heritage Victoria and strong advocacy brought this listing to fruition. Thanks also to Allan Willingham who extensively researched the history of the Aborigines Monument as part of his 1995 Camperdown Heritage Study. Allan unsuccessfully recommended the Heritage listing of the monument at that time.

Bob Lambell

### Port Fairy

The July-August issue of *Port Fairy Post* contains very detailed articles on three ships, the *Casino* which first arrived in Port Fairy in 1882, the first vessel acquired by the Belfast and Koroit Steam Navigation Co.; the astounding story of the wreck of the *General Grant* in the 1860s; and the story of the wreck of 'Australia's Titanic', the S.S. *Waratah* in 1909. All extremely interesting and comprehensive articles relating to maritime history.

Please remember to share your Newsletter with W.V.A.H.S. and with the *Western Historian* Newsletter Editor, Craige [craige@iprimus.com.au](mailto:craige@iprimus.com.au)

Every issue of every newsletter is read and archived!

### Mortlake

In November the Mortlake group was visited by Dr Tim Lowe of Colac who, for many years, has collected all the novels of one-time Mortlake resident 'Lindsay Russell' who in the 1910s wrote 'potboiler' novels focussing on abuse of women by clerics. Tim has had a deep interest in the life of the novelist but had decided to donate his full collection of Lindsay Russell novels to the Mortlake and District Historical Society. The decision has been made to display the whole collection in Mortlake's Library.

At the same event Dr Peter Yule, Councillor of the Royal Historical Society of Victoria, presented Craige Proctor with the Society's Award of Merit 'for exceptional service to history in Victoria'. Nine other members of Victorian historical societies received the Award for 2022.

## Publications

### Minyip and District Historical Society Inc.

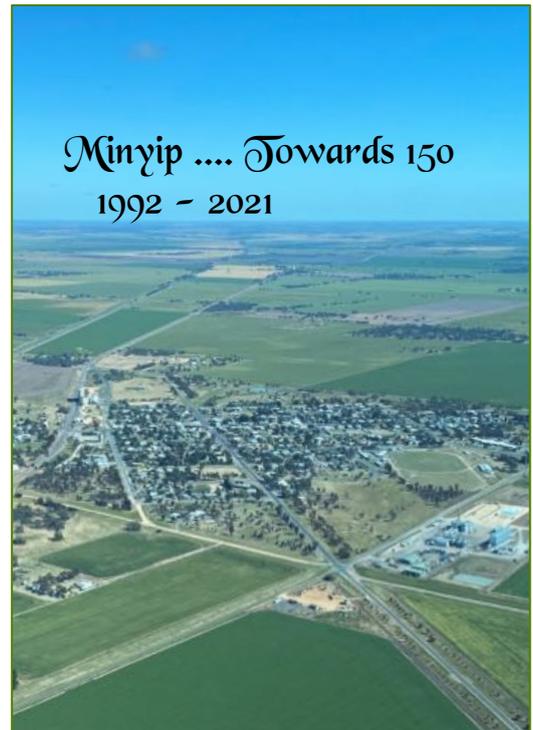
As most of our fellow members of the Western Victorian Association of Historical Societies would be aware, Minyip recently celebrated its 150<sup>th</sup> year of settlement.

To mark the occasion this Society researched and published the last thirty years of the town's history, *Minyip – Towards 150*. The Society also reprinted the book *Minyip 100 Years Young*. These two books, together with the previously published *Minyip – 20 Years On*, present one hundred and fifty years of our history.

The Society has researched and published a number of other single subject books over the years (see list below) and is currently preparing to reprint *That's My Block* covering a number of our early farming settlers.

While all the books sold extremely well during the celebrations there are still some for sale. The reprint of *That's My Block* will be added to the list once costs are known and printing is organised.

