

LGMA QUEENSLAND  
**AWARDS FOR  
EXCELLENCE**  
2017



LGMA QLD

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.



## PRESIDENT'S MESSAGE

Welcome to the 2017 Local Government Managers Australia, Queensland Awards for Excellence publication. This is our seventh year celebrating the achievements of the people and organisations that are local government in Queensland.

LGMA Queensland aspires to support a professional and highly-skilled local government sector. In seeking to make this vision a reality, LGMA Queensland wants us all to celebrate the professionalism of local government and to inspire people to even greater levels of excellence in leadership and management across Queensland councils. The Awards for Excellence Gala Dinner is our 'night of nights', a special occasion for us all to gather and recognise the innovative, creative, impactful and outstanding work of our colleagues.

Once again there was strong interest in the Awards, with nominations from right across this vast State of ours. Although grateful for the wonderful job that they do, I certainly don't envy the task of the Award Judges, Alison Bray, Lyle Harman and Nick Clarke, in assessing the diverse projects nominated. I challenge everyone to keep making the judges' job difficult by nominating more of the wonderful initiatives in our sector next year.

Once again, this year's Awards were offered in a number of categories, both old and new. The categories are designed to maximise relevance and inclusion and the number of entries suggests that LGMA Queensland continues to get that formula just about right. This year's Awards attracted entries from councils both large and small from the Gulf to the Gold Coast and from the dusty west to the central coast. It is wonderful to see people recognising that excellence comes in many forms, often commensurate with the resources available to solve problems. On behalf of LGMA Queensland members, I congratulate all nominees and, in particular, the category winners whose achievements are celebrated in this commemorative booklet.

Without detracting from the wonderful work of our friends on the coast and in the South East, I did find it especially satisfying to congratulate winners from smaller councils like Quilpie, Diamantina and Barcoo, Charters Towers and Mareeba. Their special efforts should inspire all of us.

One of the most significant tasks I've had as LGMA President was to confer Life Membership of our association with Greg Hoffmann at Awards Night. Greg has given a lifetime's service to local government and rightly joins the ranks reserved only for the most deserving in our sector.

Once again, the most vocal reception came for the Management Challenge teams who were fighting for the right to represent Queensland in the upcoming Australasian finals in Hobart in May. This year we congratulate Brisbane City Council's 'Gryphons' who secured the winning trophy against a hot field from across the State to be crowned Queensland winners for 2017. We trust that all of this year's competitors learnt a good deal about themselves, their teammates and local government during the Challenge and that it has made them each better officers upon their return to council. If that happens, everyone is a winner from the Management Challenge.

In 2017, the LGMA Queensland Awards for Excellence once again showed that Queensland councils are punching well above their weight and that they can be rightly proud of the success and achievement in building our Queensland communities.

I trust that you enjoy this commemorative publication of our special evening and hope that it inspires you to submit a nomination for the 2018 Local Government Awards for Excellence.

**Cale Dendle**  
President



LEADING PROFESSIONALS IN LOCAL GOVERNMENT



# 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 2017, the winning project is the City of Ipswich's Fire Station 101; an innovative business and community hub that hosts co-working and start-up incubation businesses, events and workshops, mentoring and investment pathways. Created in a decommissioned Fire Station at 101 Limestone Street Ipswich, Council achieved endorsement for a fully resourced plan and renovated the property all within an eight month period.

The City of Ipswich faces dual population challenges of the fastest growing population and the youngest average population in Queensland. Rapid population growth has the potential to lead to societal problems such as high levels of unemployment or to the creation of a commuter culture. The very young population also places significant pressure on Council to ensure there are jobs within the region for school leavers. Council has identified that many future job opportunities would be technology-based and were very attentive to the already-high youth unemployment rates experienced across the country.

Fire Station 101 has taken Ipswich from having just five start-ups and Queensland's lowest start-up density ratio to having 64 in its first twelve months of operation. It has created 15 new digital technology companies employing 22 people, delivered 110 events attended by 1,230 people, secured seed funding for multiple prototype developments and implemented a young entrepreneur programme in local high schools. This hub leverages the diversity of its members while focusing on themes emerging in the community. Local members and founders also share roles as mentors including in areas of legal, video production, business management, entrepreneurial leadership development, game development, software application development and 3D printing.

Fire Station 101 is an exemplar of local government taking responsibility to make a change, then getting out of the way of the doers and getting behind the progress.

