



LGMA QUEENSLAND 22 AWARDS FOR EXCELLENCE



LOCAL GOVERNMENT
MANAGERS AUSTRALIA
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LEADING PROFESSIONALS IN LOCAL GOVERNMENT

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

PRESIDENT'S MESSAGE

In our twelfth year celebrating the achievements of Councils and their teams in Queensland, it is my pleasure to introduce the 2022 Local Government Managers Australia, Queensland Awards for Excellence publication. My congratulations to all the Council teams and individuals who are profiled.

As we emerge from the confines of the past two years, these awards are testament to the fact that as despite the challenges we have faced, local government has continued to focus and improve on what it does best – serving our communities.

In this publication you'll find examples of great innovation, employees working across boundaries and initiatives designed to shape communities and improve our workplaces. Your Association, LGMA, is there year in year out, to foster, support and promote the great examples of local government excellence – and this year is no different.

Whether you are involved in our training, webinars, villages, forums or exchanges, or just tune in for the major conference, you understand that these awards are just one way of elevating the great work of local government across the state. They allow us an important opportunity to stop and reflect on what we have learnt and how far we have come.

Like any good waiting room magazine, please pass on or email the material so that we can share the stories and spread the ideas. And everyone should take the opportunity to pick up the phone or 'Zoom in' to others to learn more about any of the initiatives you read that grab

your interest. The upside of the pandemic is that it has taught us how to connect more easily and recognise that as a sector, we are so much stronger together.

My thanks to our corporate partners who help make these awards possible. I hope you enjoy reading the nominations and take at least one idea back to your Council which might answer the question to a problem you have or be the catalyst of idea which progresses as a nomination for the 2023 awards.



Andrew Chesterman
LGMA
PRESIDENT

THE LOCAL GOVERNMENT AWARDS FOR EXCELLENCE 2022

The Awards for Excellence magazine showcases all the projects nominated by Queensland local governments in the 2022 Local Government Awards for Excellence.

As the Awards for Excellence have gone from strength to strength since their inception a decade ago, it is no longer possible to highlight all the quality nominations during the Awards Gala. Instead, all nominees have been outlined in this publication which is made available in advance of the Gala function and the associated announcement of winners and finalists. Nominees and councils can peruse each nomination and follow along as the exciting announcements are made.

The magazine also serves as a useful resource for councils and officers interested in finding out more about particular projects. Please feel free to contact LGMA for nominator information if your council is keen to learn more about any of the initiatives listed.

Award Categories

The award categories are designed to be flexible – recognising that local government is at the forefront of innovation and operates in a rapidly changing environment. Categories do not apply to particular areas of local government activity and are relevant to activities across the whole of local government.

Above and Beyond

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.

Above and Beyond nominees generally do not know they have been nominated. To maintain the suspense, their names are not listed in this Awards nominations listing.

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 organisation and the community. This may have been through an informal agreement or a more formal legal structure.

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. There is clear evidence of its success in enhancing community wellbeing, understanding and/or awareness and in engendering behaviour change.

'Doing more with Less'

This award category recognises projects or initiatives undertaken by Category 1 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 that is an aspirational model for other small councils.

Innovation

This project or initiative has adopted a new and different approach, leading to improved (or new) service delivery and/or performance. This initiative is cutting-edge and has probably not been seen in Queensland councils before, certainly not in this format.

Sustainability

This project or initiative 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.

Teamwork

This team is an internal council team or a team involving multiple areas of council. The manner in which it has utilised resources, collaborated and communicated proves the adage that the whole is greater than the sum of its parts. It has contributed, in a measurable way, to enhanced service delivery within or external to council.

Workplace Wellbeing

Workplace health and wellbeing programmes have real potential to positively influence the health of councils' workforces while making good business sense through increasing employee engagement and team cohesiveness and leading to reduced absenteeism and increased productivity in the long-term. This project or initiative demonstrates evidence of fostering healthy workplace policies and supportive environments that promote healthy lifestyles that enhance positive social conditions.



2022

NOMINATIONS

(in alphabetical order by Project Name)

CATEGORY:

Collaboration and Community Shaping

Accessible Schools Programme

MORETON BAY REGIONAL COUNCIL

Increasing population growth is continuing to put pressure on transport networks. The negative impacts of car travel on the environment and health are well-documented and require inclusive programmes to deliver change.

Moreton Bay Regional Council is delivering an Accessible Schools Programme structured to engage fully with the local community and schools and deliver incremental change to support the growth of active transport usage. Providing more sustainable and healthy travel choices for school travel will embed a culture of active travel in the generations to come, reducing the impact on the environment and improving the health of our communities.

The key to the success of Moreton Bay Regional Council's approach has been in the incremental improvements to the networks followed by travel behaviour change programmes.

