



LGMA QUEENSLAND



LGMA QLD

AWARDS FOR EXCELLENCE 2019

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



TRANSFORMATIONS

LGMA Queensland Annual Conference 2019
TOWNSVILLE | 10-12 September



LEADING PROFESSIONALS IN LOCAL GOVERNMENT

President's MESSAGE

Welcome to the 2019 Local Government Managers Australia, Queensland Awards for Excellence publication. This is our ninth 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 invites 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.

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.

Although grateful for the wonderful job that they do, I certainly don't envy the task of the Award Judges, Alison Bray, Leanne Mash, Chris Rose and Peter Byrne, 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, the LGMA Queensland Awards for Excellence demonstrate 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. With thirty-nine nominations across the eight categories and over 230 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.

Also announced on the night were the Queensland winners and runners up of the Australasian Management Challenge. Congratulations to 100% Humidity from Cairns Regional 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 Hydra and Tipping Point respectively. I applaud the 17 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 2019 Queensland Australasian Management Challenge, well done!

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; Yurika (Energy Queensland Group); OurSay; Queensland Treasury Corporation; Queensland Health; MAGIQ Software; LGIAsuper; JLT and Telstra. We sincerely appreciate your support.

I trust that you enjoy this commemorative publication of our special evening and hope that it inspires you to submit a nomination for the 2020 Local Government Awards for Excellence.

A handwritten signature in cursive script that reads "Susan Jarvis".

Susan Jarvis
President

LGMA Queensland aspires to support a professional and highly-skilled local government sector. In seeking to make this vision a reality, LGMA Queensland invites 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.

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 Logan City Council's Carbon Reduction Strategy and Action Plan. Through implementing its holistic Council-wide Carbon Reduction Strategy and Action Plan, Logan City Council committed to becoming a carbon neutral and green city. Logan City Council's carbon reduction strategy aims to make the Council carbon neutral by 2022. The plan utilises a range of innovations such as solar panels and battery storage, LED lighting, solar powered LEDs and efficient air-conditioning plant; powering facilities from streets to reservoirs and from sporting fields to community buildings. Council has been instrumental in enabling and encouraging an increase in the use of clean energy across the city. Council has promoted solar at community events, hosted information sessions in libraries, promoted local solar installers and invested in solar directly via Council's Recycling Market (a solar PV system).

Logan City Council's Energy Management Dashboard has been created internally and minimised potential ongoing costs, allowing Council to track progress and better meet the ambitious goal. The Dashboard shows electricity spending and consumption data by linking to relevant external on-line platforms, collates these accordingly and identifies energy saving solutions. The majority of the data collected occurs automatically and less than 5% requires manual uploading. When it comes to the consumption and generation of electricity it is 'out with the old and in with the new' at Logan City Council.

Two other councils were finalists for the Sustainability Award, namely; Mackay Regional Council who submitted their Apprentice and Trainee Scheme and Tablelands Regional Council for its Community Revegetation Nursery initiative.

Mackay Regional Council – Apprentice and Trainee Scheme
Facing skills and population drain in the region, Mackay Regional Council has introduced a new-look Apprentice and Trainee programme aimed at encouraging local talent to develop and stay in Mackay, improving the sustainability of the region. The programme offers training and career pathways for residents, meeting council's own skills needs and some of those within the community. It aims to grow the local labour pool and includes hosting apprentices to local businesses, such as plumbers, painting

and decorating and mechanical apprentices. Completion rates are high and ongoing consultation with community has ensured that the programme is well targeted to meet local needs.

Tablelands Regional Council – Community Revegetation Nursery
With the native Southern Cassowaries and Lumholtz's Tree Kangaroos both declared endangered, Tablelands Regional Council looked for mechanisms to prevent the extinction of both. The answer was the Community Revegetation Nursery which grows native rainforest flora that support the endangered species. The nursery has been the backbone of a number of reforestation projects reconnecting sections of the world heritage area and isolated rainforests outliers on the Tablelands. It has also brought more than \$2m into the community and business through additional grant funded projects.

Victor Young proudly represented Yurika, part of the Energy Queensland Group, to award the winning trophy and certificates. Congratulations to Logan City Council, Mackay Regional Council and Tablelands Regional Council for their sustainable projects.



Award Winner: **Logan City Council**

Brendan Ling, Susan Jarvis, Michael Asnicar and Victor Young

Yurika is proud to support the 2019 LGMA Queensland Awards for Excellence.

