

LGMA QUEENSLAND

**AWARDS
FOR EXCELLENCE
2020**



LOCAL GOVERNMENT
MANAGERS AUSTRALIA
QUEENSLAND INC.

LEADING PROFESSIONALS IN LOCAL GOVERNMENT

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

PRESIDENT'S MESSAGE

Welcome to the 2020 Local Government Managers Australia, Queensland Awards for Excellence publication. This is our tenth year celebrating the achievements of Councils and their teams in Queensland.

There is no doubt that the last 12 months has been trying for local government across Queensland. Droughts, bushfires and of course, a once in a hundred year pandemic – what a challenging time! But I have always thought that tough times bring out the best and worst in people...but mainly the best. And I think that this year's awards have certainly highlighted that for local government, it brings out the best.

We had record entries into the Excellence Awards this year. This reflects the incredible work that staff have been doing in their Councils to provide outstanding service to their communities while at the same time responding to the worldwide health crisis at a local level. It also reminds us that in difficult times, it is important to pause and celebrate. From looking at the award entries, there is much to celebrate across our sector.

LGMA Queensland aspires to support a professional and highly-skilled local government sector. The Awards for Excellence is a special occasion for us all to recognise the innovative, creative, impactful and outstanding work of our colleagues.

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. That is even more relevant at this time and importantly, it helps to share the ideas and solutions across the sector. Helping colleagues is ingrained in the DNA of local government professional staff.

Although grateful for the wonderful job that they did, I certainly didn't envy the task of the Award Judges this year. With record entries, we ended up with two panels of judges to work through the various categories. We put together a great mix of "local government tragics" who applied their years of experience and knowledge to sift through and find the "best of the best" entries. Thanks to Alison Bray, Leanne Mash, Warren Collins, Ray Burton, Chris Rose and Peter Byrne, for assessing the diverse projects nominated. I challenge everyone to keep making the judges' job difficult by nominating more wonderful initiatives in our sector next year!

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

Highlights from every nominated project were posted on Facebook and LinkedIn for your review.

Congratulations also to the Whitsunday Warriors team from Whitsunday Regional Council for winning the Queensland Management Challenge. They now go on to compete in the national Challenge. Congratulations also to the Hanging Zen team from Noosa Council for coming second and the [Alt]ernative Soul/ution team from Townsville City Council for coming third. I salute all of the 14 Queensland teams who participated in the challenge this year as the virtual format certainly provided some special challenges with technology and communication.

Included in this year's event was the Young Manager of the Year Award. Congratulations to Daniel Bradford from Cassowary Coast Regional Council. I know Daniel is a worthy winner and an exemplar for other young managers around Queensland.

Thank you to all of the Councils who supported the LGMA Queensland Awards for Excellence online event.

I would like to thank our valued corporate partners: Department of Local Government, Racing and Multicultural Affairs; LGIAsuper; Yurika (Energy Queensland Group); King and Company Solicitors; Local Government Mutual Services; Preston Law and JLT. We sincerely appreciate your ongoing support to celebrate Excellence in Local Government in Queensland.

I trust that you enjoy this commemorative publication of our LGMA Awards Event and hope that it inspires you to submit a nomination for the 2021 Local Government Awards for Excellence.



Brett de Chastel
LGMA Queensland President

YOUNG MANAGER OF THE YEAR



The Young Manager of the Year Award for Leadership and Management Excellence recognises leadership and management excellence by a Queensland Local Government employee who has demonstrated outstanding commitment in the sector and whose performance is worthy of special recognition.

The Young Manager of the Year is someone who council has identified as being a stand-out in their role and across the council. The nominators explain how their nominee demonstrates skills and approaches such as:

- Visionary leadership
- Innovation
- Best practice
- Superior Interpersonal skills
- Contribution to the community and region
- Professional development
- Effective use of systems and resources

Congratulations to Cassowary Coast's Program Manager, Daniel Bradford for being awarded the 2020 Young Manager of the Year.



The award is proudly sponsored by LGIAsuper and their sponsorship assists the recipient to continue to learn and grow through the receipt of \$1,500 towards professional development.

It goes without saying, this year's Young Manager of the Year is an exceptional officer. Nominators identified his ability to communicate and engage with staff across the organisation as a critical component of his success. They talked about stewardship, sharing the vision, passion to serve, reliability and trust, being humble (always we and never I), nurturing and genuine care for others. All traits which are so important for good leaders.

Daniel Bradford has developed an excellent understanding of local government and can apply legislation and offer sound analytical skills to consider issues. He can comfortably shift between perspectives and balance the immediate and longer-term needs, also considering the needs of different stakeholders.

His ability to build teams, work through conflict and share a vision, Daniel has had a fairly disrupted couple of years, moving into different areas of council to embed change processes as needed. As a result, he has worked across customer service and libraries and asset management, leaving his traditional accountants' home in rates and business services.

In these roles, through innovation, consistency and clarity, Daniel improved service delivery, increased completion rates for capital works projects, has worked on culture alignment and dealt with legacy issues, commenced an overhaul of customer experience, obtained new funding and has delivered a World Rafting Championship event.