Two other finalists were recognised by the Judges in the innovation category: Southern Downs Regional Council's Wild Dog Control and Western Downs Regional Council for its Dog Renewal Smart Notices.

The Wild Dog Control project developed by Southern Downs Regional Council demonstrates the use of innovative technology and contemporary scientific research to place it at the forefront of best practice in wild dog control.

This innovative project was developed to address the wild dog threat to the viability of the sheep and wool industry in the Southern Downs, Toowoomba and Goondiwindi Regional Council areas. As sheep numbers declined from approximately 300,000 to 100,000 over the past five years, councils needed to create an innovative approach to meet measurable targets in order to address this issue. Accessing funding through the Queensland Drought Relief (Feral Animals) Initiative allowed for activities including landholder training and aerial baiting of large swathes of inaccessible country. Southern Downs Regional Council introduced thermal sensing, military-grade drones that are capable of detecting animals during extended unmanned flights over the most rugged terrain. The implementation of strategic wild dog controls across approximately 500,000 hectares over a five year period has already led to a decrease in sheep losses attributed to wild dogs.

Western Downs Regional Council created an 'Innovation Lab' with the aim of tapping into the diverse talent of its people by empowering them to improve business opportunities through fresh thinking, innovation and collaborative solutions. Ten staff from across five departments revolutionised Council's dog registration and renewal services. Red tape was eliminated and general process improvements made; the service was expanded to include the option of three year registration period; fees were adjusted to influence customer behaviour; and Smart Notice technology was developed in-house to deliver renewal notices electronically via SMS or email, allowing customers to access the service on their smart device. This self-serve, streamlined model reduced counter transactions by 30% and more than 70% of dog owners in the Western Downs received digital dog renewal notices meaning the Innovation Lab Team successfully completed their first major project in just over six months. Best of all, this innovation is transferable to other key services such as water, gas and rates, offering a faster, smarter and easier way of doing business that is a win-win for Council and its customers.

Thank you to MAGIQ Software for sponsoring the Innovation Award. Mark Kean presented the Award to Ipswich City Council representatives. Congratulations to the City of Ipswich, Southern Downs Regional Council and Western Downs Regional Council.

## CONGRATULATIONS CITY OF IPSWICH



Ben Pole (Award Winner) and Mark Kean (MAGIQ Software) with Cale Dendle

# magiq



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# EXCELLENCE IN TEAMWORK

Redland City Council's *Lean Thinking Initiative* demonstrates teamwork in enabling a culture of continuous improvement by empowering employees to review and improve the efficiency and effectiveness of service delivery. Initially, two officers were tasked with facilitating, coaching and mentoring the organisation in business process improvement. This led to 682 employees (69% of the organisation) completing 'Lean' training and a further 47 completing a 12 week, process-improvement learning programme. Judges were impressed by the 'back to basics' policy which included multiple teams focussing on decreasing costs by increasing operational efficiencies.

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. The Lean Thinking Initiative's mandate was just this. It was to improve processes by eliminating waste and increasing productivity with a key objective to establish a culture of continuous improvement to ensure ongoing sustainability. The approach to this programme at Redland City Council was not the typical directive-driven approach from the 'top down'. Instead, the focus was from the ground level, recognising that the people responsible for processes were the best people to improve those business processes including: procurement, fleet, finance, animal management, city venues and human resources.

The Lean Thinking Program provides valuable lessons in encouraging collaboration to break down hierarchical silos and empowering staff to identify and solve issues. This cross-organisational teamwork has realised benefits including: 64% time reduction processing library invoices; elimination of all hard copy documentation in plumbing services resulting in a reduction of 80% in printing costs; saving 35 hours per month in corporate scorecard reporting; a reduction of 22 hours per year processing time for community grants; instantaneous electronic customer requests to Parks and Services; and a 98% reduction in recruiting temporary agency administration officers by implementing an internal casual pool of workers.

Judges also recognised as finalists in this category Gympie Regional Council's GIS Modernisation Project and Logan City Council's Water Infrastructure Alliance.

Gympie Regional Council's Geographic Information System Modernisation Project's new public web mapping portal offers an 80% increase in access to council information and provides access to details on community facilities, property, town planning and council projects. It includes mapping software, IntraMaps, enabling staff to answer customer requests, provision of flood information to potential land owners and enabling business partners, such as Energex, the ability to locate lot and plan numbers independently. The implementation of this new software demonstrated teamwork, scoping, project management, needs analysis and planning.