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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 or 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 2019, the winning project is Sunshine Coast Council - Making Governance Innovative.

Innovation and governance are terms which are not usually put together. But when Sunshine Coast Council sought options to streamline governance, the Making Governance Innovative project was born. It has led to simplified delegations, an integrated delegations' database, assurance of currency, upskilling and provides confidence to the CEO in further delegations. Benefits have been better evidentiary trails, enhanced complaints management and improved consistency and compliance. Congratulations Sunshine Coast Council!

Three other finalists were recognised by the Judges in the Innovation Category: Boulia Shire Council for their 3D Zebra Crossings, Brisbane City Council for their initiative Invasive Species Management and Sunshine Coast Council for Development.i.

Boulia Shire in remote Western Queensland, has a population of 480 people and is the first town in Australia to implement 3D zebra crossings. Mayor, Rick Britton, noted the use of 3D zebra crossings overseas and thought it was an innovative way of slowing motorists down, especially near schools. Boulia's local primary school experiences a fair bit of traffic from trucks, tour busses, caravans etc. who all pass the school to get to the racecourse reserve. With road safety a top priority, particularly in an area where children are coming and going, the idea was approved and immediately put into action with the aid of the Queensland Corrective Services WORK camp situated in Boulia. An optical illusion, the 3D zebra crossings work to slow down traffic (vehicles and camels alike) and have improved student safety in front of the school. They have also become a tourist attraction and something local kids love to show off to visitors.

The Brisbane City Council Invasive Species Management team carry out work that is unique, complex, sensitive and confronting and unpalatable to many people. But, if left unchecked, pest animals can force localised extinction of native species. Innovations in understanding, monitoring and trapping pest animal populations in Brisbane have successfully reduced pest animal numbers. With the highest biodiversity of any Australian city, Brisbane faces a

unique task in protecting its diversity from the influences of urban development. The dedicated team at BCC utilised sensors, locally relevant lures and baits, drones, a detection dog and changes to trap design (including an innovation called the Turkey Excluder Device – which prevents native turkeys and wallabies being trapped) in their success. Building on their success the team has recently been recognised for their work through being overall winners of the 2018 BCC Lord Mayors Awards for Excellence.

Sunshine Coast Council's Development.i is a web platform designed to inform communities of development proposals and empower them to engage in the planning process. It sets a new benchmark for accessing development information, providing enhanced searching, instant visualisations, easy to use filters and alerts. And it's free to the public. Even better, the system has potential application across a wide range of services, changing the way the community is informed and engages with Council.

Tony Tiftus from MAGIQ Software awarded the trophy to Sunshine Coast Council's Kim Driver and Shelley Meador.

Congratulations to each of the finalists.