Daniel is also engaged in the wider local government network, participating in various events in order to both learn and share, often encouraging colleagues and staff to get involved – even when that means he has to step aside.

The 2020 Young Manager of the Year is engaged in the community and gets great satisfaction from seeing the work of council affect the lives of friends, families and colleagues in the area. And most especially, the impact the work of council has on young people and their participation in outdoor activities.

President of his local cricket club, soccer coach, rural management challenge mentor extraordinaire, dedicated team member in the Council Beach versus Bush sporting challenge (and instrumental in a number of the Beach team's recent wins). A true stand out.

Congratulations Daniel.



ABOVE & BEYOND

The Above and Beyond award is the only Award which goes to an individual. The Above and Beyond nominee must be someone who has gone 'above and beyond' their stated duties to deliver added service to their community or council. This will be work for which they have not received additional remuneration and is most likely self-generated, showing genuine initiative for the benefit of the organisation and, ultimately, its customers.

In 2020, Bernard Dorante from Torres Strait Islands Regional Council was proudly presented the Above and Beyond Award. Thank you to LGIAsuper for supporting this award and to Andrea Peters for 'virtually' presenting the trophy to Bernard.

The Torres Strait Island Regional Council (TSIRC) services KIRRIRI (Hammond Island), part of the Inner Torres Strait Island group. In March 2020, TSIRC's contractor (Pensar) mobilised to replace the 2.8 km main water supply pipeline on KIRRIRI. Not long after this, the COVID-19 pandemic travel restrictions meant that no additional personnel were permitted to travel to the Island unless undertaking a 2-week quarantine period. Once the travel restrictions were in place, the Principal and Contractor's project managers and the Superintendent could not access the site.

Bernard Dorante is TSIRC's Division Engineering Officer on Hammond Island who was originally expected to have minimal interface with Pensar. However, seeing a problem, he stepped up. To enable the project's continuation in this new operational environment, Bernard worked above and beyond his stated duties to ensure his community could still receive an upgraded water mains supply.

Bernard selflessly fulfilled increased liaising and support duties, working directly with Pensar to complete construction; something usually performed by a site engineer or project manager. He performed witness points, community liaison and conflict resolution and oversaw duties on behalf of the Principal and Superintendent via photos and video teleconferencing. Bernard was so committed to ensuring the project was completed as planned, that he self-initiated longer hours for the 2-month construction phase, including weekends and public holidays.

The project could not have continued without Bernard generously going above and beyond to ensure that his community received the upgraded water main under COVID-19 pandemic conditions. It goes without saying, that Bernard is an exemplary role model to his community. Bernard's council, Torres Strait Islands Regional Council is proud and grateful for his efforts and were delighted to nominate him for this award. Congratulations to Bernard Dorante for going Above and Beyond for his council and community.



Above & Beyond winner, **Bernard Dorante**



LGIAsuper Chief Growth Officer, Andrea Peters presents the Above and Beyond award at the 2019 LGMA Awards for Excellence

Supporting extraordinary Queenslanders

LGIAsuper is a proud sponsor of the Above and Beyond Award and Young Manager of the Year Award.

Congratulations to all the nominees.

LGIAsuper is a proud supporter of Queensland communities through good times and bad. Our solid investment returns, commitment to investing in local communities and track record of success make us the fund of choice for most hardworking local government workers.

Thank you for making Queensland a great state in which to live and work!

1800 444 396 | lgiasuper.com.au

● SUPERANNUATION ● INVESTMENT ● ADVICE ● INSURANCE

LGIAsuper Trustee ABN 94 085 088 484 AFS Licence No. 230511 LGIAsuper ABN 23 053 121 564



EXCELLENCE IN SUSTAINABILITY

The Excellence in Sustainability award showcases a project or initiative that has enhanced the long-term sustainability of council and/or the community. It may be through more sustainable use of human, financial and other resources or it may be related to environmental sustainability.

This year's winning entry is Isaac Regional Council's Water and Waste Integrated Management System. In 2017, Isaac Regional Council's Water and Wastewater Directorate made the bold decision to develop and implement an Integrated Management System (IMS) to drive business performance, deliver continual improvement and maximise efficiency. Within two years, the directorate achieved its vision and attained certification to global standards. This resulted in enhanced long-term sustainability in delivering essential services, enabled the thinking of doing more with the same and maintained the highest safety, quality and environment standards. It has also led to a committed focus on environmental sustainability, a move which has resulted in the adoption of Isaac Regional Council's first Environmental Policy and Guidelines to minimise the impact the delivery of essential services has on the environment.



Four other councils were finalists for the Sustainability Award: Cairns Regional Council; Moreton Bay Regional Council; Scenic Rim Regional Council; and Western Downs Regional Council.

The Cairns Youth Climate Summit was an opportunity for Cairns youth to show leadership through participatory climate action. A participatory engagement exercise, led by 35 students from 15 high schools and youth representatives from Gimuy Walabura Yidinji and Yirrgandji tribes, resulted in over 400 ideas, 36 hopes for the future and a youth aspirational statement for the climate future of Cairns. These future leaders presented their ideas to a panel of current industry leaders, the Mayor and Councillors at an event at the Cairns Performing Arts Centre. The outcomes from the Summit will inform council's policy and planning on climate change from now until 2030.

