



LGMA QLD

LGMA QUEENSLAND

Awards for Excellence 2018

The LGMA Queensland Awards for Excellence recognising
outstanding achievement in Queensland local government



Local Government Managers Australia Queensland (LGMA Queensland) is the professional body representing the interests of local government officers across the state.

LGMA Queensland's mission is to lead, advocate for and support Queensland local government managers; providing relevant and quality professional development opportunities; and actively contributing to the advancement of local government in Queensland.

LGMA Queensland is a membership-based organisation comprised of officers from all technical areas of local government and all areas of the state. Programmes offered by LGMA Queensland are characterised by their practicality and real-life applicability, drawing heavily on the experience of exceptional local government officers from all areas of council actively.

The LGMA Queensland Awards for Excellence are one of the many initiatives developed to support the sector in Queensland.



LOCAL GOVERNMENT MANAGERS AUSTRALIA QUEENSLAND INC.

LEADING PROFESSIONALS IN LOCAL GOVERNMENT



PRESIDENT'S MESSAGE

Welcome to the 2018 Local Government Managers Australia, Queensland Awards for Excellence publication.

This is our eighth year celebrating the achievements of the people and organisations that are local government in Queensland.

With this being my first year as President of LGMA Queensland, I was truly honoured to be part of the awards ceremony and assist with the presentation of certificates and trophies to the winners. The enthusiasm and buzz generated by the groups and individuals, waiting to hear if they would be taking home one of the awards, was electric and the supportive loved ones and co-workers made this a great event.

The Local Government Managers Australia Award for Excellence Gala Dinner is a highlight on the calendar and proudly our 'night of nights' - a special occasion for us all to gather and recognise the innovative, creative, impactful and outstanding work of our colleagues.

LGMA Queensland aspires to support a professional and highly-skilled local government sector. In making this vision a reality, these awards celebrate the professionalism of local government and aim to inspire people to even greater levels of excellence in leadership and management across Queensland councils.

Many professional development services and programmes offered by LGMA Queensland complement the work being done by councils to challenge current thinking and look for alternative ways of delivering service. As part of that endeavour, these Awards acknowledge the successful delivery of exceptional services. Importantly, they also share the ideas and solutions across the sector.

With a record number of nominations and over 220 gala dinner attendees, it is safe to say Queensland councils shine; whether in times of emergency, in problem solving, in engaging with communities or in future planning. Congratulations to all the nominees and a special mention to the category winners and finalists, well done and well deserved. The various projects presented in the nominations are testament to the diversity, dedication, innovation and collaboration that is Queensland local government. Congratulations to all the council teams and staff working hard across the sector.

I know that there are many projects and activities being undertaken by Queensland councils which were not nominated, however, they do warrant recognition. So, I encourage you to consider next year, for it is not about the scale and budgets but about successful outcomes for Queensland communities.

Also announced on the night were the Queensland winners and runners up of the Australasian Management Challenge. Congratulations to The Vision from Sunshine Coast Council for winning the Queensland event and who now go on to compete in the national Challenge. Brisbane City Council provided strong competition, attaining second and third place with Brisbane Rhythm and Cirque du Sept respectively. I applaud the 12 Queensland teams who participated in the challenge and encourage them to continue the learning and growth process they have started as the true aim of the programme is shared learning. Congratulations to all the competing teams and individuals of the 2018 Queensland Australasian Management Challenge, well done!

Clearly, local government in the Sunshine State is in the hands of dedicated individuals and teams, committed to excellent customer service and delivering on needs of their communities, as I am sure you will see as you leaf through this celebratory magazine. Thank you to all of the councils who supported the LGMA Queensland Awards for Excellence and Gala Dinner. Finally, I would like to thank our valued corporate partners: Department of Local Government, Racing and Multicultural Affairs; Ergon Energy; OnTalent; Queensland Treasury Corporation; Powerlink Queensland; MAGIQ Software; LGIAsuper; JLT and Telstra. We sincerely appreciate your support.

Susan

Susan Jarvis
President

Congratulations to all the nominees and a special mention to the category winners and finalists, well done and well deserved.

EXCELLENCE IN COLLABORATION

In the current environment of high community expectations, shrinking budgets and rapid technological change, Queensland councils are continually seeking means to collaborate with partner councils, other tiers of government, businesses and community groups in order to deliver services in the most efficient ways possible.

In assessing the Collaboration Award nominees, the Judges looked for genuine and effective collaboration with partners, resulting in better outcomes for councils and their communities.