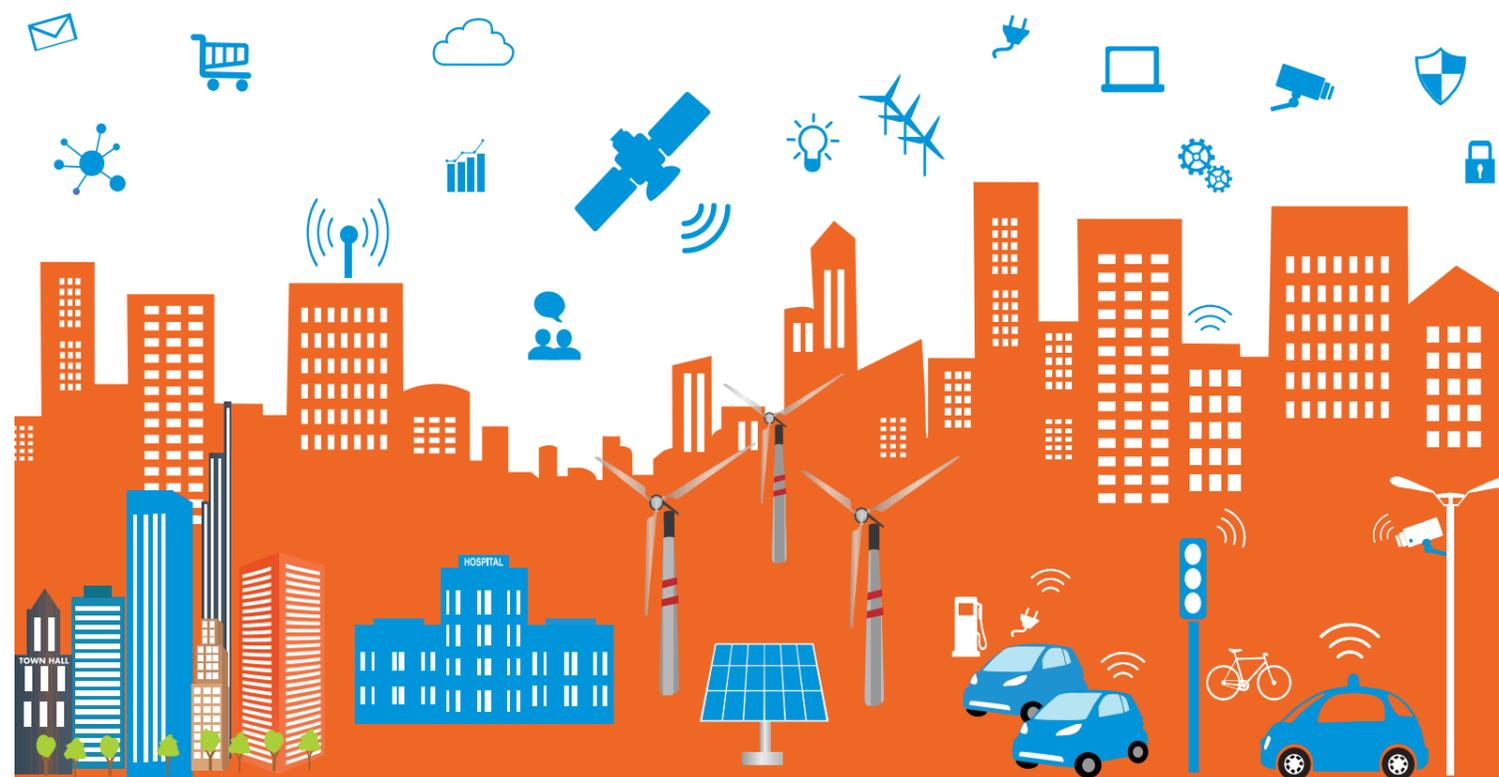
Award Winner: **Sunshine Coast Council**

Kim Driver, Shelley Meador, Susan Jarvis and Tony Tiftus



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We are delighted to sponsor the 2019 Queensland LGMA Award for Innovation and acknowledge all Award Nominees for their valuable community contributions.

More than 300 Councils across Australia, New Zealand, US, UK and South Africa are using MAGIQ Software to drive innovation and deliver improved business efficiency and community service.

Excellence in 'DOING MORE WITH LESS'

The winner in 2019 for 'Doing More with Less' is Quilpie Shire Council for the project, NDIS Community Assistance Initiative. This award category recognises projects or initiatives of category one councils that showcase the philosophy of 'doing more with less'. Lateral thinking, creativity, increased productivity and simplicity are the drivers of this successful project or initiative.

Quilpie Shire Council identifies as 'Simply Unique' – this signifies that each and every member of the community is valued and is an important part of the social fabric. Quilpie Shire community excels at 'Doing more with less'. The introduction of the National Disability Scheme (NDIS) has not been an easy one in every community and for Quilpie Shire it became evident that residents were struggling to maintain the services necessary to ensure quality of life. With limited access to support, Council took up the challenge, employing a coordinator to assist residents in navigating the complex requirements. While a short-term impost, council has identified that the support provided has reduced demands in other areas and had a net community benefit.

Living in rural and remote Queensland poses many challenges that must be overcome to ensure the sustainability and community growth by promoting social inclusiveness and equal opportunity. It became apparent throughout the Quilpie community networks and various sectors that the newly implemented NDIS system was challenging and there were numerous potential NDIS clients who were experiencing difficulties navigating their way through the system for various reasons. The NDIS Coordinator role supports and guides the transition of clients to the NDIS as seamlessly as possible.

By creating awareness of the services, the project has, within a short timeframe, been adopted within the local community and has surpassed any benchmark that was envisaged at the commencement of the project. The newly created NDIS Co-ordinator position has provided the community with the much-needed assistance they were craving. The position was created with the objective to minimise exclusion. By providing a high level of confidentiality, understanding and trust, word quickly spread throughout the community that the NDIS Coordinator was available for all eligible community members. Confidence and trust had grown as community members felt comfortable enough to visit the office and engage with the NDIS Coordinator during the most vulnerable times of their lives.