Moreton Bay Regional Council identified the need for standard drawings for fauna movement infrastructure to assist planners, designers, engineers and project and construction managers in integrating fauna movement infrastructures into projects. That is, mechanisms for wildlife to safely navigate their traditional habitats without

the need to cross roads or other linear infrastructure. The inclusion of fauna movement infrastructure into road networks can help to reduce the risk of wildlife entering the road corridor and therefore reduce the incidence of wildlife-vehicle collisions. The result of Moreton Bay Regional Council's efforts is a ground-breaking set of standard drawings that sets out technical specifications for the integration of fauna movement infrastructure into linear infrastructure projects.

In early 2020, Queensland watched in horror as the historic Binna Burra Lodge was destroyed in the Sarabah bushfires. Scenic Rim Regional Council knew that action had to be taken to protect the environment and bring hope to the community. Working collaboratively, council commenced an environmental regeneration project. Supported by the Queensland Government's Skilling Queenslanders for Work Program and training provider Belong, 11 trainees in the Certificate I Conservation and Land Management course worked tirelessly in challenging conditions to restore vegetation to support the return of native fauna and, ultimately, tourists to the region, planting 3,000 native trees, shrubs and grasses and gaining skills for the future. All in line for a Binna Burra re-opening in mid-September.

Western Downs Regional Council has tackled the challenge of waste management through the "Waste Wise Western Downs" initiative. Through the project, over 20 waste sites, both large and small, have either been totally closed or have been replaced with transfer stations or vastly improved landfills which provide for enhanced environmental performance. This has resulted in council saving \$68,630 per month or \$823,548 each year. In addition, operational agreements with residents for them to operate sites further reduces cost and also gives residents a sense of pride in operating and maintaining the site for the benefit of other residents - all reflecting Western Downs' focus on environmental sustainability.

Carly Irving from Yurika, part of the Energy Queensland Group, announced the winner for Excellence in Sustainability. Congratulations to Isaac Regional Council and thank you to Yurika for once again supporting the Sustainability Awards.



Yurika is proud to support the 2020 LGMA Queensland Awards for Excellence.

We are honoured to present the Sustainability Award recognising sustainable local communities.

Talk to us about how our bright thinking and innovative energy and telecommunications solutions will support the delivery of sustainable outcomes to your communities.

For more information, please contact us

yurika.com.au

hello@yurika.com.au

ENERGY | INFRASTRUCTURE | METERING | TELECOMMUNICATIONS

EXCELLENCE IN INNOVATION

This cutting-edge project or initiative has adopted a new and different approach, leading to improved or new service delivery and or performance. 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. This year's nominations were especially diverse.

Tim Fynes-Clinton, Executive Partner of King and Company Solicitors announced the innovative winning project - Moreton Bay Regional Council's Artificial Intelligence Asset Scanning System. Managing a road network of two billion dollars, Moreton Bay Regional Council identified an efficient management tool - using garbage trucks to capture quality, live data. A consumer grade dashcam mounted on the trucks along with a small computing device, GPS and 4G modem collects video footage from garbage trucks on their daily rounds. Footage is collated, machine learning algorithms applied and issues such as potholes, cracking, line markings, signs etc. are then able to be identified and mapped. This data is transmitted to council's Asset Management system as defect records against the corresponding road record, allowing for measured, timely and cost-effective management. As a result of its success, the project is being scaled up with a view to cameras being active within 15 waste collection trucks by the end of 2020 and a further 15 by the end of 2021.

Cassowary Coast Regional Council's Unsealed Roads Management project is a finalist. Imagine trying to maintain road surfaces across hundreds of kilometres in an area with over four metres of rain per year! This is the task that Cassowary Coast Regional Council grapples with each year. With new software, they have found a way to efficiently maintain 526km of unsealed road across the council area. The software tracks the status of each road and is able to calculate a priority list for works. The result is a higher maintained road network without increased costs to ratepayers. Cassowary Coast ratepayers can now have complete confidence that the roads which most need it, will get the priority maintenance while staff have clear data to support the priority list taking the guesswork out of decisions.