In 2018, the Excellence in Collaboration winner is Central Highlands Regional Council's Accelerate Agribusiness initiative. Collaboration and engagement with businesses, industry, research institutions and all levels of Government underpins, and is embedded in, every activity of the Central Highlands Accelerate Agribusiness (CHAA). In 2016, the Central Highlands Development Corporation and Central Highlands Regional Council partnered to establish CHAA; a collaborative project aiming to grow, promote and realise the value for all agricultural and food product businesses whilst providing other value-added services in the wider region. A skills-based Strategic Advisory Group was appointed for a three-year term from February 2017. Collectively, these respected individuals bring strong expertise in grain, cotton, beef and horticulture, domestic and international supply chain systems, market development and trade, plus digital technologies. Deliverables include:

- A sell-out innovation forum held in Emerald: AgTeCH17: Build it, Use it, Profit
- A short documentary film Central Highlands Agriculture – More than you expect!
- The Farm to Fine Dining Regional Showcase at the Brisbane Ekka
- A dedicated Agribusiness Development Coordinator

Partners assisting to drive this initiative include: Department of Agriculture and Fisheries; Central Highlands Cotton Growers and Irrigators Association; GrainGrowers; Telstra; CQ University; Queensland Agricultural Training Colleges; Cotton Research Development Corporation; Beef Ledger; CQ Ag Services; Premise Agriculture; Precision Agriculture; Komatsu; Rural Business Collective; SwarmFarm Robotics; Vanderfield; River City Labs and Mungindi Cropping Group as well as many other businesses and port authorities.

Also recognised for Excellence in Collaboration is the Noosa Community Partnership Roundtable and the Redland City Council Community Champions.

The Noosa Social Strategy was adopted in 2015 with the objective to facilitate a Community Partnership Roundtable to address key local social issues. Johns Landing, a 49ha freehold parcel with significant environmental value was owned and operated by the Johns family as a commercial campground for 50 years. The campground provided cheap accommodation for low income earners, however, the living conditions were far from suitable for permanent residents. Hygiene, drinking water quality, mosquitoes, dog attacks, crime and lack of electricity and running water at the campsites, created many social and health issues. The project's key objectives were to

AWARD WINNER: Central Highlands Regional Council, Accelerate Agribusiness Initiative



Left to Right: Daniel Fletcher, Susan Jarvis, Sandra Hobbs, Cr Kerry Hayes and the Hon. Stirling Hinchliffe MP

create a long-term, strategic approach to successfully relocate and re-house the 90 residents, including 29 children, and to protect the Noosa River foreshore and 'endangered' and 'of concern' vegetation.

Following Council's negotiation to purchase Johns Landing, agencies were engaged to build capacity for the residents to assist with resolving longstanding issues. The following group assisted and collaborated with Council to achieve successful outcomes: Centrelink; Queensland Department of Housing and Public Works; Queensland Health; Department of Communities, Disability and Child Safety; Queensland Police Service; Salvation Army; St Vincent de Paul; Noosa Anglican Church; United Synergies; Alpha and Omega Recycling; Tewantin State School Chaplain; RSPCA and Coast2Bay Housing Group.

The Redland City Council Community Champions programme is a jointly-initiated and community-led enterprise which evolved following the 2016-2017 bushfires on Macleay and Russell Islands, located in the Southern Moreton Bay Islands (SMBI). The 25 Community Champions are SMBI residents who have agreed to become a first point of reliable information in times of emergency and to assist in establishing evacuation centres. Council's Disaster Planning and Operations team, together with Local Disaster Management Group partners: Australian Red Cross, Queensland Fire and Emergency Services and Volunteering Queensland, collaborated to conduct a two-day training workshop. A multi-agency disaster training scenario included setting up an evacuation centre, conducting triage and registration and supporting those with emotional and physical trauma. This successful programme will also be rolled out for North Stradbroke and Coochiemudlo Islands and the mainland.

The Department of Local Government, Racing and Multicultural Affairs proudly supported the Excellence in Collaboration Award. Thank you to the Hon. Stirling Hinchliffe MP for presenting the award to Central Highlands Regional Council for their Accelerate Agribusiness initiative.

Congratulations are also extended to Noosa Council for their Noosa Community Partnership Roundtable – Johns Landing and Redland City Council for their Community Champions programme.

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EXCELLENCE IN

WORKPLACE WELLBEING

Brisbane City Council is the 2018 winner of the Excellence in Workplace Wellbeing category for their 'Wellness Programs'. Workplace health and wellbeing programmes have real potential to positively influence the health of councils' workforces while making good business sense. In this category, a project or initiative must demonstrate evidence of fostering healthy workplace policies and supportive environments that promote healthy lifestyles that enhance positive social outcomes.

Recognising the momentous impact of work environments and workplace culture on employee wellbeing, Brisbane City Council supported integrated *Wellness Programs* that address the unique needs of each branch and division. This initiative enables Council to work in partnership with employees in all fields to positively influence and enhance individual and workforce wellbeing through the delivery of holistic, data-driven *Wellness Programs*. Currently, 21 branches are engaged in tailored programmes and, in 2017 alone, 4,096 Council employees were engaged in various action plan activities. The Wellness Action Plan is a strategic 12-24 month schedule of planned health/wellbeing activities and a catalyst for the Zero Harm Strategy and cultural change. Engaged teams have appointed Wellness Champions and integrated health and wellbeing goals in their business planning policies and processes. Sub-initiatives contribute to supportive, health-orientated environments and include: healthy snack desks (sharing); health goal boards; team boot-camp sessions; Power Hour (team stretching each hour); 5km social running groups; 8-week team challenges; Mammogram Monday and Testicular Tuesday events and cooking competitions.