Working together as a community to meet the Council mission of One Community, One Goal, requires significant efforts and integration of community resources to ensure successful outcomes for individuals and the community. The stakeholders involved in this project from its inception are committed and passionate about

ensuring all community members who are eligible to participate in the NDIS. This involves co-ordination and information sharing across multiple local services and organisations to ensure all aspects of NDIS are addressed. The local community is committed to removing barriers and has a deep passion and understanding of living in a community that supports each other. Through this project, community members have come together as a collective to ensure all community members have access to the technology, support process and systems required to lead a successful, holistic lifestyle.

Jean-Luc Petit from Queensland Treasury Corporation awarded the winning trophy to Karen Grimm of Quilpie Shire Council. Congratulations to Quilpie Shire Council for delivering their project NDIS Community Assistance Initiative and for promoting inclusiveness and equality for all people in its community.



Award Winner: **Quilpie Shire Council**

Tim Kastelle (UQ Business School), Brianna Smith (QTC), Karen Grimm, Jean-Luc Petit and Susan Jarvis

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Excellence in **TEAMWORK**

Tablelands Regional Council's Treatment Operations Team demonstrates teamwork by their outstanding approach to servicing five sewage treatment plants, five water treatment plants and approximately 50 reticulation network water quality sample points located within 320km of reticulation pipework. TRC's treatment operators excel in teamwork, with only a small team spread across a region covering 11,000km², their outstanding collaboration and communication as a team is imperative.

Managing 320km of reticulation pipework, the Treatment Operations Team at Tablelands Regional Council has a large job to do in maintaining service to a community regularly hit by wild weather. Operating in a high-risk environment and with clear challenges to water quality, the team has undertaken an extensive project to secure water supply to required standards and deliver for the community. With only nine operators spread across such a large area, outstanding collaboration and communication within the team and wider organisation is imperative. Staff have built a strong foundation of trust and respect and have worked together in order to achieve the best outcomes for the community and Council.

The team has gone through a difficult transitional period, managing a 30% increase of workload with no additional resourcing available. The small team has demonstrated trust, resilience and commitment in managing the increase on top of increased community expectations. They have developed and updated the Standard Operating Procedures, upgraded treatment plants and water quality guidelines. Despite the lack of funding, large geographic area and increasing workload the small team has improved their team morale and shares the burden. They share a diversity of work duties which is uncommon to most councils and manage operations 24/7. The team has demonstrated the importance of an inclusive and supportive culture in delivering solid results.

Judges also recognised as finalists in this category City of Ipswich – Beautiful Ipswich and Redland City Council – Local Disaster Coordination Centre and Bushfire Response Team.

The City of Ipswich's Beautiful Ipswich programme seeks to beautify major thoroughfares and streetscapes and create attractive parks, pathways and waterways throughout Ipswich. The objective is to not only improve infrastructure but to make it both functional and attractive. To provide attractive places for recreation but also create a sense of community ownership, belonging and pride. A collaboration between council officers, not-for-profit organisations, community groups and the community, the project has so far planted 833 trees, created engaged communities and a sense of collective community pride, enhanced amenity and improved relationships between

residents and council. With significant success to date, Ipswich will roll the programme out across other suburbs.

Redland City Council's initiative 'Local Disaster Coordination Centre and Bushfire Response Team' is another finalist in the category. The Bushfire Response Team's dedication has been proven time and time again and now sets the model for all Redland City Council teams – that of 'Making a Difference'. Members train, partly in their own time, for potential emergencies, maintain qualifications and meet fitness requirements, working together and supporting each other in their quest to be a tight-knit, coordinated and fit team. Their efforts have been tested through fires and weather and they have consistently met the challenge – responding fast and effectively to aid the community.

Congratulations to Tablelands Regional Council. Susan Jarvis, LGMA Queensland President, awarded the trophy to Tablelands Regional Council's Aleisha Myles and Paul Walker. Congratulations to the finalists: City of Ipswich and Redland City Council.



Award Winner: **Tablelands Regional Council**

Aleisha Myles, Susan Jarvis and Paul Walker

2019 **FINALISTS**

SUSTAINABILITY

Victor Young from Yurika (part of the Energy Queensland Group) awarded Mackay Regional Council and Tablelands Regional Council with their certificates.