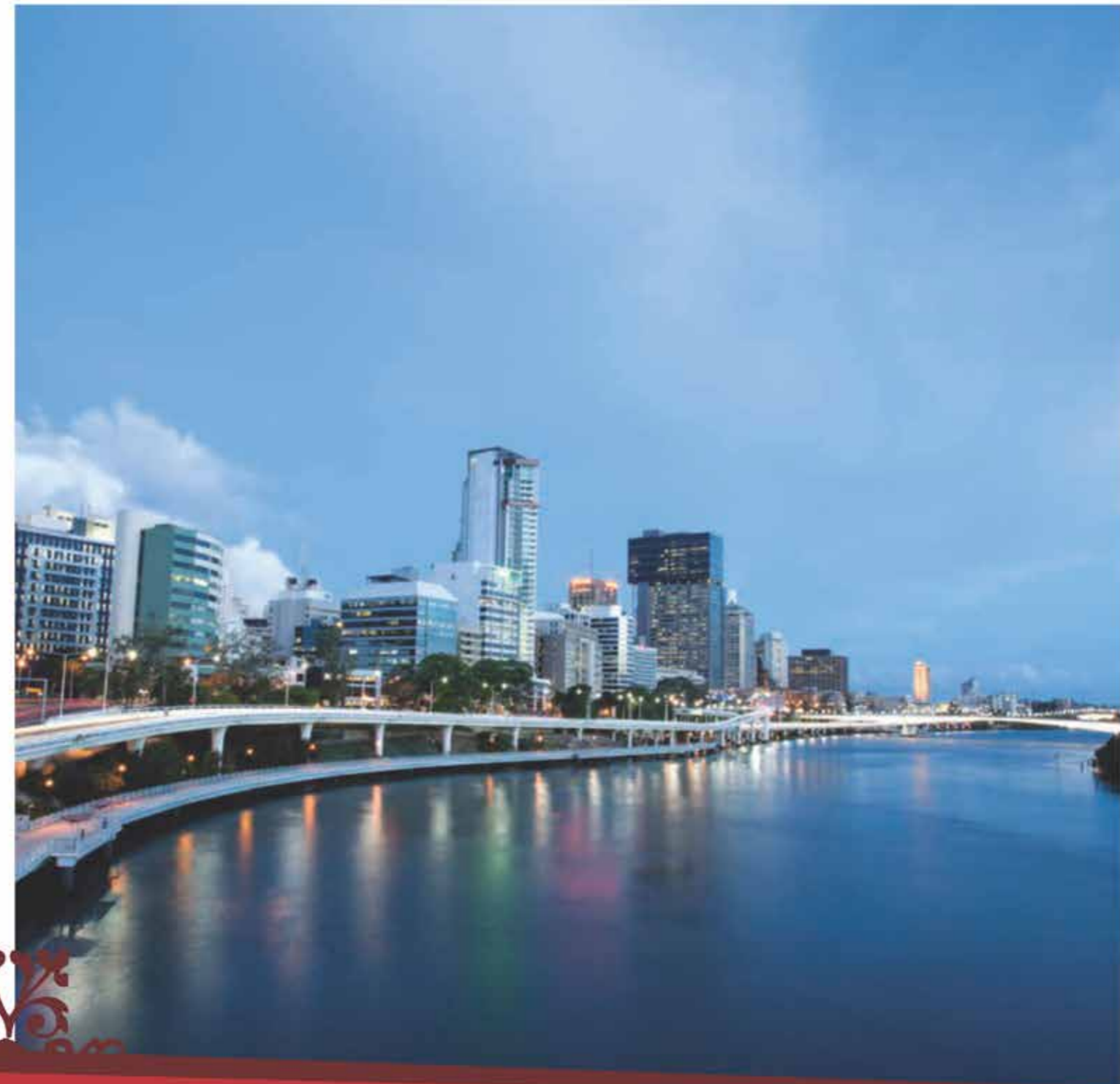
Logan City Council also a finalist for their Sports Site Plan Tool. The City of Logan has more than 200 sport, recreation and community facilities and with a 50% increase in population expected by 2031, a significant increase in community demand for sporting facilities will occur. Council has therefore moved early to improve their service delivery through a streamlined approach. The main elements of planning sporting infrastructure have been standardised in the Logan Sports Site Plan tool, an innovative, interactive mapping solution that allows a high-level spatial site assessment of proposed sporting facilities. The tool allows any club, property developer or council officer to plan

sporting facilities that are functional, cost-effective and consistent with council's guidelines. The tool is publicly available, free to use and instantaneously generates a site plan drawing accompanied by a detailed report.

Another finalist is Sunshine Coast Council's Online Plumbing Inspection System featuring an innovative web platform that allows the plumbing industry to complete all inspection tasks, in one place, on any device, 24/7. For staff, it simplifies processes, removes unnecessary paperwork, saves time and allows the industry to engage with council services when it suits them. Additionally, the new service has allowed council to start shifting staff normally taking phone bookings, onto higher value items. Since commencing a staged rollout in April 2019, the innovative solution has seen over 4500 plumbing inspection booking requests, over 2000 electronic form 7 lodgments, it accounts for 43% of all domestic permit bookings and 65% of forms submitted for inspections. It averages 20-30 bookings online per day, and, remarkably, 35% of domestic inspections are now requested outside of business hours.

The last finalist but by no means least - Western Downs Regional Council - Achieving Landscape Scale Pest Monitoring with Artificial Intelligence. Western Downs Regional Council has harnessed technology to help in the fight against pests. The vertebrate pest monitoring programme uses cutting-edge technology such as image recognition and machine learning to achieve more scalable and sustainable pest monitoring. The machine learning technology automatically reads images and records selected data into a metadata database and, with a web application database server operating in the background, takes the data and provides pest analytics in near real time. The representative data tracks animal pests over over 3.6 million hectares, transfers 100,000 images a month and provides information on pest activity indices. The system uses sophisticated artificial intelligence software to inform immediate insights to pest projects and stakeholders including pest groups, landowners and council.

Congratulations are extended to Moreton Bay Regional Council; Cassowary Coast Regional Council; Logan City Council; Sunshine Coast Council and Western Downs Regional Council. Thank you to King and Company Solicitors for your continued support of LGMA Queensland.