Logan City Council established the Logan Water Infrastructure Alliance with a charter to plan and deliver sustainable water and wastewater infrastructure for the fast-growing Logan City. The alliance involves 130 team members from Council and engineering services providers Downer Utilities, Cardno and WSP Parsons Brinckerhoff. The alliance has created a 600% increase in the length of wastewater pipelines relined and a 490% increase in wastewater maintenance holes. Logan City is benefitting from 98% of construction and supply contracts, valued at approximately \$30m, being awarded to South East Queensland providers with one quarter of these businesses based in Logan itself.

Thank you to Nathan Turner from Local Government Mutual Services who presented the Excellence in Teamwork Award to the Redland City Council Team. Congratulations are extended to Redland City Council, Gympie Regional Council and Logan City Council.

## CONGRATULATIONS REDLAND CITY COUNCIL



### TEAMWORK WINNERS

Andrew Hurford, Crystal Burrows, Aimee Michell and Nathan Turner (LGMS) with Cale Dendle



# Protection beyond insurance



# 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 2017, the Excellence in Collaboration winner is the Coordinated Pest Management initiative from Western Downs Regional Council. Feral animal control in Australia is an ongoing challenge to land managers. Feral pigs, in particular, inflict significant damage to both environmental assets and to agricultural industries and carry the potential to transmit disease to humans and domestic livestock.

In collaboration with Queensland Murray-Darling Committee and landholders, Western Downs Regional Council implemented two programmes which were successful in decreasing the feral pig population by 86%. The combined efforts of 253 landholders and four pest management groups working alongside Council covering an area of 350,000 hectares enabled the coordinated control measures. Landholders were able to realise the value and importance of region-wide, coordinated pest-control programmes in agricultural production in the Western Downs. This has allowed similar programmes to be implemented in Maranoa and Balonne Regional Councils.

Also recognised in the Excellence in Collaboration arena is Southern Downs Regional Council.

The communities of the Southern Downs identified concerns regarding backpackers including high instances

of car accidents, over-crowding in local housing, fair work and wage issues. Southern Downs Regional Council invited federal and state government agencies, local real-estate agencies and council officers to join a forum to brainstorm ways to address the arising problems.

As a result, complimentary barbecues were held to address concerns and provide education and advice to the backpackers in a non-threatening environment. Twenty-five parties collaborated on this programme including: Queensland Emergency Services, Fair Work Australia, RACQ, Office of Fair Trading and Stanthorpe Chamber of Commerce, to name a few.

The Backpacker Initiative has made the region safer for its foreign visitors and workers who sustain an integral part of the local horticultural industry in the Granite Belt and Southern Downs. This pro-active, collaborative programme from Council demonstrates that communication and education can break down cultural barriers and differences to generate safe and productive work environments that contribute to the local economy.

The Department of Infrastructure, Local Government and Planning proudly sponsored the Excellence in Collaboration Award. Thank you to Bronwyn Blagoev for presenting the trophy to Western Downs Regional Council for the Coordinated Pest Management programme. Congratulations are also extended to Southern Downs Regional Council for their Backpacker Initiative.

## CONGRATULATIONS WESTERN DOWNS REGIONAL COUNCIL

### COLLABORATION WINNERS

Calvin Marais, Melissa Gladman, Simone Hubner, Carissa Hallinan, Elisha Ham, Scott Peut and Bronwyn Blagoev (Department of Infrastructure, Local Government and Planning) with Cale Dendle



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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 Mareeba Shire Council's Financial Sustainability project. As a de-amalgamating council, Mareeba Shire Council was facing a stark future which was highlighted by Queensland Treasury Corporation's report outlining that council would be insolvent within a three year period if de-amalgamated. This forecast was despite inclusion of a one-off general rate increase of \$872 per property plus an ongoing annual increase of \$233 per annum.

Mareeba Shire Council covers an area of approximately 54,000 square kilometres and has a relatively small rate base (approximately 10,000 properties). It had a low projected rate growth of around 1% and was initially given the rating of 'very weak with a negative outlook' by QTC. However, by May 2015, this was upgraded to a rating of 'moderate with a neutral outlook'. While poor financial outlooks are not unique in this context, the efficiency and speed with which Mareeba Shire Council was able to reverse the outlook is worthy of special recognition.