Alexdra Dobbins, Avril Curtis and Craig Doyle



Kylie Freebody

INNOVATION

Tony Tiftus from MAGIQ Software awarded Boulia Shire Council, Brisbane City Council and Sunshine Coast Council representative with their Certificates.



Michaela Hindom



Shane Millard



Sunshine Coast Council's Development.i Team

TEAMWORK



Jessica Cartlidge, Sean Madigan and Peta Irvine



Susan Jarvis, Adam Pearce, Rory House and Angela Ritchie

COLLABORATION

The Hon. Kim Richards, MP represented the Department of Local Government, Racing and Multicultural Affairs and awarded certificates to Central Highlands Regional Council, Logan City Council, South Burnett Regional Council and Western Downs Regional Council.



Margaret Gatt, Courtney Wheeler



Erin Simpson, Keely Larsen



Kristy Board, Craig Tunley and Mark Pitt



Chris Gaschk, Carissa Hallinan, Kyle Horrocks

COMMUNITY SHAPING

Matthew Gordon of OurSay awarded Fraser Coast Regional Council and Southern Downs Regional Council with their Excellence in Community Shaping Certificates.



Melissa Dower



Jane Stroud, David Keenan

WORKPLACE WELLBEING

Proudly supported by Workplace Health and Safety Queensland, the Western Downs Regional Council's WorkVibe team were awarded their certificate.





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.

This year's winning entry is Noosa Council's successful collaboration project Collaboration for Koalas – A new national park for SEQ. The outlook for South East Queensland's koala population is pretty bleak and Noosa Council has decided to do what it can to address this. This project is not just about protecting good quality environmental land but is also about restoring land from plantation timber, protecting 23 endangered species (including the koala) and creating a new model for funding environmental protection and restoration. A new National Park of over 2,400ha will be realised in the next 10 years and to achieve all this Noosa Council took a leadership role, collaborating extensively.

To make a difference on a regional scale Noosa Council has collaborated with a range of diverse stakeholders, namely; the Department of Environment, Queensland Parks and Wildlife Service, HQ Plantations, Noosa Parks Association, Department of Forestry and Noosa Shire Council. What started out as a negotiation evolved into a coalition of different parties who share a long-term contractual goal and joint funding model. This successful collaboration project has also attracted interest from other organisations, such as UK Body Shop's Philanthropic arm, Bio-Bridge Program, who want to contribute in the restoration of Australian natural bushland.

This collaborative funding approach is now being promoted by the Department of Environment as a new model for Queensland in protecting and restoring environmental estates. A long-term focus and genuine openness to collaboration were key elements of Noosa Council's Collaboration for Koalas success.

Judges also recognised the following Councils as finalists in this category (in alphabetic order):

Central Highlands Regional Council – The Game Plan

Controlling 31 sporting facilities across its region of 60 thousand square kilometres, Central Highlands Regional Council recognised that there were significant risk factors facing the ongoing operation of these important community facilities. Extensive consultation with 84 clubs and 52 organisations (delivering 352 hours of face-to-face consultation) led to the development of a framework for empowered and sustainable regional clubs. The Game Plan includes an on-line resource hub and represents a significant shift in Council leadership, providing a clear strategy and agreement that has been welcomed by community and users alike.

Logan City Council – Building Social Capital Hubs

Recognising a need for new approaches to crime prevention, Logan City Council partnered with Probation and Parole. The result was Building Social Capital Hubs, a project which enables

offenders an opportunity to reconnect with the community and receive support in employment, financial and health services. A few tweaks were needed along the way to better meet the needs of users and, as a result, the service has grown from 22 attendees at the first hub in 2017 to over 150 at the most recent. As a result of the success, the project has been extended so it can continue to empower individuals to make positive life changes.

South Burnett Regional Council – Collaboration for Events

Seeking to increase the capacity of event committees in the community and thereby drive sustainability, tourism and economic development, South Burnett Regional Council introduced the rEvents Academy programme, offering training, knowledge sharing and support to local event committees. Participation exceeded expectations and immediate results were evident in the planning and delivery of three food festivals; Goomeri Pumpkin Festival, Kingaroy Bacon Fest and the Blackbutt Avocado Fest where collaboration between organisers has increased both reach and results.