If you are interested please contact us via email [minyiphistorical@gmail.com](mailto:minyiphistorical@gmail.com)

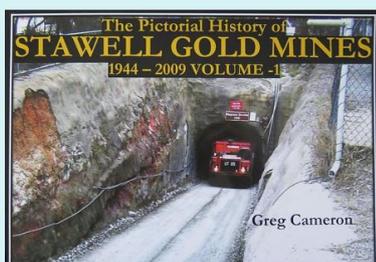


Cost	Title
\$35.00	Minyip ... Towards 150 (This is the new book)
\$30.00	Minyip Heritage Plaques
\$25.00	Minyip ... 100 Years Young (Reprint of 1972 book)
\$10.00	• Minyip ... 20 Years On
	• A Country Paper (History of <i>Minyip Guardian</i> )
	• By the People – For the People – The Story of the Minyip Hospital
	• On With the Show - Minyip
	• Minyip Mechanics Institute to Memorial Hall 1891-2004
	• Don't Dare Say Dinkledoodledum

### Stawell Historical Society Inc.

The SHS has reprinted  
Greg Cameron's  
***The Pictorial History of Stawell  
Gold Mines – 1944 to 2009.***

Cost: \$30.00

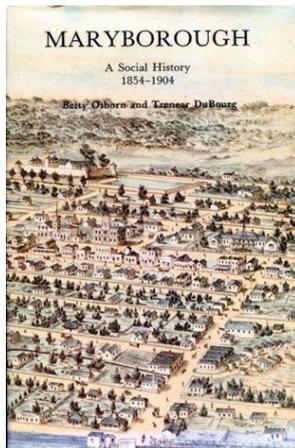


Email: [stawhist@bigpond.com](mailto:stawhist@bigpond.com)

**1874 Holtermann panoramic photograph.** Our Society has produced copies of this high-quality photo, one of which is five metres long and is on display for public viewing. Copies of this photo, in a one-metre length, are available for sale at \$30.00 each and two-metre length at \$50.00 each. The photo is remarkably good quality and shows many buildings as they were in 1874 and some businesses show up in the photo that we have not seen before.



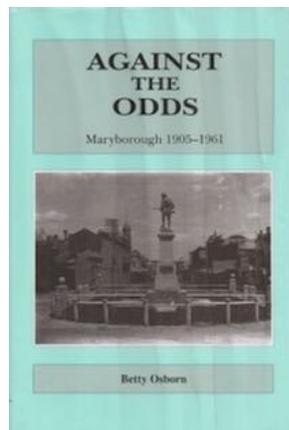
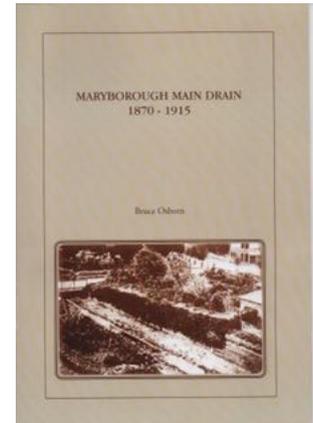
The **Maryborough Midlands Historical Society** has these books for sale. Prices are exclusive of postage.  
Please contact the Society for further details [mmhs@outlook.com.au](mailto:mmhs@outlook.com.au)



**Maryborough**  
**A Social History 1854-1904**  
Osborn & DuBourg  
PB \$25.00

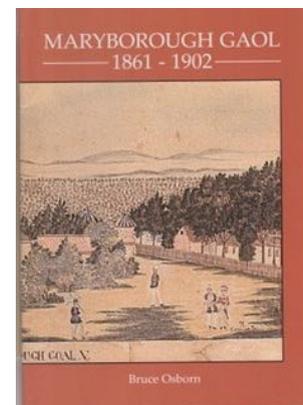
**Maryborough Main Drain 1870-1915**  
Bruce Osborn  
PB \$15.00

Check out Maryborough Midlands  
Historical Society's fantastic new  
website!  
<https://mmhs.net.au/>



**Against The Odds**  
**Maryborough 1905-1961**  
Betty Osborn  
HB \$25.00

**Maryborough Gaol 1861-1902**  
Bruce Osborn  
PB \$15.00



### Swan Hill Genealogical & Historical Society Inc.

<https://historygenies.wordpress.com>  
[shghso@hotmail.com](mailto:shghso@hotmail.com)

#### NEW – Updated Version:

#### Swan Hill Memorial Park Burials & Monumental Inscriptions 1859-2020.

Only available in USB format.

Contains approximately 12,000 burials, including Burial Register, Monumental inscriptions, list of Centenarians, Brief History, Locality Map, Map and aerial view of the cemetery, links to useful sites etc. Cost \$50.00 plus \$5.00 postage.