CATEGORY:

Innovation and Doing More with Less

AI Material Recovery Facility

CHERBOURG ABORIGINAL SHIRE COUNCIL

A new technology in production at Containers for Change is supporting the AI Material Recovery Facility in Cherbourg. Cherbourg Aboriginal Shire Council is investing in sophisticated recycling technology and infrastructure, highlighting the importance of advanced recycling technology in addressing landfill and emission concerns when reducing waste.

Fast-tracking advanced recycling infrastructure will help the industry recycle more of the packaging waste generated each year, creating valuable recyclable new products while keeping problematic waste out of the community and contributing to the conservation of Australia's unique flora and fauna.

Cherbourg Aboriginal Shire Council has set the benchmark for recycling technology in Queensland, as well as leading the industry sector in Australia, by continuing to take strong action on waste in its own backyard through investments in technology, manufacturing capability and jobs.

CATEGORY:

Innovation

Approved Plans of Development App

CITY OF LOGAN

The City of Logan is growing fast. The challenge for Council is to keep up in terms of services and infrastructure delivery and to leverage opportunities this growth presents. To help growth modelling and analysis and improve the way development in the City is visualised, the Council designed the 'Logan Approved Plans of Development App'.

Officers used the Esri toolset to build this high visual presentation of approved development in the city. They then extracted important metrics such as the number of lots in residential subdivisions and the gross floor area of commercial developments. The initiative also georeferenced the approved plans so that there is clear visibility on exactly where a development will be on a site and this information is incorporated into the architectural designs to help visualise the end result. Building footprints and heights allowed presentation of a 3D view and rich searching, filtering and viewing options.

Making key information available in a mapping application allows Council to "see" the growth in the right spots and visualise how approved developments fit on the site and with the surrounding area. It also allows more strategic analysis of development hot spots and provides better quality data to support the analysis and future planning of growth.

CATEGORY:

Community Shaping

Atherton Men's Shed Physical Activity Programme

TABLELANDS REGIONAL COUNCIL

Twenty-seven Tablelands men have celebrated the completion of a 16-week, all-abilities exercise programme for over 65s.

"This programme was a fantastic collaboration between Tablelands Regional Council, Atherton Men's Shed, Atherton Community Health and Far North Queensland Health and Fitness," said Councillor Bernie Wilce.

A Health Needs Assessment 2019–22 conducted by Northern Queensland Primary Health Network, showed older men in the region have low levels of physical activity compared to other areas in Far North Queensland. Council's aim was to embed positive behaviour changes towards physical activity and healthy living habits in this demographic and, from this, the Atherton Men's Shed Physical Activity Programme was created.

The programme consisted of weekly, one-hour guided sessions at the Age-friendly Exercise Park in Atherton where an exercise physiologist demonstrated, instructed and supervised the participants. The sessions involved working in pairs around the circuit in 45 second increments.

Pre-programme health checks provided a baseline for monitoring during the programme and the participants and coordinators were impressed with improvements at the mid- and end of-programme checks. Some of the men lost well over 10kg and, more importantly, have made exercise and healthy eating part of their every day.

'The plan now is to share the programme with other Men's Sheds and groups,' said Councillor Wilce.

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CATEGORY:
Collaboration

Beachmere Shoreline Management Project

MORETON BAY REGIONAL COUNCIL

Moreton Bay Regional Council's, Beachmere Shoreline Management Project, set out to create a legal pathway for foreshore property owners to build seawalls to protect their properties from erosion.

Through collaboration between Council, the State Government, traditional owners and the owners of more than 200 foreshore properties, Council has created not one, but three, pathways; one to build a new seawall, one to gain a development approval for an existing unapproved seawall, and one to manage natural dunes and delay the need for a seawall.

These multiple pathways reflect the needs and priorities of property owners, the State Government and Council. They maintain the rights of property owners to choose if, how and when they will build seawalls, while meeting the objectives of the State and Council. The collaborative approach has resulted in cost savings for all stakeholders, with the Council reinvesting its savings in supporting dune and mangrove management.

Councils usually take the role of approver and enforcer. By switching to an enabler role and collaborating with all key stakeholders to find mutually acceptable solutions, Moreton Bay Regional Council has achieved even more than they originally set out to do.

CATEGORY:
Teamwork

Birkdale Community Project

REDLAND CITY COUNCIL

Redlands Coast has a once-in-a-generation opportunity to transform an important and much-loved parcel of land into an exciting, world-class precinct of local, regional and national significance.

Known as Birkdale Community Precinct, the 62-hectare site was brought into community ownership by Redland City Council to save it from being subdivided into housing. Working with and for the community, Council committed to designing and delivering what will be an intergenerational asset and showcase for Redlands Coast.