Western Downs Regional Council – Coordinated Pest Management and Monitoring

Western Downs continues to develop and enhance its pest management programme, tackling the difficult challenges of reducing feral pig and dog populations which decimate agriculture in the region. This high-tech initiative has utilised camera monitoring, data analysis and landholder collaboration to great success, eradicating 27,000 feral pigs and almost 7,000 wild dogs since inception. This has returned an estimated \$2.3 million back into the local economy.

The Department of Local Government, Racing and Multicultural Affairs supported the Excellence in Collaboration Award once again. The Hon. Kim Richards MP awarded the trophy to Noosa Council. Congratulations Noosa Council, Central Highlands Regional Council, Logan City Council, South Burnett Regional Council and Western Downs Regional Council.



Award Winner: **Noosa Council**

Paul Bright, Peter Milne, Brett de Chastel, Susan Jarvis and the Hon. Kim Richards, MP.

The department has funded more than **\$1 billion** to local governments since 2016:

\$600 MILLION
Works for Queensland program

\$151 MILLION
Local Government Grants and Subsidies Program

\$120 MILLION
Indigenous Councils Critical Infrastructure Program

\$98.8 MILLION
State Government Financial Aid

\$15 MILLION
Whitsunday Coast Airport

\$10.5 MILLION
Revenue Replacement Program

\$12 MILLION
Torres Shire Water Treatment Infrastructure Upgrade

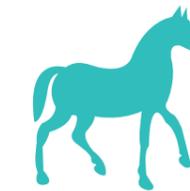
\$4.3 MILLION
Indigenous Economic Development Grant



Introduced the **Local Government (Councillor Complaints) and Other Legislation Amendment Act 2018** and the **Local Government Electoral (Implementing Stage 1 of Belcarra) and Other Legislation Amendment Act 2018**

Delivered the **Local Government Capacity Building Program** including **73** workshops for more than **653** participants achieving

94% satisfaction rate



\$70 MILLION (over four years) to support **Queensland country racing clubs**

19

community-based organisations received **\$2.3 million** to support individuals and community groups to achieve **greater social connectedness**

\$6 MILLION (over three years) to support **130 show societies and associations** across Queensland



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Excellence in COMMUNITY SHAPING

The Excellence in Community Shaping Award recognises a project that has educated or engaged the local community in a way that changes long-term perceptions and understanding. Having first started this category in 2016 this will be the third year acknowledging the work being done by local governments to proactively create community interest in the work of council and to shape community attitudes, practice and behaviour. These initiatives have actively sought to galvanise a community response aimed at improving wellbeing of the wider community.

Logan City Council receives the 2019 Excellence in Community Shaping Award for their engaging and collaborative initiative Speaking their language – building disaster resilience. Speaking their language is a comprehensive programme developed and rolled out by Logan City Council through schools and the community including in multiple languages and braille to ensure all are informed about how to respond to disasters and where to get help. Logan City Council is committed to implementing initiatives that support the need of a diverse and growing community.

One of the most diverse local governments in Australia, Logan has more than 17,000 residents needing support due to a disability, 27% of the population born overseas, 15% speaking a language other than English at home and almost 9,000 people who report issues with speaking English. In this environment, traditional communication will not hit the mark across the community – especially when providing critical information about disaster preparedness. Through community profiling and understanding the existing community groups and networks within Logan, Council has developed several audience-specific resources in partnership with key service providers for those living with disability and from different cultural backgrounds.

One of the key outcomes was that the disaster preparedness messages needed to be simplified due to language barriers and the interpretation of illustrated messaging was quite mixed among the community due to different cultural backgrounds. A local illustrator was engaged to design the pictures for the 'Get ready for Natural Disasters' booklet following advice from the local community. Through client workshops, several local service providers, such as Better Hearing Australia, Vision Australia and Access Community Services, offered a better knowledge and understanding of the needs of those living with a disability and people from different cultural backgrounds. Since the project started in 2016, Logan City Council has conducted an annual review and made enhancements to the resources where appropriate. The successful project has created a platform for the culturally and linguistically diverse communities in Logan and for the people living with a disability.

Also recognised in this category were finalists Fraser Coast Regional Council – Community Builders Program and Southern Downs Regional Council – Shaping Southern Downs.