The newly elected Councillors, Chief Executive Officer and Management team, addressed the challenges aggressively and initiatives were introduced to improve efficiencies. Community information sessions were held to ensure the community were well informed of the pending changes. Following an organisational restructure, cost-effective programmes were collated based on staff-generated ideas, including reviewing insurance, electricity, plant-hire costs and communication mechanisms.

The Workforce Efficiencies Program involved the entire work-team sharing information about their specific areas and provided opportunities to improve operational efficiencies, with the goal of improving operational savings by 15% or more. Small cost savings across departments soon led to significant wins across Council without imposing additional charges onto the community.

Complemented by the Internal Audit Plan, these efficiency reviews have included waste management and library services. Additionally, a number of evaluations have taken place over the last two years to address financial sustainability including: corporate cards, accounts and expenditure; customer request management; cash handling practices; tender evaluation; contract management; and stores and inventory.

Changes in mind-sets and allocating cost drivers to business areas enabled internal customers to pay more attention to service delivery and efficiencies. This newly embedded culture of asking 'why do we do this' has led staff feeling empowered and engaged in such a way that they too have contributed greatly to the turnaround success of this council.

This culture continues to provide benefits to the community through efficiencies, higher service levels and a happy and informed workforce. Congratulations to Mareeba Shire Council. Ergon Energy's Charles Rattray proudly presented the award to Mareeba Shire Council.

### CONGRATULATIONS MAREEBA SHIRE COUNCIL

#### SUSTAINABILITY WINNERS

Anthony Archie, Elisa Tatti, Jennifer McCarthy and Charles Rattray (Executive General Manager Energy Services, Energy Queensland) with Cale Dendle



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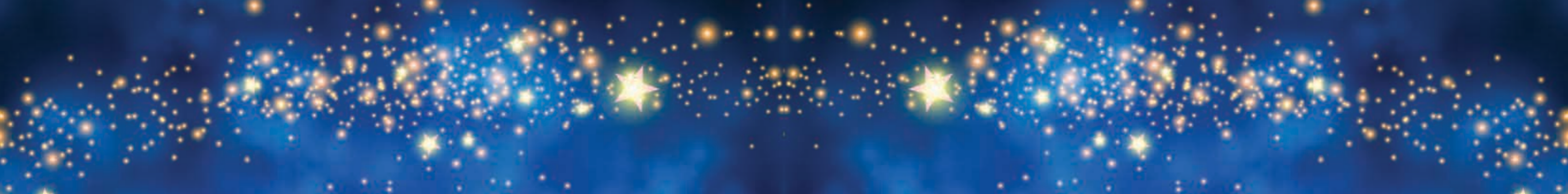
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## EXCELLENCE IN 'DOING MORE WITH LESS'

This is a new award category that is designed to showcase initiatives delivered by category 1 councils who think laterally, demonstrate creativity, simplicity and increased productivity through 'Doing More with Less'.

Quilpie Shire Council is the winner of this inaugural award in 2017 for their 2016 Fundraising Initiative: Challenge Cup.

According to locals, Quilpie is a Shire full of 'less'. They have less people, less rain, less funding, less shops, less amenities and less events than most. However, on the opposite end of the scale they have 'more' hot weather and a very large dose of community pride and teamwork.

Quilpie Shire Council's dedication to their community runs deeper than the day-to-day operations of a council. Annually, the staff selects a charity in need of assistance. In 2016, they chose 'Friends in Isolation', a local charity that supports cancer victims. Incredibly, \$25,500 was raised through the Challenge Cup, which initially started out as a simple game of Oz Tag Football and evolved into a major fundraising plan involving 100% of the Council workforce. Raffles, casual Fridays, catering for Council events and children's workshops were highlights of the fundraising efforts.

Challenge Cup saw this small team manage the administration, staffing, setting up and dismantling, marketing and sponsorship of the event, a mean feat for a small group already stretched in their workloads. The game held on Saturday, 29 October highlighted local talent, Keiran Lander of the Ipswich Jets and former NRL player David Fa'alogo. The pair kicked off the training workshops for the

kids followed by the nail biting main game featuring the Quilpie 'Shovel Shiners' against the Quilpie Magpies. With six training sessions under their belt, the 'Shovel Shiners' followed Council's value of 'giving it our best shot' and proved too strong on the day, defeating the Magpies 9-8.

Demonstrating excellent teamwork, pooling resources, contributing time and showing creativity proves you can 'Do More with Less' as Quilpie Shire Council has clearly exhibited with their highly successful 2016 Fundraising Initiative: Challenge Cup.