To achieve this goal for what is the largest and most diverse project of its kind ever delivered in the city requires teamwork across all of Council on a commensurate scale. As the project heads towards the finalisation of a Master Plan for the site, the community has been kept abreast of all activities and works associated with the project with emphasis on being transparent, accurate and informative.

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CATEGORY:
Innovation

A “Boost of Vitamin SC” to increase business investment post COVID

SUNSHINE COAST COUNCIL

Sunshine Coast Council is delivering an innovative marketing campaign to attract new business investment post COVID.

“Give your business a boost of Vitamin SC” was designed as a memorable storytelling campaign that was quintessentially Sunshine Coast. The creative campaign showcases the benefits of doing business on the Sunshine Coast and has reaped 2.4 million video views and 501 investment leads.

Using storytelling to excite and educate, a series of videos was created to deliver an emotional charge, excite and educate; positioning the region as an unbeatable location to live, work and do business or create an ideal hybrid working model.

A multichannel marketing campaign included paid and organic Facebook and LinkedIn, NewsCorp digital, SBS on Demand, Google Ads and sponsored feature articles.

Throughout the campaign, video viewers downloaded two kinds of ebooks

1. “How a healthy work location has a positive impact on your bottom line”
2. “Give your business a boost of Vitamin SC magazine”

The Vitamin SC campaign has realised outstanding reach and engagement outcomes including:

- 14 quantifiable investment outcomes
- An estimated economic impact of \$749.4 million and 2,520 jobs
- 26 major business announcements

CATEGORY:

Workplace Wellbeing

CAM ZERO lost time injuries in Civil Construction

SUNSHINE COAST COUNCIL

Sunshine Coast Council's Civil Construction team proudly delivers high standard construction of infrastructure including roads, bridges, drainage, waste and coastal structures. These important assets are used by a population of 343,590 residents across 2,263.5 square kilometres of the Sunshine Coast region.

The Civil Construction team are deservedly celebrating achievement of 16 consecutive months of zero lost time injuries for numerous council construction worksites.

Council's 'Zero Harm' initiative reduced Civil Construction's historical lost time injuries to zero and in doing so, created a positive flow on effect to presenteeism, employee engagement, long term productivity, project cost effectiveness, healthy employee lifestyles and enhanced workplace conditions. It thereby enabled Civil Construction to enhance the organisation's cost to serve its customers.

This milestone was made possible by collaboration among the branch leadership team, the organisation's Workplace Health and Safety Committee and the Civil Construction's 52 employees. The outcomes of this initiative have resulted in a sense of pride and accomplishment among the Civil Construction team as they reflect on the importance of their achievements for Sunshine Coast Council employees and contractors.

CATEGORY:

Innovation

Children's Library CITY OF IPSWICH

Ipswich Libraries has continued its quest to provide innovative ways to improve customer experience. Australia's only standalone, purpose-built public Children's Library is no exception.

Recently named Australia's second most beautiful library, the Children's Library is not like the hushed, bland libraries of yesteryear. The focus is very much on interactivity and engaging young people as they learn, explore and play.

The entire library was designed with an emphasis on rethinking customer experience; from tailored wayfinding signage, colour palette, choice of finishing and layout, all providing a relaxing, inviting space for children and parents.

Specially designed for children from birth through to age 12, the library holds a 35,000 strong collection and unique, multi-reality interactive experiences, from augmented reality to interactive pneumatic pipes that feed two, life-sized Plesiosaurs suspended from the ceiling.

Young readers can gain confidence using the bespoke Children's Catalogue interface, specially designed to deliver a child-friendly, image-based search experience to promote early literacy and easy browsing.

Being a standalone Children's Library means parents can relax and allow children to be their natural exuberant, exploratory selves.

Ipswich Libraries has ensured its youngest residents are offered a library experience unlike any other in the country.

CATEGORY:

Community Shaping

City Central Partnership

CITY OF IPSWICH

The City of Ipswich has embarked on an innovative placemaking journey to create a shared vision for Ipswich Central. A placemaking approach recognises that everyone has a role to play in the transformation of great places.

The approach adopted puts local community and stakeholder voices at the centre of decision-making through a highly collaborative programme where local people can be actively involved in shaping change.

The Ipswich Central Partnership is a group of 27 passionate volunteers established by Council but not managed by Council. The partnership is hands-on in the delivery of authentic citizen-led action. The partnership may also be called upon to provide advice to Council, share updates with their networks and to rally community support.

This approach has led to significant community changes in Ipswich Central and helped to shift the expectation that change is someone else's job. Instead, building a sense that everyone in the community has a role to play in the Ipswich Central Revitalisation.