Fraser Coast Regional Council is a finalist in this category for their collaborative initiative Community Builders Program. To develop

strong community partnerships in order to drive change, Fraser Coast Regional Council invited 20 community members from diverse backgrounds to be part of the Community Builders Program. This group considered service standards, development needs, communication, tourism, isolation issues and sustainability to name a few of the topics canvassed. The programme included participants hosting workshops in their own areas and successfully implementing a number of new projects across the region. One of the projects and outcomes initiated within the Community Builders Program is the 'Active Plus Lifestyle Options', an event to address loneliness in a small rural town. The aim is to re-connect individuals with other community members and address local community needs.

Shaping Southern Downs is an innovative project from Southern Downs Regional Council showcasing an excellent example of community collaboration. The aim is to invest in long-term planning when it comes to shaping the region in to what the community wants it to be in the future. Southern Downs Regional Council initiated a project to shape and drive the 'right type' of development for the region in 2018. This was an innovative strategy comprised of multiple projects aimed at securing growth and economic development in the area. Surveys, consultations and various engagements led to a high level of community input. Since then, it has secured over \$24m in funding and 35 of 57 projects have been implemented. Building on the success, Shaping Southern Downs 2.0 is already under consideration.

Congratulations for contributing to Excellence in Community Shaping - Logan City Council, Fraser Coast Regional Council and Southern Downs Regional Council. Matthew Gordon from OurSay supported the Excellence in Community Shaping Award and presented the winning trophy to Logan City Council's team.



Award Winner: **Noosa Council**

Matthew Gordon, Logan City Council's Speaking their language team members with Susan Jarvis

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Excellence in **WORKPLACE WELLBEING**

Mackay Regional Council is the 2019 winner of the Excellence in Workplace Wellbeing category for their project MRC Workplace Wellbeing. Workplace health and wellbeing programmes have real potential to positively influence the health of councils' workforce. They also make good business sense through increasing employee engagement and team cohesiveness, reducing absenteeism and increasing productivity in the long-term. In this category, a project or initiative must demonstrably foster healthy workplace policies and supportive environments that promote healthy lifestyles that enhance positive social outcomes.

With strong performance in securing employee safety through a traditional workplace health and safety focus, Mackay Regional Council recognised a need to do more in the emerging areas of financial, social, mental and physical health and wellbeing. The four emerging areas being addressed are interconnected in several ways and the aim of the project was to include all employees' health and wellbeing as part of this workplace initiative.

Mackay Regional Council's new Health and Wellbeing Strategy 2017-20 takes a critical look at the success of previous initiatives and then resets to focus on overall employee health and wellbeing, rather than just the workplace aspects. The purpose is to support the implementation of initiatives that promote, publicise and encourage employee participation in events and activities that will improve not only individual, but also organisational, health and wellbeing. The initiatives implemented promote a holistic approach and encompass all aspects of wellbeing.

One of the initiatives was the introduction of culture facilitators at Council. The role of the facilitators is to support positive culture through the delivery of 'culture workshops' which address cultural values, survey results and peer support. A range of mental health initiatives were also implemented in 2018, such as a comprehensive Employee Assistance Program, mental health training and awareness sessions attended by over 400 staff. Accredited and trained Mental Health First Aid staff provide mental health first aid within the workplace and escalate matters in an appropriate fashion.

Creating a dedicated strategy, the project has allowed employees to engage with the elements relevant to them, including initiatives such as free physical health checks, flu vaccinations, domestic violence support, mental health support and mental health first aid training. The success to date has led to increased support and financial health initiatives will be next in line to be delivered.

Western Downs Regional Council – WorkVibe

Also recognised in this category as a finalist is Western Downs Regional Council for the WorkVibe initiative. WorkVibe is a grassroots initiative of regionally based employees who have formed

a committee, volunteering their time outside work hours to deliver events and initiatives to support healthy lifestyles. It is a unique blend of conventional workplace health and safety programmes and the traditional employee social club. Through this combination, it fills a gap, allowing staff to develop, socialise and communicate across the region through inclusive and supportive events and activities. Each event is recommended and voted on by the staff and committee and delivered to cater for everyone. WorkVibe provides customised events and initiatives including four major events held at Dalby, Chinchilla, Miles and Tara, regular monthly BBQ breakfasts and regional event sponsorship such as charitable events. Ongoing success of the programme will lead to an increase in connectivity and responsiveness of staff to WorkVibe initiatives.

Workplace Health and Safety Queensland was represented by Roslyn Miller who awarded the winning trophy and certificates. Congratulations to Mackay Regional Council and Western Downs Regional Council for their Workplace Wellbeing programmes.