Success of this programme includes increased employee engagement with 60-65% of the workforce participating and 10 self-driven wellness initiatives created by employees. Additionally, increased productivity and reduced absenteeism, reduced presenteeism and reduced Workcover costs have been experienced.

Also recognised in this category is Toowoomba Regional Council for their Mental Health Support for Leaders initiative. Driven by four catastrophic incidents within a two-year period and an increase in depression and anxiety cases, Council consulted with Eudoxia an Employee Assistance programme provider, to create an in-house training initiative. The focus was on early intervention through their Care model – Mental Health First Aid (MHFA) and Mental Health Capacity Assessment (MHCA). Approximately 100 officers have completed the workshops and 200 more are currently scheduled. Feedback has been extremely positive and the tailored workbooks and training along with the reinforcement of the 'Greenlight' programme also through Eudoxia, provides direct assistance for supervisors managing team members with mental health or personal issues. Other wellness activities at Toowoomba Regional Council include: health checks; healthy eating and catering; exercise programmes; parental support and vaccinations.

Congratulations to Brisbane City Council and Toowoomba Regional Council for their Workplace Wellbeing programmes. Susan Jarvis, LGMA Queensland President presented the award to the Brisbane City Council team.

AWARD WINNER: Brisbane City Council Wellness Programs



Left to Right: Rebecca Cantwell, Sigourney Brown-Rothwell, Tammy Anderson, Shell Stone, Tiana Musu-Nayler and Susan Jarvis

FINALIST: Toowoomba Regional Council, Mental Health Support for Leaders



Danielle Richter and Michael Courtney



Master of Ceremonies: Kay McGrath



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EXCELLENCE IN SUSTAINABILITY

In the Excellence in Sustainability category, nominations must demonstrate long-term solutions which have contributed to the financial, social or environmental sustainability of the council, area or project and have delivered improved outcomes or reduced resourcing implications.

This year's winning entry is Sunshine Coast Council's Solar Farm project. This initiative builds on Sunshine Coast Council's vision to be Australia's most sustainable region – Healthy, Smart and Creative. Council is Australia's first local government to offset its entire electricity consumption across all its facilities and operations from the renewable energy it generates. The 15MW Solar Farm is the largest in South East Queensland. It is the first solar farm connected to Energex's 33kV grid in South East Queensland and the first solar farm in Australia to operate at 1,500 Volts to operate more efficiently.

This project will:

- See Council proactively take control of its electricity supply to combat rising electricity costs
- Provide Council facilities and operations with renewable electricity and help the Sunshine Coast region transition to a clean energy economy
- Employ an innovative business model that releases significant project value underpinned by extensive business case development and financial analysis
- Complement the Sunshine Coast's 40,000 solar PV rooftops (equivalent to 124MW capacity)
- Reduce carbon emissions by 25,000 tCO2e per year
- Deliver \$22 million in savings (after costs) for ratepayers from Council's lower electricity costs over the next 30 years, reducing pressure on rate rises

The partners working alongside Sunshine Coast Council included Downer Utilities Australia, Energex and Diamond Energy. The Solar Farm project was unaided by Federal and State Governments.

Two other councils were finalists for the Sustainability Award: Western Downs Regional Council who submitted their Solar Implementation Project and Whitsunday Regional Council for its Bowen Water Treatment Plant Solar Plant and Resilience Upgrade.

Western Downs Regional Council (WDRC) manages over 1,000 buildings and structures across the region valued at more than \$300 million and consuming more than \$1 million of electricity per annum or 35% of all Council electricity. The installation of photovoltaic solar arrays across WDRC's portfolio of facilities saved in excess of \$200,000 in annual electricity costs. Following the implementation of a two-stage programme, ratepayers are expected to see a 33% return on investment by 30 June 2018 with an added environmental benefit of reducing Council's greenhouse gas emissions by 900 tonnes per year. WDRC contributed \$600,000 to this project and obtained additional funding from the Local Government Grants and Subsidies Program.

AWARD WINNER: Sunshine Coast Council's Solar Farm project



Victor Young - Yurika, Alan (Fox) Rogers of Noosa Council. Fox was involved in the project before de-amalgamation, Simon Crock, Phil Woods and Susan Jarvis

This initiative builds on the Sunshine Coast Council's vision to be Australia's most sustainable region – Healthy, Smart and Creative.

This WDRC Solar Implementation Project is estimated to save \$4.5 million over the next 25 years and attain return on investment within 3 years.

The Whitsunday Region has received a clean energy boost after Council completed the installation and commissioning of a 400-kilowatt solar power plant at its Bowen Water Treatment Plant. The first of its kind in North Queensland, the solar power plant will produce more than 625,000 kilowatt hours of electricity annually and will remove 570 tonnes of greenhouse gas from Council's carbon footprint each year. Co-funded by the State Government's Works for Queensland programme at a cost of \$1.1 million, the project is projected to save almost \$250,000 a year in operating costs, with Council estimating that the project will pay for itself in just over 4 years. With sustainability and regional economic growth a key focus of this innovative project, it was delivered using over 75% local, skilled staff and contractors. Based on current data, Council is on track to support 39% of the Water Treatment Plant's energy demand, almost 10% higher than initially anticipated. The main cost savings come from operating the plant during the day on 100% solar power, saving from having to buy from the grid and without compromising water quality.