AON's Paul Crapper awarded Quilpie Shire Council with the 'Doing More with Less' Excellence Awards at the Gala Dinner.

CONGRATULATIONS  
QUILPIE SHIRE COUNCIL



### DOING MORE WITH LESS WINNERS

Susan Jarvis (LGMA Board Member accepting the Award on behalf of Dave Burges from Quilpie Shire Council) and Paul Crapper (AON) with Cale Dendle

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## Contact

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State Head of Local Government

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**david.cushway@aon.com**

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# EXCELLENCE IN WORKPLACE WELLBEING

Sunshine Coast Council is the 2017 winner of the inaugural Excellence in Workplace Wellbeing category for their FRESHminds Program. 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.

Sunshine Coast Council's FRESHminds initiative sits under Council's FRESH health and wellbeing programme which aims to provide a mentally healthy workplace that promotes awareness and understanding of mental illness, encourages early help seeking behaviours and reduces stigma. A growing body of evidence points to the need for Australian businesses to take the mental health of their employees as seriously as they take physical health and safety. Mental illness is now recognised as the leading cause of sickness, absence and long-term work incapacity in most developed countries. FRESHminds is based on the six key individual, team and organisational evidence-based, or evidence-informed strategies, recommended by the Mentally Healthy Workplace Alliance.

The aim of the FRESHminds programme is to:

- increase mental health awareness and understanding through education
- promote and encourage help-seeking behaviours
- reduce the stigma associated with mental health
- support management, employees and employee families
- create a workplace where it is okay to speak up about mental illness
- address identified sources of workplace stress

Deliverables included mental health related training, nutrition workshops, 10,000 steps Challenge, FRESHminds' video and promises, workplace posters and banner pens.

Key metrics highlight the success of the programme. To date, 25% of Council's workforce has voluntarily undertaken mental health related training and over 50% has viewed the FRESHminds video during facilitated screenings. In 2016, 87% of employees agreed that Council provides for their health and wellbeing – representing an increase of 37% since the 2014 survey. The FRESHminds programme not only aims to change the attitudes and help-seeking behaviours in employees, but also within the wider community.

Also recognised in this category is City of Ipswich for their iHealth Program. The iHealth programme recently marked its first 12 months of operation with clear improvement in employee absenteeism and wellbeing. The iHealth programme is a multi-faceted, council-wide health and wellbeing initiative created to improve the physical, emotional, occupational and social health of staff. It has been hugely successful with 4,068 participations across 20 different activities in its first 12 months - equivalent to each member of council's workforce attending three events each.

This success is attributed to planning targeted events that catered to employee needs and the development of iHealth as a trusted and recognised brand that features an event calendar with topics such as women's health, men's health, nutrition, hearing assessments, skin checks, RUOK Day and mental health.

Congratulations to Sunshine Coast Council and the City of Ipswich for their Workplace Wellbeing programmes. Champika Roberts from Queensland Country Health Fund presented the award to the Sunshine Coast Council team.

## CONGRATULATIONS SUNSHINE COAST COUNCIL



### WORKPLACE WELLBEING WINNERS

Nick Sheehan, Bronwyn Forster, Pam Potter, Champika Roberts & Chloe Costanzo (Queensland Country Health Fund) with Cale Dendle

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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 a community response aimed at improving wellbeing of the wider community.

Barcoo Shire Council and Diamantina Shire Council are the joint winners for the 2017 Excellence in Community Shaping Award. *Connecting Remote Communities* is a ten to fifteen year project, lobbying for State and Federal government funding to enhance telecommunications services to the five remote communities of Stonehenge, Jundah, Windorah, Birdsville and Bedourie. As part of the Channel Country, the five towns provide services to the oil and gas, agriculture, mining and tourism industries.

Under the National Broadband Network, the Australian Government confirmed fibre to premises for 93% of towns and cities, fixed wireless for 4% and satellite technology for the remaining 3%. Barcoo and Diamantina Shire Councils fell into the last category leaving them unsupported and lacking modern technology including 3G and 4G mobile networks, high quality real-time broadband, fixed line and wireless internet solutions and unable to effectively manage large digital files. The solution to this problem was to lay 700km of optic fibre between the five towns at a cost of \$18-\$22 million.