Award Winner: **Mackay Regional Council**

Craig Doyle, Avril Curtis, Suzanne Johnson, Alexandra Dobbins, and Susan Jarvis

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* Source: Benefits to business: The evidence for investing in worker health and wellbeing (<https://www.comcare.gov.au>)

Above and Beyond AWARD FOR EXCELLENCE

This individual 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. The Above and Beyond Award is the only individual award in the Awards for Excellence.

This year, the winner is Nicholas Sabatino, Manager of Utilities at Torres Shire Council, for his efforts in introducing water filtration into the Shire.

Nicholas Sabatino is responsible for the quality and supply of water for areas including Waiben (Thursday Island), Ngarupai (Horn Island), Muralug (Prince of Wales Island) and Keriri (Hammond Island). Ongoing water quality issues, such as the identification of cryptosporidium in a sample during 2018, were impacting dialysis treatment at the regional hospital and required Council to issue boiled water alerts for all customers. Unable to resolve the problem locally, Nicholas flew to Adelaide to inspect and then commission a water treatment system made possible with Queensland Government funding. He then worked tirelessly to ensure that a temporary plant was installed and kept operational, 24 hours a day.

During this period, the Council was confronted with power outages, cyclones and small faults and breakdowns. For most councils that means someone gets in a car and drives to the facility, possibly communicating with others on the phone, such as suppliers and experts and we get it fixed. To keep water supply going, Nicholas had to jump in a small boat, often in the middle of the night, and travel across the choppy Torres Strait to get to the plant where he would have to troubleshoot and fix without the benefit of a 'phone a friend' or access to other support. Had he not done so, the Shire and neighbouring councils as well as the regional hospital would have been without water.

He gave up his annual Christmas leave to work on the commissioning of the new plant – all because he wanted to ensure that his community had the luxury many of us take for granted of clean, stable drinking water supply.

The Torres Shire Council is proud and grateful for his efforts and were delighted to nominate him for this award.

Congratulations to Nicholas for going Above and Beyond for his Council and community. Once again, the Above and Beyond Award was supported by LGIAsuper. Andrea Peters proudly awarded Nicholas with the winning trophy!



Award Winner: **Nicholas Sabatino, Manager of Utilities at Torres Shire Council**

Tanya Loban, Nicholas Sabatino, Andrea Peters and Jaclyn Sagigi



Supporting extraordinary Queenslanders.

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

Congratulations to all the nominees who go above and beyond all year round. LGIAsuper is a proud supporter of Queensland communities through good times and bad. Our solid investment returns, community initiatives and track record of success make us the fund of choice for many hardworking local government workers.

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

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2019 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 of the Australasian Management Challenge. A highly contested annual event that invokes teamwork and competition, councils complete a range of tasks under tight deadlines while exhibiting creativity, productivity and 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.

Everyone who participates in the Challenge – from experienced managers to emerging leaders, comes away with new and practical insights into excellence in leadership and management. This year the Challenge included 17 teams and was hosted at the Queensland Law Society in Brisbane across two days. The Challenge featured tasks such as report writing, project management dealing with community groups.

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.

Second place was awarded to team Hydra, from Brisbane City Council whilst third place went to Tipping Point, also from Brisbane City Council. Congratulations to Cairns Regional Council's – 100% Humidity, who were awarded first place! We wish 100% Humidity well for the Australasian Finals in Darwin in late July.

Jardine Lloyd Thompson (JLT) proudly sponsored the Australasian Management Challenge again in 2019. Michael Limerick, the facilitator of the event joined Susan Jarvis and Paul Bright, JLT's Regional Risk Consultant, on stage to announce the runners-up and the winning team.

Congratulations also to all the participating teams, mentors and supporters. We look forward to seeing you in 2020.



2nd Place:

Brisbane City Council's Hydra with Susan Jarvis, Michael Limerick and Paul Bright.



3rd Place:

Paul Bright, Brisbane City Council's team – Tipping Point, Susan Jarvis and Michael Limerick



Award Winner: **Cairns Regional Council's 100% Humidity**

Susan Jarvis, Cairns Regional Council's 100% Humidity representatives: Amy Patterson and Marina Dunstan with Michael Limerick and Paul Bright.

SPECIAL THANKS TO OUR AWARD PARTNERS





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