Consider notifying the wide readership of *Western Historian* of new publications relating to your district or wider area – a great way of promoting what's 'out there'! Submit notifications to [craige@iprimus.com.au](mailto:craige@iprimus.com.au)

Items for the March issue of *Western Historian* should be submitted by mid-February.

#### BOOKS FOR SALE

##### **Flood Reflections** (Book & DVD)

This book covers the flood events in our Council area during 2010 and 2011 as well as past floods. Included is a DVD of interviews of people involved such as police, flood wardens, volunteers etc. Cost \$30.00 plus \$6.00 postage.

Reproduction of J. Edward Robertson's 1912 book **The Progress of Swan Hill and District.**

A comprehensive account of Swan Hill businesses and people from that period, including Ultima, Nyah and Lake Boga and a unique collection of photos. Cost \$20.00 plus \$4.00 postage.

**A History of the Shire of Swan Hill.** Originally published in 1989. Cost \$5.00 plus \$5.00 postage.

**Swan Hill Streets. Paved in History.** By Gwen Warne. Originally published in 1988, this book lists the Swan Hill streets with a story or explanation relevant to each. Cost \$12.00 plus \$5.50 postage.

**Traces of the Past** by Graham Gardner. A pictorial history of Swan Hill and district from 1901-2001. Cost \$25.00 plus \$6.00 postage.

The above items are all available from the Swan Hill Genealogical and Historical Society Inc. P.O. Box 1232, Swan Hill, 3585.

## Pity the Help Desk!

Contributed by Helen Curkpatrick

**Customer:** Hi. I can't get my disc out.

**Tech support:** Have you tried pushing the release button?

**Customer:** Yes, sure; the tray comes out but there's nothing in it.

**Tech support:** Does disc content show up on your screen?

**Customer:** ...Oh! ...wait a minute..... I hadn't inserted it yet... it's still on my desk... sorry....

**Tech support:** What kind of computer do you have?

**Customer:** A black one...

**Tech support:** Click on the 'My Computer' icon on the left of the screen.

**Customer:** Your left or my left?

**Tech support:** Your password is the small letter "a" as in apple, a capital letter V as in Victor, and the numbers 7274.

**Customer:** Is the 7274 in capital letters?

**Tech support:** What anti-virus program do you use?

**Customer:** Hotmail.

**Tech support:** That's not an anti-virus program.

**Customer:** Oh, sorry... Internet Explorer.

**Tech support:** Good day. How may I help you?

**Customer:** Hello... I can't print.

**Tech support:** Would you click on "start" for me and...

**Customer:** Listen pal, don't start getting technical on me! I'm not Bill Gates.

**Tech support:** "Okay Bob, let's press the control and escape keys at the same time. That brings up a task list in the middle of the screen. Now hit the letter "P" to bring up the Program Manager."

**Customer:** I don't have a P.

**Tech support:** On your keyboard, Bob.

**Customer:** What do you mean?

**Tech support:** "P".....on your keyboard, Bob.

**Customer:** I'M NOT GOING TO DO THAT.

**Customer:** I have a huge problem. A friend has placed a screen saver on my computer but every time I move the mouse it disappears.

**Tech support:** ....Who the hell transferred this call to me???

**Customer:** Hi, good afternoon, this is Martha, I can't print. Every time I try it says 'Can't find printer.' I've even lifted the printer over and placed it in front of the monitor but the computer still says it can't find it...

**Customer:** I can't open Yahoo calendar.

**Tech support:** Are you sure you used the right password?

**Customer:** Yes, I'm sure. I saw my colleague do it.

**Tech support:** Can you tell me what the password was?

**Customer:** Yes... five stars.

A customer called the help desk with a problem with their printer.

**Tech support:** Are you running it under Windows?

**Customer:** "No, my desk is next to the door but that's a good point. The guy sitting in the cubicle next to me is under a window and his printer is working fine."

**Tech support:** How may I help you?

**Customer:** I'm writing my first e-mail.

**Tech support:** OK, and what seems to be the problem?

**Customer:** Well, I have the letter 'a' in the address but how do I get the circle around it?

**Customer:** I have problems printing in red.

**Tech support:** Do you have a colour printer?

**Customer:** Aaaah.....thank you.