Specialists in local government law

Drawing on genuine experience and proven ability, King & Company provides a service unique to local government.

The firm's size and depth of expertise enables us to deliver a full range of legal services to local government, which is unrivalled in the marketplace.

Continuous exposure to the broad spectrum of legal issues that confront Queensland local

governments enables us to characterise and resolve, more effectively than any other legal service provider, the legal difficulties that those issues generate.

Please feel free to contact us on (07) 3243 0000, or visit our website www.kingandcompany.com.au.

**KING &
COMPANY**
SOLICITORS



EXCELLENCE IN TEAMWORK

This team is an internal council team or a team involving multiple areas of council. The way it has utilised resources, collaborated and communicated proves the adage that the whole is greater than the sum of its parts.

Rachael Lindsay on behalf of LGMS presented the Excellence in Teamwork Award to Scenic Rim Regional Council for their Teamwork Approach to the Worldwide Pandemic. Scenic Rim Regional Council reacted strategically to the COVID-19 pandemic by engaging a Response Co-ordinator, a single point of contact for risk management and record keeping. Identifying 116 risks, council met frequently, enabling timely responses to the latest health advice and securing the continued delivery of services to the community. The responses adopted included significant workforce changes with work from home and redeployment which resulted in no stand-downs being necessary. It also included economic stimulus packages, digitisation of services, streamlined communications and information portals for staff and community.

Four Teamwork finalists included: Cassowary Coast Regional Council - Skilling Queenslanders for Work - Natural Environment Project; Logan City Council's Website Transformation Project; Mareeba Shire Council's Aligning Engineering and Accounting to Manage Bridges; and IT Capability and Readiness from Moreton Bay Regional Council.

Cassowary Coast Regional Council in partnership with Mamu Aboriginal Corporation received funding under the Skilling Queenslanders for Work Initiative to run a natural environment project. The purpose was to form a Traditional Owner natural area team, create pathways to connect with the land, respond to natural environment needs and to facilitate readiness to respond to emerging pressures such as declared weeds and diseases. The funding provided for eight trainees and a supervisor to be immersed in council teams over three departments to build skills and knowledge. The key outcomes of this project were achieved, seeing all eight trainees successfully complete their Certificate I in Conservation and Land Management, Business Administration and Hospitality with six gaining employment at the completion of the project.

After surveying 1000 residents, Logan City Council made the decision to upgrade their website to provide a 'user friendly' digital service platform for the local community. This project entailed 25 branches, 77 service programmes, reviewing 1000 pages of content and nearly 6000 attached PDF documents - all within a twelve-month period. Jargon was removed and complex sentences simplified, allowing people to understand what they are reading and allowing better support for the diverse community. As a result of its efforts, Logan City Council became the first council in Australia to achieve gold-level certification for its website from PlainLanguagePro,

allowing for over 100 languages and enabling inclusion.

Mareeba Shire Council implemented a process to align engineering and accounting capabilities in the management of the Shire's bridges. The development of a pragmatic asset management team has been a component of a suite of improvements that have progressively transformed Mareeba Shire's financial capacity from 'weak with a negative outlook', to 'sound with a neutral outlook' by Queensland Treasury Corporation in 2020. Bringing different skill sets together to focus on bridge asset management has enabled the shire to mitigate the impact of significant staffing constraints. Bridges and major culverts are now inspected on a regular basis with clear advice available based on good quality data. Better bridge investment decisions with a strong focus on renewals have meant improved asset management for council, savings for the community and long-term reductions in maintenance budgets.

When social distancing rules came into force, Australia's third largest municipality was quick to restructure a workforce of approximately 1700. Within a fortnight, Moreton Bay Regional Council had their office-based workforce set up and operating from home. It was an enormous undertaking which included building 60 laptops, training 650 users on VPN, testing, deploying and training remote desktop access to 300 users, deploying Microsoft Teams across the network to enable collaboration, transitioning 170 staff to access internal systems and work from home via Office 365 and a full security review was also completed. The quick turnaround ensured minimal impact on service delivery but, most importantly, supported the wellbeing of council employees and removed the anxiety of coming into the workplace.

Congratulations to Scenic Rim Regional Council; Cassowary Coast Regional Council; Logan City Council; Mareeba Shire Council and Moreton Bay Regional Council.

Thank you to Local Government Mutual Services for supporting the Teamwork Award.



DEPENDABLE INSURANCE | UNRIVALLED VALUE | OWNED BY MEMBERS

- Owned by and exists solely to benefit Members and Queensland local government
- LGMS protects and manages the specialist liability, asset and workers' compensation risks of local government
- The mutual schemes understand the Queensland local government risk and insurance landscape which enables tailored services to the unique risks of Members
- Through collaboration and a collective approach LGMS brings the best of the schemes to deliver value and efficiencies to achieve the best outcomes
- Minimise costs over the long-term and provides Members with a stable cost structure in an uncertain insurance market
- Provides flexibility and innovation to help Members manage an increasingly complex and unstable environment
- Understands local government and has a Value Proposition that mirrors Members long-term sustainable vision for its community
- Provides Members with a range of services and support specific to Councils needs as part of Membership



EXCELLENCE IN COMMUNITY SHAPING

This project or initiative has influenced community behaviour and practice. It has educated and informed community opinion leading to sustainable, positive changes in the community.