Congratulations to Sunshine Coast Council, Western Downs Regional Council and Whitsunday Regional Council for their sustainable projects. Victor Young, General Manager Customer Relationships and Key Accounts from Yurika, part of the Energy Queensland Group, proudly presented the award to Sunshine Coast Council.

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EXCELLENCE IN TEAMWORK

Mackay Regional Council's *Sir Elton John – Once in a Lifetime Experience* demonstrates teamwork across both internal and external collaborative partnerships. Initially for this dynamic international concert, Council's external partnerships included six months of negotiations with Tourism and Events Queensland and Chugg Entertainment. With a, "no 'I' in team" approach, the *Once in a Lifetime Experience* goal was to deliver an *experience* that benefited the local community and provided increased business and tourism opportunities.

The Excellence in Teamwork Award celebrates a team that demonstrates effective use of resources, strong collaboration, effective communication and provides positive outcomes for the community both in the short and long term. Having just six months of planning, prior to hosting music royalty - Sir Elton John, Mackay Regional Council adopted a strategy to maximise the benefits of such an iconic international superstar. To pull off an event of this calibre, 16 different council programmes united and collaborated to ensure the concert and its pre-and post-event activities were delivered without a hitch, alongside the main event – an outdoor concert for 15,000 people. A lot of Council officers across many departments, worked very long hours to ensure everything was delivered, and their efforts demonstrated Council's slogan: 'working as one team to achieve for our clients and community'.

Tangible evidence that the overarching goal was attained includes: \$3 million for the local economy; 200 international visitors; an average stay of 2.5 nights; and 4,800 domestic overnight visitors. The Mackay team's approach was to ensure the 'experience' started well before the actual concert, and activities included: a city legacy mural with a Mackay Yellow Brick Road; street decorations; a sell-out Behind the Scenes Luncheon in association with the Mackay Chamber of Commerce; a television and media campaign as well as a Greatest Hits of the Region Souvenir Guide written to Elton John lyrics and aimed at inspiring 10 memorable local tourist experiences. Live appearances of Mayor Williamson on The Project, Sunrise and the Today programme, were estimated at \$700,000 in free media. This solid team approach showed the true value of establishing and maintaining cross-organisational teams to deliver enormous benefits for the community.

Judges also recognised as finalists in this category, the City of Ipswich for their Cultural Change Program - Line of Sight and Redland City Council's Fire Review.

The City of Ipswich introduced the Line of Sight Program with an aim to create an environment where every employee 'recognises and values the importance of their contribution to how we deliver great service to the communities of Ipswich'. A team of 15 volunteers from across Council have worked as a team to clear the path to enable Council employees to attain high performance and demonstrate constructive behaviours. Significant results of this long-term culture change journey include: a revised on-boarding process; introduction of 'Wired' – a newsletter aligned to values and key themes; a contemporary internal communications platform 'The Wire' accessible online via mobile or desktop; a group of 80 representatives assisting the programme leadership team and a 'Chief

AWARD WINNER: Mackay Regional Council, Sir Elton John, Once in a Lifetime Experience



Ken Furdek, Andrew Bobeldyk, Robyn Titmus - OnTalent and Susan Jarvis

With a, "no 'I' in team" approach, the Once in a Lifetime Experience goal was to deliver an *experience* that benefited the local community and provided increased business and tourism opportunities.

Operating Officer Roadshow' entailing branch level meetings to create Executive Team engagement with all of Council.

Redland City Council commissioned the Queensland Fire and Emergency Services (QFES) to undertake an independent fire review following the 2016-2017 Southern Moreton Bay Island bushfires on Russell and Macleay Islands. The review was presented to Council in July 2017 outlining 56 recommendations with the six main categories including: illegal dumping and hoarding; low community resilience and disaster preparedness; emergency response capacity across multiple agencies; maintenance plans and access trails; local laws and legislation and access to water and fire hydrants. The review required a multidisciplinary approach involving over six council groups and Local Disaster Management Group partners; QFES, Rural Fire Service, State Emergency Service, Queensland Police Service, Department of Communities, Disability Services and Seniors, as well as Quandamooka Yoolooburrabee Aboriginal Corporation, representing the Traditional Owners. Collectively these groups have demonstrated dedication to teamwork to achieve positive outcomes such as: over 300 hours of community disaster management engagements; a 'Spring Clean SMBI' campaign and appointing a Maritime Coordinator to coordinate disaster management with external collaborative teams.

Thank you to Robyn Titmus from On Talent who presented the Excellence in Teamwork Award to the Mackay Regional Council Team. Congratulations are extended to Mackay Regional Council, City of Ipswich and Redland City Council.

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Congratulations to the winner!

Contact us to help you create a winning team:

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Awards for Excellence 2018





EXCELLENCE IN

‘DOING MORE WITH LESS’

In only its second year, this award category showcases initiatives delivered by category 1 councils who think laterally, demonstrate creativity, simplicity and increased productivity through ‘Doing More with Less’.