Barcoo and Diamantina Shire Councils successfully gained \$6.25million from the Palaszczuk Government, a further \$5.95million from the Federal Government in December 2015 and Telstra provided \$4.88million 'in kind' contribution whilst both councils financed \$2.15million each. In December 2016, Telstra commenced the 'switch on' for the first of five 4G mobile services which cover the five towns and an extended area on the state highway network.

These innovative councils have ensured world-class telecommunications are available to support and shape the future of their communities and businesses through their sheer determination, collaboration and persistence.

Douglas Shire Council is a finalist in this category for their *Return to Country Local Planning Scheme*. Initiatives were born out of early, targeted consultation

on a draft Planning Scheme with Jabalbina Yalanji Aboriginal Corporation and Eastern Kuku Yalanji Traditional Owners to change the draft planning scheme to create a new trail-blazing planning framework that supports Traditional Owners' aspirations to return to country. The 2007 Native Title determination returned significant areas of Aboriginal Freehold land to Traditional Owners. The Indigenous Land Use Agreements (ILUA) identified these areas for housing and economic development agreeing to set aside larger areas for conservation either in national parks or freehold land protected by a conservation covenant. Following the determination, however, Traditional Owners became frustrated that their aspirations for sustainable development on this land have been prevented by current local government planning regimes and other legislative impediments such as complex and expensive approval processes.

The *Return to Country Local Plan* initiative sees a local government recognise for the first time the original understanding and intention of Traditional Owners in the negotiation of the ILUA. The Return to Country Local Plan provides the regulatory planning framework to this significant ongoing community shaping project within Douglas Shire Council.

Deb Colledge from Local Buy, proudly presented the Community Shaping Award to Barcoo Shire Council and Diamantina Shire Council representatives.

Congratulations for contributing to Excellence in Community Shaping - Barcoo Shire Council, Diamantina Shire Council and Douglas Shire Council.