Congratulations to Carpentaria Shire for winning the Community Shaping Award for the Little Fish, Big Impact – Les Wilson Barramundi Discovery Centre nomination. Julian Bodenmann from Preston Law presented the trophy at the Awards Celebration.



The Les Wilson Barramundi Discovery Centre has breathed life back into the lungs of the Karumba. This long-term project was a collaborative effort between state and local government, made possible by the Building our Regions Program and designed to improve recreational and tourism offerings and support liveability. The benefits to the community include the creation of a community hub that is innovative and incorporates a visitor information centre; a café; a theatre and art gallery featuring local stories and celebrating culture; a conference centre/gymnasium; an interpretive centre offering educational opportunities and a hatchery and research facility. It is safe to say that this 'little fish has made a big impact'.

A finalist featured in this category is Fraser Coast Regional Council for their Community Nursery project. The Fraser Coast Community Nursery started from humble beginnings in an unused bird aviary at Hervey Bay Botanic Gardens but has since expanded in both production and influence. Thousands of lovingly nurtured local plants have made their way from the nursery into backyards and tree-planting projects across the Fraser Coast region. Over that time, dozens of local residents have been part of the initiative, volunteering their time and skills to help establish the community nursery.

Volunteers propagate over 300 different species, including several nationally rare and threatened species and the nursery provides plants for community environment projects on application. The total number of plants supplied has increased from 800 in 2006, to 2,600 in 2019.

A grassroots campaign to help dog owners meet the legal obligations for their furry friends has been unleashed by Isaac Regional Council. The Paws-itive Blueprint for Responsible Dog Ownership is a campaign that responds to the community's concerns about dog

control management in the region. Developed following formation of a Domestic Dog Advisory Committee, the fun, tongue-in-cheek campaign introduces three, four-legged characters who together assist in reminding residents of their obligations regarding community safety and animal welfare and teach the basics of responsible dog ownership. By merging a serious message with engaging humour, the campaign has gained traction across the community and led to an increase in registrations, fewer roaming dogs and lower numbers of impoundments. Well done Isaac for a creative initiative and well-deserved finalist for Community Shaping.

Also finalists, Logan City Council's Shaping Communities from the Inside Out. Logan City Council's Community Development programme seeks to shape the community from the inside, out. By holding meaningful conversations over a six-month period with residents, community groups, organisations and networks in order to understand their strengths, a unique action plan has been developed outlining shared solutions toward shaping their community. The development of the action plan was based on the notion that the people in the community are the most important assets. It is their knowledge, experiences and skills that have created meaningful initiatives in the action plan that are now delivered in partnership with the community. Over the past 16 months, multiple initiatives have been, and continue to be, delivered against 92% of the priorities in the action plan.

Tablelands Regional Council is a Community Shaping finalist for Are you Ready Queensland? When COVID-19 threatened, Tablelands Regional Council responded quickly and effectively with a neighbourhood-driven response mechanism. The free community brochure, *Are You Ready Tablelands? We are all in this together*, encourages residents to take the time to know their neighbours and promotes a simple "Hello neighbour" conversation. The brochure observes all of the COVID-19 restrictions while providing an opportunity for the community to discretely check in on each other via the cut-off tabs and message tick boxes that can be left at the front door or in the letter box. So well-targeted was the response that local GPs and medical services requested copies of the brochure and Indigenous community centres are using it to initiate discussion and understand the level of knowledge within Indigenous communities and as an example of how to look after Elders during restrictions.

Thank you, Preston Law for supporting Community Shaping excellence and congratulations once again to Carpentaria Shire Council and the four finalists.



**Strong Connections.
Longstanding Relationships.
Positive Outcomes.**

Our expert government law team are North Queensland locals, and provide legal advice in a range of areas including:

- Native Title & Cultural Heritage
- Probity & Procurement
- Local Government Advisory
- Training
- Planning & Environment Law
- Workplace Relations Employment



Andrew Kerr
Partner



Mal Skipworth
Partner



Martine Care
Partner



Julian Bodenmann
Senior Associate



Martin Wright
Associate



Julianna Cuda
Associate

EXCELLENCE IN COLLABORATION

This project or initiative involved genuine collaboration with multiple parties (internal and external to council) in order to implement more effective service delivery models for the benefit of the organisations and the community. This may have been through an informal agreement or a more formal legal structure.

Logan City Council's Street Pavement Rehabilitation Project was the winning nomination for the Excellence in Collaboration award. A stretch of Logan City Council pavement is the first of its kind in Australia to be 'smart'. Using 90 sensors at different levels of the pavement, Logan City Council is able to significantly reduce the amount of in-situ material which needs to be removed and replaced with new pavement. It also uses Intelligent Compaction (IC) technology which allows the roller operator to gain real-time feedback while on the road and to adjust as they go. All of this means that roads at risk of premature failure can be identified and investigated before costly problems occur. This data forms the foundation of Australia's first study attempt to develop a pavement design manual to confidently quantify the benefit of utilising geogrid in pavement. This work was a collaboration between council and Queensland Department of Transport and Main Roads, Australia Road Research Board, Queensland University of Technology and University of New South Wales.