The winner in 2018 for ‘Doing More with Less’ is Torres Strait Island Regional Council (TSIRC) for the Management of Social Housing Tenancies project. The remote Torres Strait islands are scattered between the tip of Queensland’s Cape York Peninsular and Papua New Guinea and they provide Council with the responsibility for 900 social housing tenancies dispersed across 13 outer island communities. TSIRC was formed in 2008 as part of the Queensland Government’s amalgamation initiative.

Housing Services comprises rent collection, account management and engagement with tenants, repairs and maintenance to housing assets, upgrades and new housing construction. For several years, housing was operating under the structure of the Community Services Department within Council and administration staff were on the ground to deliver tenancy services as part of their role.

This structure did not provide sufficiently skilled human resources for the tenancy management function to be effective. Challenges for this project included: English is often the second or third language for Torres Strait Islanders, so communication and the sheer remoteness proved difficult; many community members are related which demands significant diplomacy skills in managing; and many tenants were in significant arrears due to rent increases and mis-communication.

In late 2013, TSIRC commenced the formation of a dedicated Housing Team with the long-term goal to train and support their Housing staff through appropriate policies and procedures, training, reporting processes and educational programmes for tenants regarding rent contributions, maintenance and their responsibilities.

The introduction of a finance and enterprise, content-management system and support from the Department of Housing and Public Works, allowed the housing team to focus on payment plans, rent collection and signed tenancy agreements, whilst formally acknowledging the traditional ownership of land on which social housing assets sit. Procedures incorporated the input of Prescribed Body Corporates on behalf of the Traditional Owners in decision making, relating to the allocation and tenancing of property. Council’s rent collection has increased by 37% in 2016-17 in comparison to the 2015-16 figures. In 2017, there were 665 signed tenancy agreements which was an increase of 46 compared to 2016. Guided by the Housing Services Department’s Client Service Charter, the team continue to strive for success, proven by a 98% rent collection rate by the island of Warraber as well as Dauan’s rate collection increase of 32%.

The finalist recognised in this category is Douglas Shire Council for their 22-year journey – the Mossman District Nursing Home Project. A community coalition that successfully lobbied the State and Federal Government to fund a nursing home in a rural Far North Queensland township has capped off a journey spanning more than two decades. Douglas Shire Council donated the land, financed the business case, lobbied governments, negotiated

AWARD WINNER: Torres Strait Island Regional Council, Management of Social Housing Tenancies



Jean-Luc Petit – Queensland Treasury Corporation, Monique Willey, Yancy Tamu, John Paiwan, Susan Jarvis and Belinda Pritchard - University of Queensland



Kay McGrath, Jean-Luc Petit – Queensland Treasury Corporation and Belinda Pritchard - University of Queensland

complex agreements, waived development costs and provided technical advice for the Mossman Aged Care Facility. Council worked collaboratively with the Salvation Army Aged Care Plus and Mossman District Nursing Home Committee to turn the \$12.6 million dream into a reality. In addition to providing a much-needed aged care facility, the project is also expected to deliver an estimated 41 construction jobs annually over two years, with an estimated 27 full-time employees once operational in 2019.

Congratulations to Torres Strait Islands Regional Council and Douglas Shire Council for delivering long-term, dedicated projects and supporting their communities by ‘Doing More with Less’.

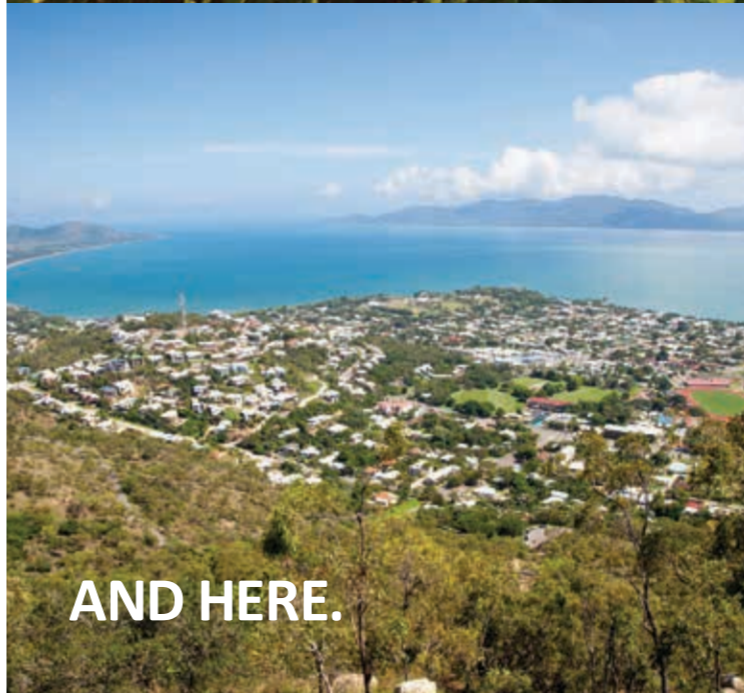
Queensland Treasury Corporation’s Executive Director, Jean-Luc Petit and Belinda Pritchard from University of Queensland awarded Torres Strait Island Regional Council with the ‘Doing More with Less’ Excellence Awards at the Gala Dinner.