## CONGRATULATIONS BARCOO SHIRE COUNCIL AND DIAMANTINA SHIRE COUNCIL

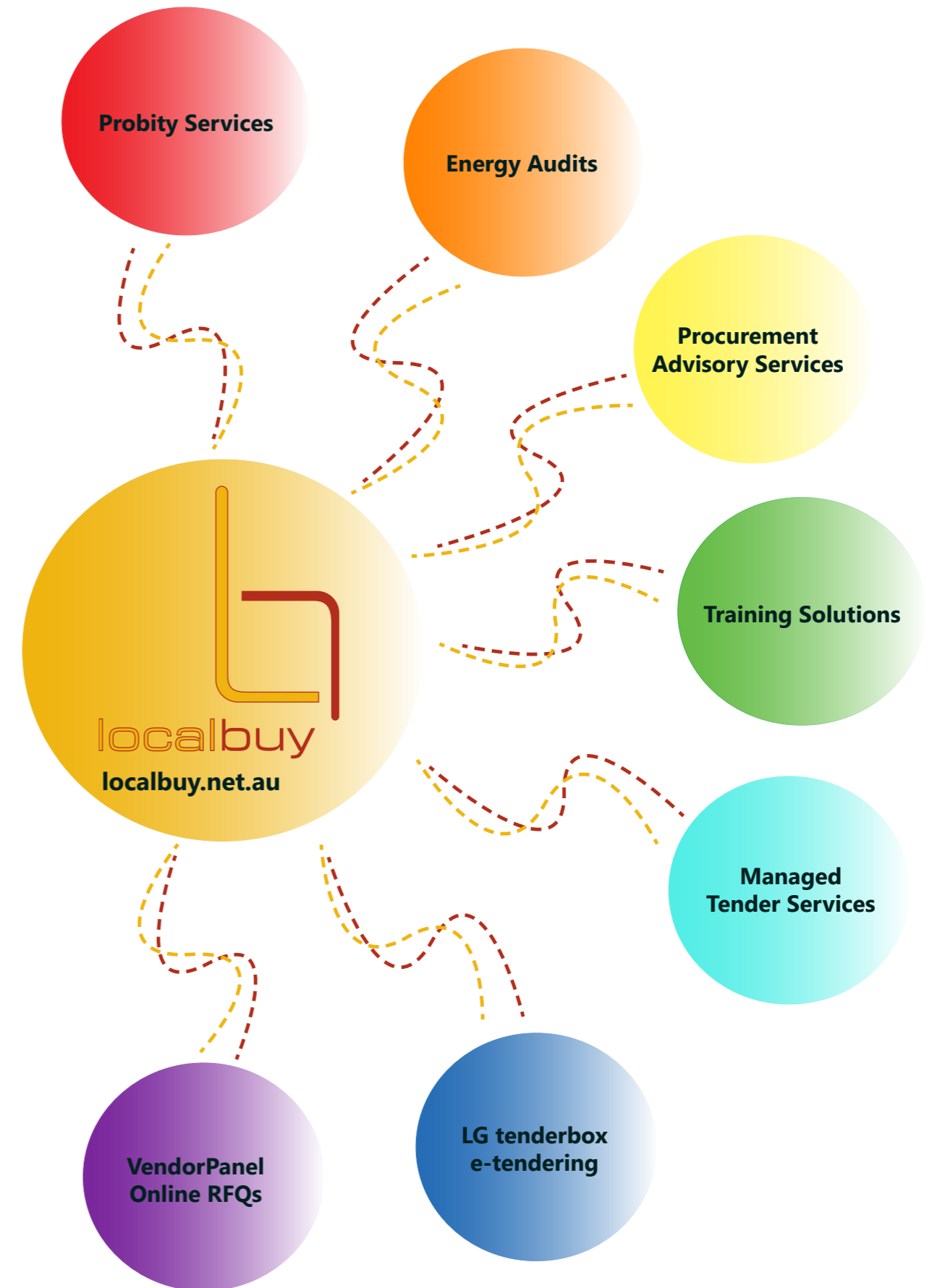


### COMMUNITY SHAPING WINNERS

Susan Jarvis (LGMA Board Member accepting the Award on behalf of Bob O'Brien – Barcoo Shire Council and Leon Love – Diamantina Shire Council) and Deb Colledge (Local Buy) with Cale Dendle

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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 Dallis Von Wald, Governance and Compliance Officer at Charters Towers Regional Council. Dallis is a self-starter and is extremely passionate about her role. She has a law degree and her skills and knowledge in this area is of enormous benefit to both Council and of course to the local community.

Following a workshop with the Department of Local Government in late 2016, Dallis decided that she would write a script and produce an animation for training purposes, based on relevant sections of the Local Government Act 2009. The project's focus was elected members and included content on Conflict of Interest, Material Personal Interest and Registers of Interest. The animation was born to ensure staff and elected members understand their roles in legislation, policies, procedures and codes of conduct and in the event of non-compliance, the applicable penalties.

This animation is a significant training resource and will be provided to the elected members of the Charters Towers Regional Council and forwarded to the Department of Local Government for its use. Charters Towers doesn't have a music studio so Dallis had to be creative in recording audio for the voice-over which included using the local radio station studio and the confines of the Mayor's office and the old vault contained in Council's Administration Office. Dallis dedicated a large component of personal time into the project. She sourced the software and then learnt by trial and error. Dallis' innovative approach to training provision could be used in other areas of Council and already discussions have included development of customer service tips and disaster management information.

Also recognised as a finalist in the Above and Beyond category is Brodie Ellery. Southern Downs Regional Council's mechanic, Brodie Ellery, completed his Diesel Fitter apprenticeship with Council in November 2015, achieving a Certificate III in Heavy Vehicle Commercial Vehicle Mechanical Technology. He wanted to be the best heavy vehicle mechanic he could be, and, on completion of his apprenticeship, took up a mechanic's role with Council where he has gone from strength to strength.

Brodie has relished every opportunity to demonstrate his leadership qualities, taking on Leading Hand duties soon after qualifying as a mechanic and acting in higher level positions. Brodie has acted in the Workshop Supervisor role, where he had two mechanics, a welder and an apprentice

diesel fitter all reporting to him, and he rose to the occasion. Brodie has certainly shown an understanding of how to be an inclusive leader, uniting the team to complete many jobs during that time. Showing commitment and dedication to being the best in his trade, Brodie competed in, and won, a gold medal at the 2015 Regional WorldSkills Competition for Heavy Vehicle Mechanics. In further recognition of his outstanding achievements as an Apprentice, Council nominated Brodie in the 55th Queensland Training Awards where he received top honours, taking out the 2016 Harry Hauenschield Apprentice of the Year award for Darling Downs South West region.

The automotive mechanical industry is continually changing and embracing improved technologies. Brodie's commitment to continuous improvement, coupled with his resolve towards problem-solving as well as a determination to find ways to increase efficiencies and have further cemented his leadership role in the workplace. Congratulations on your nomination Brodie.