An outstanding finalist included Bulloo Shire Council for their Restructure to meet Community needs project. Looking to meet community needs, the challenges of isolation and distance and with its limited resources, Bulloo Council undertook a restructure, moving away from the traditional organisational structure of internal thinking to an external customer focus. This initiative created a new department, Rural Services, devoted to the needs and servicing of the rural sector. Staff now meet with property owners at their homesteads, attend field days and other rural focused events to have those all-important one on one conversations with rural ratepayers. As a result, complaints to Council have dropped by over 68% and rural engagement with Council has increased by 87%.

The second finalist is Redlands Coast Place Brand. Redland City has a successful new brand, Redlands Coast - naturally wonderful. It is the product of a 10-month community-driven collaboration project to give Redland City a clear identity to support economic development, talent attraction, investment and tourism opportunities. Met with widespread enthusiasm, it quickly took hold and provided the city with a valuable marketing tool which is more important than ever as the community recovers from the impacts of the coronavirus pandemic. The brand has a strong focus on Aboriginal culture and is an Australian first to include dual naming in all applications for suburb references from promotional materials to new city-wide signage installations.

And another worthy finalist is: Scenic Rim Regional

Council - Eat Local Week and Farm Box. In 2011, Scenic Rim Eat Local Week was introduced to showcase and celebrate small scale growers, a thriving organic produce community and diverse food artisans. Last year, the festival attracted 37,000 people and contributed around \$2 million to the economy. In 2020, the COVID-19 pandemic scuttled the 10th anniversary plans so Scenic Rim Regional Council decided to pursue a 'Scenic Rim providore' sales, logistics and delivery solution. Scenic Rim Farm Box was officially launched on 17 April and the first boxes were dispatched in the first week of May. More than 30 local food producers became suppliers, while many other local businesses benefited from becoming suppliers of other services to the venture. In the first three weeks, the venture sold more than 1,100 boxes at an average of \$140 per box.

Whitsunday Regional Council is the last finalist for their Whitsunday Schoolies project. A favourite destination for Schoolies Australia-wide, Whitsunday Regional Council's schoolies programme involves collaboration with community members, emergency service personnel and organisations including Queensland Police, Fire, Ambulance, Queensland Health and State Emergency Services, Red Frogs Australia, Central Queensland University, Tourism Whitsundays and many local community groups and businesses. Collecting valuable data each year enables council to report on various statistics such as engagement of Schoolies in events, community engagement and incidents that occur. With support from all partners, this data is reviewed annually to identify patterns, areas of concern and opportunities for improvement, leading to a better result next year. Whitsunday Schoolies continues to observe positive results in the behaviour of participants, as they welcome the opportunity to celebrate in a safe, regulated and fun environment.

Warwick Agnew from the Department of Local Government, Racing and Multicultural Affairs awarded the trophy and congratulated these finalists at the Awards celebration.

Congratulations to Logan City Council and thank you to the Department of Local Government, Racing and Multicultural Affairs for supporting collaborative excellence.



EXCELLENCE IN WORKPLACE WELLBEING

Workplace health and wellbeing programmes have real potential to positively influence the health of councils' workforces. They also make good business sense through increasing employee engagement and team cohesiveness, reducing absenteeism and increasing productivity in the long-term.

Congratulations to Somerset Regional Council and thank you to Preston Law for partnering with Workplace Wellbeing. Somerset Regional Council has introduced a staff wellness programme, called LIFE - Lifestyle Improvement For Employees. Council formally adopted a Work Health and Wellbeing Policy to ensure that all work organisation and practices, the work environment and the workplace culture value, enhance and protect the health and wellbeing of all employees. Team Somerset Wellness Committee was established and Wellness Ambassadors introduced. The programme offers a range of events and activities, including the introduction of a Wellness Wall Calendar and 'Larry' the life ambassador whose mission includes the 'get a life challenge'. Larry encourages staff to recognise and compliment colleagues, volunteer in the community, book regular holidays, review workspaces and generally get out and about. Other initiatives introduced include the Blood Bank Challenge, State of Mind Workshop, Pinktober, Movember and many more.

Setting the goal of becoming a workplace of choice, Longreach Regional Council has introduced various workplace initiatives focusing on workplace wellbeing. These include: increasing employee participation; helping employees achieve a balance of work and personal commitments; support and education for employees around mental health and wellbeing; and a progressive change in communication and consultation around workplace health and safety leading toward a more positive safety culture. These initiatives have vastly improved council's workplace health and safety performance and led to reduced absenteeism. Council's focus on communication, collaboration and continuous improvement has provided better business outcomes and increased participation and output from employees. It also had the unintended benefit of being in place to support staff through the pandemic and the associated challenges in mental wellbeing.

Rockhampton Regional Council has implemented measures to support staff, their families and the community during the unfolding of the COVID-19 pandemic. Initiatives rolled out included newsletters, a social media campaign, online professional development, flexible working hours for staff with parenting responsibilities, a flu vaccination programme and regional boundaries on staff travel designed to protect staff, their families and the wider community. Council enacted a Leave Management Plan ensuring no staff were stood down without pay and casual staff were paid the pro-rata special leave payment over a two-week period. Employee and community engagement were both motivating factors in the 'We Keep Going' video

series which let the community know that essential services are still being carried out across the region.