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EXCELLENCE IN

COMMUNITY SHAPING

The nominations in the Community Shaping category must have shaped community opinion, practice and behaviour. These initiatives have actively sought to galvanise community response to improve the wider community.

Whitsunday Regional Council is the winner of this category in 2018. In March 2017, the Whitsunday region was devastated by Category 4 Tropical Cyclone Debbie, changing the community forever. Post Cyclone Debbie, the #ourwhitsunday and the *Our Whitsunday: Our Utopia* and *Behind Utopia* campaigns were born to inspire regional pride amongst residents through featuring local faces in local places, stunning natural beauty and the diversity of the region.

The concept was simple - a social media, print, digital and billboard campaign supported by a video highlighting the strength and resilience of the community and its people, with Council playing its role as a community leader. By including local people in the campaign and encouraging ongoing engagement on social media platforms, there is a growing sense of community ownership and participation in 'Our Whitsunday'.

Development of this community brand has rejuvenated and re-invigorated Council's engagement with the iconic 74 islands and the Great Barrier Reef and highlights the strength and resilience of the people. The emotional bond between residents and Council has been greatly enhanced whilst showcasing the liveability of the region. Council has taken the lead in engaging the community to a positive vision of the future.

Working from a limited budget of \$25,000, and with the four separate townships of Bowen, Airlie Beach, Proserpine and Collinsville, the population of 35,500 managed 30,000 views of the Utopia video within the first week. We recommend you take the time to view the Utopia videos on Facebook and keep an eye out for the next stage.

There are 3 finalists for the Community Shaping Award: Southern Downs Regional Council, Sunshine Coast Council and Tablelands Regional Council.

In 2017, it was reported through a local Primary Health Network study that Warwick is now Queensland's most overweight town. In response to the research, Southern Downs Regional Council partnered with Brisbane YMCA/WIRAC to initiate the Health and Wellbeing in Southern Downs Project to deliver short, mid and long-term initiatives to reverse this alarming community trend.

The project has included the screening of 'That Sugar Film' (a short film addressing negative health impacts of consuming excess sugar) delivered to five communities in the region along with cooking classes. The 'Winter is Coming Program' is a 10-week fitness programme which was completed in mid-August 2017 and followed by the 'Spring into Summer Program'. Targeting obesity and aiming to reduce drug and alcohol use, the project worked with local sporting clubs and community organisations to welcome new members and develop preventative strategies to engage the community to improve fitness and wellbeing. This project is an ongoing initiative that is forecast to close at the end of July 2018. Congratulations Southern Downs Regional Council for Shaping your Community.

AWARD WINNER: Our Whitsunday: Our Utopia



Tim Byrne - Powerlink Queensland, Tenaya James, Troy Pettiford, Matthew Myers - Powerlink Queensland and Susan Jarvis

Commencing in 2016, the objective of the Healthy Sunshine Coast Program is to create a healthier Sunshine Coast community; overcoming barriers to participation by providing low cost or free physical activities and an overall wellbeing programme across the region. Sunshine Coast Council partnered with TAFE East Coast to deliver free group fitness classes twice per week with approximately 40 attendees per class. The instructors are students from the Certificate IV in Fitness and the Diploma of Sports Development, providing hands-on training experience in real world situations for the students. This successful programme has far exceeded the anticipated outcomes with over 6000 participants attending the group fitness and seniors programme. Additionally, Resolve Fitness at the Caloundra RSL also partnered with Council to provide 4 classes per week. Healthy, nutritional information is provided by a dietician at the complimentary fortnightly morning tea also hosted by Resolve Fitness. To date, 12,556 community members have participated in a range of activities and providing a low-cost option for physical activity has reduced the main barrier for seniors, being cost, and has also reduced social isolation.

Tune in Tablelands is a disaster management initiative from Tablelands Regional Council showcasing an excellent example of community collaboration whilst influencing community behaviour and practice. This initiative included the creation of a video providing critical information to shape community awareness and preparedness for disaster scenarios by using a catchy song with lyrics that are easy to remember (and get stuck in your head). Schools, community music groups and emergency services were engaged and enthusiastic about the project. The production includes local performers, students from all 18 schools in the region as well as Emergency Service personnel. The music video has engaged youth and created positive flow-on impacts with increased awareness for young people, educating them about available resources and support for communities and families. This fun, digital resource was produced at a relatively low cost and it has now reached over 71,000 views.

Matthew Myers, General Manager Communications from Powerlink Queensland, proudly presented the Community Shaping Award to Whitsunday Regional Council.

Congratulations for contributing to Excellence in Community Shaping - Whitsunday Regional Council, Southern Downs Regional Council, Sunshine Coast Council and Tablelands Regional Council.



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EXCELLENCE IN INNOVATION

In the category of Innovation, councils must demonstrate innovative approaches to challenges facing their communities that have resulted in an improvement in performance, productivity and services while addressing long term sustainability. This highly-contested award traditionally demonstrates that innovation can come in many packages and, over the years, has included social programmes, disaster responses, engagement approaches and technological innovations.