LGIAsuper's Ben Moles, presented Dallis Von Wald with the Above and Beyond Award at the Gala Dinner. Congratulations to Dallis and Brodie for going Above and Beyond for their councils and communities.

## CONGRATULATIONS DALLIS VON WALD FROM CHARTERS TOWERS REGIONAL COUNCIL

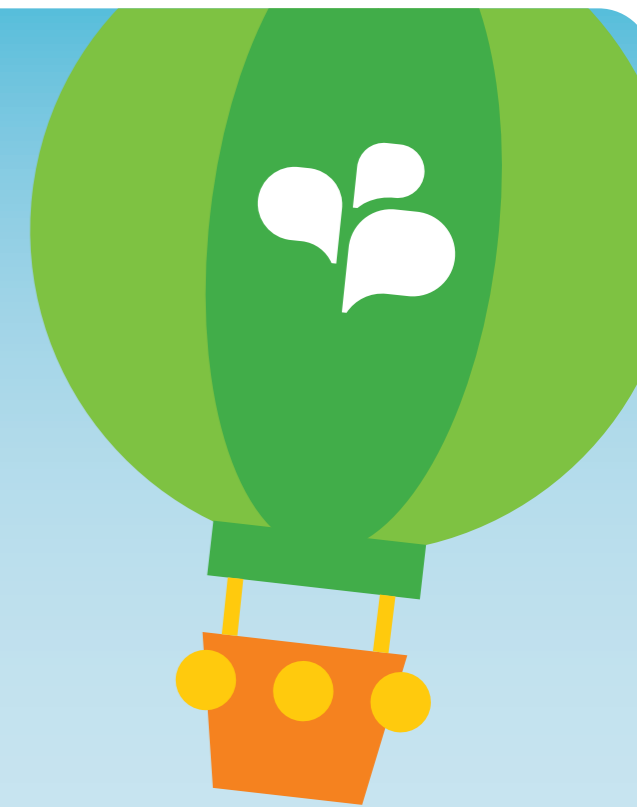


Dallis Von Wald and Ben Moles (LGIAsuper) with Cale Dendle



Brodie Ellery (Above and Beyond Runner Up) and David Keenan (Chief Executive Officer SDRC) with Cale Dendle

# Thank you for going above and beyond



We congratulate the nominees and thank Queensland local government employees for their great work in the community.

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# 2017 AUSTRALASIAN MANAGEMENT CHALLENGE QUEENSLAND

An integral part of the Awards for Excellence each year is the highly anticipated announcement of the Queensland winner and finalists for 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 Mt Cotton Training Centre in Brisbane across three days, the Challenge featured tasks such as dealing with disgruntled employees, re-designing a community centre, event viability, assessing safety hazards, budget reports and creating a media release.

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. Task outputs included a role play, development and delivery of an economic pitch, data analysis and written reports.

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.

Representative teams from across the state were present at the Awards to hear the announcement of the Queensland Winner for 2017: Brisbane City Council - Brisbane Gryphons.

Proud team members joined Peter Crockett, Management Challenge Facilitator on stage to accept their award. We wish Brisbane Gryphons team well for the Australasian Finals in Hobart in May.

Runners up this year in second place is Redland City Council.

And third place was taken out by Brisbane City Council's Brisbane Tango Six.

Thank you to Jardine Lloyd Thompson sponsors of the Australasian Management Challenge. Nathan Turner attended the Gala Dinner and presented the Brisbane Gryphons team on their state win.

## CONGRATULATIONS BRISBANE CITY COUNCIL & REDLAND CITY COUNCIL



Proud Challenge Winners, *Brisbane Gryphons* from Brisbane City Council, Jody Thomas, Lorna Clarke, Gareth Morgan (mentor), Anna McKinven, Ryan Brown, Chloe Nicholls, Dani Naranjo Cedeno, Kerry O'Connor and Sarah Leach (mentor) with Nathan Turner (JLT).



Redland City Council's Team *Red-e-mon-Go*, Mark Borgert, Kim English, Aimee Michell, Dean Butcher, Jess Sattler, Laurena Reissman, Katrina Hall, Katie Hunter, Peter Crockett (Challenge Facilitator) with Nathan Turner (JLT)



Brisbane City Council's *Brisbane Tango Six*, Kate Power, Lance Baldwin, Elitha Wit, Sumit Bansal, Kate Tointon, Scott Beard and Peter Crockett (Management Challenge Facilitator) with Cale Dendle





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