After a tumultuous decade involving amalgamation and de-amalgamation, Tablelands Regional Council has made a significant investment in employee wellbeing. The whole-of-council initiative covers physical and mental health, teamwork and engagement, safety, flexible work arrangements, professional development and social connection. The programme starts at employee induction and offers information, advice, support and activities to help all staff improve health and wellbeing. In addition, with council officers connected throughout the community, the healthy practices they are role-modelling are being witnessed across the region. The results are clear with improved engagement, connection and productivity as well as clear shifts in organisational culture.

Western Downs Regional Council took a suggestion made anonymously by a staff member in the staff suggestion box and have launched the GROW@Work programme. GROW@Work provides opportunities for staff to experience on-the-job mentoring; exploration of roles tailored to their interests; potential to improve morale, retention, work life balance; and 'fresh eyes' rotating across departments. This programme enables employees to share expertise, enhance professional development and expand career opportunities and supports the development of internal talent whilst building the capability of people. It also provides, for stronger inter-departmental knowledge and a healthy workforce built on a positive culture and strong employment retention. The programme continues to be a valued component of Western Downs Regional Council providing career progression, job satisfaction and the opportunity for continual business improvement.

Congratulations to the winners and finalists. Thank you to Preston Law for supporting the Workplace Wellbeing Award.



EXCELLENCE IN DOING MORE WITH LESS

This award category recognises projects or initiatives from category one councils showcasing the philosophy of 'doing more with less'. Lateral thinking, creativity, increased productivity and simplicity are the drivers of this successful project or initiative that is an aspirational model for other smaller councils.

The winner for 'Doing more with Less' in 2020 is Cook Shire Council. Cook Shire Council's Resiliency Blitz Programme sought to create community pride and address issues of abandoned vehicles, rubbish, overgrown vegetation and run-down council facilities. Kicking off in Coen, council staff visited residents to discuss priorities and, as part of the school's curriculum, students had the opportunity to produce posters promoting how to recycle and keep communities healthy. Council donated gardening equipment, worm farms, compost bins and plants. Approximately 15 tons of waste was collected from the community including three semitrailer loads from the remote coastal community of Port Stewart. Repairs, re-painting and cleaning of community buildings and removal of 42 abandoned vehicles occurred during the 3-day blitz. So successful was the project, it was repeated elsewhere.

The finalist in this category is Torres Shire Council's Student COVID Response. Responses to COVID meant that strict biosecurity measures were put in place to protect vulnerable communities in the Cape. Consequently, eighty-three boarding students and their families from across the Torres Strait were stranded in Cairns. Torres Shire Council swiftly developed protocols and quarantine facilities to support these students and bring them home to their families while protecting the safety of the whole community. This included the unusual step of appointing cultural chaperones to establish rigorous infection control systems. Quarantine efforts were successful, children and families were reunited and there was no known transmission.

The Director-General of the Department of Local Government, Racing and Multicultural Affairs, Warwick Agnew, announced the winner of 'Doing More with Less' at the Awards celebration. Congratulations to Cook Shire Council for celebrating in style with an aptly-themed, vibrant and festive event! Well done to Torres Shire Council for delivering a dedicated project and supporting their communities by 'Doing More with Less'.



AUSTRALASIAN MANAGEMENT CHALLENGE



The 2020 Challenge event was a bit different than usual. Instead of coming together in Brisbane, teams participated from their own councils, doing role plays via zoom, recording video presentations from their "CEOs" and razzing each other with signs and cheers during the breaks - again over the ethernet. While it is always a tough event, 2020 was a level above as teams had to adapt to new ways and restrictions. The 14 teams that stuck with the challenge despite COVID did an amazing job.

Jardine Lloyd Thompson (JLT) proudly sponsored the Australasian Management Challenge again in 2020. Craig Hinchliffe announced the following results:

Winning Team: Whitsunday Regional Council - Whitsunday Warriors



Second Place: Noosa Council - Hanging Zen



Third Place: Townsville City Council - [Alt]ernative Soul/ution



Congratulations to all the participating teams: Brisbane City Council, Cairns Regional Council, Central Highlands Regional Council, Isaac Regional Council, Lockyer Valley Regional Council, Noosa Council, Redland City Council, Rockhampton Regional Council, Southern Downs Regional Council, Sunshine Coast Council, Townsville City Council, Western Downs Regional Council and Whitsunday Regional Council.

Thank you to JLT for their continued support of the Australasian Management Challenge and a huge shout out to all the Challenge Teams who participated 'virtually' for the first time in Queensland history.





LOCAL GOVERNMENT
MANAGERS AUSTRALIA
QUEENSLAND INC.

LEADING PROFESSIONALS IN LOCAL GOVERNMENT

Level 7 Quay Central, 95 North Quay Brisbane Qld 4000 Australia

T 07 3174 5006 | E admin@lgmaql.org.au

W www.lgmaql.org.au | ABN 97 968 931 841