In 2018, the winning project is the Wujal Wujal Emergency Management and Community Forum. Wujal Wujal Aboriginal Shire Council is a remote community nestled in the Daintree rainforest, adjacent to the Bloomfield River, and suffers extreme isolation by road and telecommunications. This resilient Council has punched well above its weight by installing its very own emergency management network and community forum which provides those working and living within the community a means of telecommunication that is wind and rain resistant and has self-sufficient capacity. The innovative solution was partly made possible through the State Government's Work for Queensland (W4Q) \$1.1 million investment.

Wujal Wujal Aboriginal Shire Council partnered with Factor UTB to develop a local telecommunications network that could manage emergency conditions pre and post-disaster events when normal telecommunications systems were compromised. The Network operates independently of energy and telecommunications suppliers and is equipped with solar and battery systems. Operating parallel to Council's existing servers, it is firewalled, secure and is based on a microwave radio linked backbone with 3 main towers. It is a cyclone-hardened, wide-area Network with 2 communication servers (each capable of automatically controlling, should the other fail) providing wireless enabled communications to residents and users own devices.

Three other finalists were recognised by the Judges in the innovation category: Logan City Council for their Logan Off Grid Power Solution for Water Chlorination initiative and Sunshine Coast Council for both the Level Up and Improving Service Delivery with 3D Visualisation and Mixed Reality projects.

Logan City Council has combined emerging solar power and battery storage technologies to deliver a reliable, safe solution for water disinfection at a 20ML reservoir in the city's fast growing south west corner. The \$3 million solution, which includes two 2.2Kg/h electro-chlorinators powered by 323 solar panels and a 95kwh capacity Tesla Powerpack, is maintaining local drinking water quality 24 hours a day. This micro power grid and electro-chlorination system is an Australian first application. Council's Logan Water Infrastructure Alliance is a public and private sector enterprise involving Council, Downer, Cardno and WSP. Key challenges included that the reservoir is not serviced by a sealed road and the nearest electricity supply is 3.9km away whilst wet weather access along the 3.1km access track is limited. The project achieved a \$1.9million capital cost saving and approximately \$50,000 in annual operational cost savings for Logan City Council.

Level Up is a Sunshine Coast Council funded programme helping small and medium businesses connect to high-speed broadband



via NBN connectivity to ensure businesses have the necessary digital awareness and skills to improve their productivity and profitability. Building on Council's objective of attracting a high-speed broadband submarine cable to the region, the Smart City Framework and collaboration with other agencies via Digital Sunshine Coast, this programme sought to ensure that local businesses would be sustainable and ready to compete globally. Approximately 450 local businesses participated in the Level Up's 12-week business education programme. The Level Up programme raises awareness of the need to adopt digital tools to be globally competitive; addresses barriers to adoption; educates businesses on how to implement new systems and create greater connection through peer-to-peer learning; and facilitates the use of local digital champions as mentors. The target audience included micro, small and medium sized businesses which make up 98% of the 27,672 businesses on the Sunshine Coast.

The other finalist from Sunshine Coast Council is the Improving Service Delivery with 3D Visualisation and Mixed Reality. Improving consultation and collaboration with the local community is a top priority for the Sunshine Coast Council as part of its commitment to creating a region which is healthy, smart and creative. To help drive this, Council's data analytics team in collaboration with Urban Circus, developed a new and innovative approach involving 3D models. Multiple, complex spatial data sets can be brought together into a central regional model and visualised in 3D and experienced through the application of Virtual and Mixed Reality technologies. This new technology can be used in visualising planning schemes, mapping underground assets and bringing place-making plans to life with the ability to use mixed reality goggles to walk through the 3D visualisation. It enables improved decision-making, consultation and collaboration. Following the introduction of a data governance framework, projects using the visualisation tools have included: pedestrian bridge design; airport upgrade engineering designs; smart pole site location assessment and the Caloundra Music Festival site planning.

Thank you to MAGIQ Software for sponsoring the Innovation Award. Tony Tiftis, Group Sales Manager presented the Excellence in Innovation Award to Eileen Deemal-Hall, CEO of Wujal Wujal Aboriginal Shire Council. Congratulations are extended to the innovative winners and finalists: Wujal Wujal Aboriginal Shire Council; Sunshine Coast Council and Logan City Council.

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ABOVE AND BEYOND

AWARD

The Above and Beyond Award is the only individual award in the Awards for Excellence. This award recognises an individual in local government who has gone 'above and beyond' their stated duties to provide added service to their council or community and, as a result, has enhanced the council's reputation and the experience of the local community.

This year, the winner is Michael Zitha, Manager of Community Services at Torres Shire Council. Michael is a self-starter and is extremely passionate about his role. He leads by example ensuring he is a role model and mentor for disengaged youth. Michael is a remarkably committed person whose mantra is 'no matter how much effort is required, the result should be a positive outcome for the community'.

This is reflective by the hours Michael undertakes – he goes above and beyond, dedicating his own time to Council and the community as and when required. He successfully manages and executes a host of events and festivals and given their size and logistics, these would typically be handled by two-three officers in larger councils. This includes the bi-annual Winds of Zenadth Festival which attracts around 1,000 people including attendees from overseas. A DVD was produced from the Winds of Zenadth Festival for national and international promotion including Council's Japanese Sister City.

Further festivals organised by Michael include a Multicultural Festival, Garden Week Festival, Get Ready Events (Cyclone preparation), NAIDOC Week Festival, Coming of the Light event, Mabo Day celebrations, Australia Day and ANZAC celebrations, Commemorative Day Celebration – 11 November, and many more.

In addition to this host of events, Michael is actively involved in developing opportunities for small businesses, cruise ship visitation to the region and maintaining and developing sporting facilities into multifunctional spaces. Michael loves his sport and has dedicated significant amounts of time personally coaching and managing touch football teams. This passion also filters into his Council role including upgrades to gyms, playground facilities and family barbecue areas which has resulted in a 300% increase in the usage of sport and exercise facilities within the community under Michael's watch. New sports have been introduced including: netball, volleyball, boxing and AFL (a difficult task considering the fanatical support for rugby league in the region!).

Michael's positive and pro-active approach to life and work also included participation in the 2017 LGMA Queensland Propeller Programme which showcased eight councils to Michael and his Propeller teammates, extending on their council knowledge and allowing for collaboration and networking. He actively reached out to his new network this year to get some guidance and assistance regarding a specific community trouble spot.

Congratulations to Michael for going Above and Beyond for his Council and community.

LGIAsuper's Ben Moles, presented Michael Zitha with the Above and Beyond Award at the Gala Dinner.



AWARD WINNER: Michael Zitha, Torres Shire Council

Ben Moles - LGIAsuper, Michael Zitha of Torres Shire Council and Susan Jarvis



Kay McGrath and Ben Moles

Michael is a remarkably committed person whose mantra is 'no matter how much effort is required, the result should be a positive outcome for the community'.

LGIAsuper is proud to sponsor the Above and Beyond Award.



Congratulations

to everyone who was nominated. As recipient of the Conexus Financial Medium Fund of the Year Award, we'd like to thank the hardworking Queensland local government workers who inspire us to go 'above and beyond' every day.



LGIAsuper Chief Operating Officer Tim Willmington accepting the award for Medium Fund of the Year.

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2018 AUSTRALIAN MANAGEMENT CHALLENGE

QUEENSLAND

An integral part of the Awards for Excellence each year is the highly anticipated announcement of the Queensland winner and finalists of the Australasian Management Challenge. A highly contested annual event that invokes teamwork and competition, councils vie for points by completing a range of tasks under tight deadlines while exhibiting creativity, productivity, skill development and expanding teams' capabilities. This programme builds an understanding of relevant issues facing local governments through practical, experiential learning in a 'safe' environment.

Hosted at the Queensland Law Society in Brisbane across two days, the Challenge featured tasks such as report writing, project management plans, disaster management reports, councillor briefing papers, verbal presentations and a debate.

Pre-Challenge, the teams are guided by experienced mentors through advice and support. On the days of the programme, appointed observers monitor the progress of teams, look at how they approach tasks, how they allocate work, how they cope with deadlines and most importantly, how they work as a team to harness strengths and to capture the input of all members.

All teams receive feedback on their performance which is critical to the professional development of council officers. Individual and team reflection and debriefing are also vital components of this programme.

Jardine Lloyd Thompson (JLT) proudly sponsored the Australasian Management Challenge again in 2018. Fran Gilbert and Riikka Challinor took the opportunity to meet with the Challenge teams across the two-day event.

Representative teams from across the state were present at the Awards to hear the announcement of the Queensland Winner for 2018: Sunshine Coast Council – *The Vision*.

Proud team members joined Peter Crockett, Management Challenge Facilitator on stage to accept their award. We wish Sunshine Coast Council – *The Vision* well for the Australasian Finals in Canberra in August.

Runners up this year in second place is Brisbane City Council's – *Brisbane Rhythm* and third place was taken out by *Cirque du Sept*, also from Brisbane City Council.

Once again congratulations to all the participating teams, mentors and supporters.

Thank you to JLT for their continued support of the Australasian Management Challenge. Nathan Turner, Divisional Manager LGM Assets and Member Services attended the Gala Dinner and presented the award and congratulated the Sunshine Coast Council team on their state win.

QUEENSLAND WINNER OF THE AUSTRALASIAN MANAGEMENT CHALLENGE: Sunshine Coast Council – *The Vision*



Nathan Turner representing JLT, Bronwyn Forster, Kim Martens, Jesse Wojtala, Katrina Rivers and Shannen Pretlove

SECOND: Brisbane City Council's *Brisbane Rhythm*



Lance Baldwin, Lisa Moran, Sarah Bishop, Miranda Peatey, Ian Grosvenor, Shilo Quinnell and Christien Duffey

THIRD: Brisbane City Council's *Cirque du Sept*



Emma McCarthy, Nicole Freeman, Sandy Keys, Jennifer Einam, Kally Chan and Lesley Meadows



Thank you



AWARDS FOR EXCELLENCE



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