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CATEGORY:

Collaboration

City Central Revitalisation

CITY OF IPSWICH

The City of Ipswich embarked on a modern placemaking approach to develop the framework, priority projects and place plans that puts local community and stakeholder voices at the centre of decision-making through a highly engaging and collaborative programme.

The framework integrates both Council's and community's long-term vision and defines six priority principles to guide investment and focus collaborative action to achieve ambitious change.

The vision, 'Ipswich Central is the cultural hub and beating heart of the Ipswich community', was developed by considering the three key qualities of Ipswich Central; heritage and culture, commerce and civic administration and parks and public spaces. These combine to set Ipswich Central apart from other cities or towns.

To date, Place Plans have been created for Ipswich Centre Core and Top of Town precincts and in the future, there is an opportunity to adopt a similar approach in other precincts across Ipswich as part of centre specific placemaking.

CATEGORY:

Collaboration

Climate Change Strategy 2030

CAIRNS REGIONAL COUNCIL

In developing the Cairns Climate Change Strategy 2030, Cairns Regional Council officers spoke with and listened to more than 2,300 people over a two-year period. Among the thousands of people who had their say in the development of the strategy were youth representatives, Traditional Custodians, industry representatives, subject matter experts within and outside Council, researchers and elected representatives.

Engagement occurred in three phases using a variety of communication platforms and methods, including stalls at large events, a series of climate forums, surveys deployed through social media and industry-cluster workshops. The wide range of methods allowed people from all sections of the community to get involved in ways that suited them.

Engagement has not ended with the completion of the Climate Change Strategy; Cairns Regional Council has an ongoing commitment to keep people talking about Climate Change, strengthening the partnerships that were built during the development of the Strategy and taking action together.

CATEGORY:

Community Shaping

Coastal Sustainability and Waste Reduction Initiative

MORETON BAY REGIONAL COUNCIL

Did you know 8 million tonnes of plastic enters Moreton Bay waterways every year? Moreton Bay Regional Council has been working with Pristine Peninsula Redcliffe to install environmental stencils and anti-littering signages around the region's foreshore areas. Just another initiative to ensure the region goes green as it grows.

Moreton Bay Region is home to some of the most pristine waterways in Southeast Queensland and all need to play a part to protect local wildlife and keep the habitat clean. As part of the initiative, the community is encouraged to:

- Pick up any litter and pop it in the bin
- Secure items so they don't blow away
- Avoid using balloons close to foreshore areas to help protect wildlife

CATEGORY:

Community Shaping

Community Disaster Volunteers

SCENIC RIM REGIONAL COUNCIL

A network of almost 50 community disaster volunteers (CDVs) is helping to boost community resilience to natural disasters in the Scenic Rim.

The CDV programme harnesses the power of local leaders and residents, who are already established at the heart of their communities, to increase the region's resilience and assist during all stages of disasters, from preparedness to response and recovery.

As a vast region of more than 4,000 square kilometres, many areas within the Scenic Rim region can become isolated in times of disaster. Local CDVs play a crucial role in monitoring and reporting on the situation in isolated areas, as well as opening Places of Refuge.

During the flood event that impacted South East Queensland in February 2022, the township of Tamborine was isolated for three days, which meant Council and other partners, including Red Cross, could not physically reach the community. Three local CDVs opened a Place of Refuge on behalf of Council and supported a number of families impacted by the rising floodwaters.

Thanks to the support of the Queensland Reconstruction Authority, the CDV programme has continued to grow and evolve since its inception in 2020. It will continue to be rolled out across the region to help build resilience and the community's capacity to respond to, and recover from, disasters.

Improving community knowledge has also led to a positive and sustainable change in the region, with the community taking greater ownership of their disaster preparedness and overall resilience.

CATEGORY:
Collaboration

Community Vision

CITY OF LOGAN

The Logan Community Vision is the first of its kind for an Australian local government.

The City of Logan is experiencing its fastest growth rate in 40 years with more than \$18 billion planned in future development. Logan has a large geographic area of 959km and is the most diverse city in Australia; creating unique challenges and opportunities.

Council has responded to this unprecedented growth by collaborating with its diverse community in the development of the Logan Community Vision. The visioning process took a total of ten months to complete and concluded by empowering a representative Community Panel of residents from different backgrounds to create the final vision.

"Logan is a thriving, forward-thinking community, building a smart future by embracing innovation, diversity and equality for all. No matter where you're from, you're welcome in Logan."

To place the values and aspiration of the Logan community at the heart of decision-making, the Logan Community Vision (including the themes, actions and ideas) now guides City of Logan's decisions, annual budget, corporate planning and operations.

CATEGORY:
Innovation

Corporate Innovation

CITY OF LOGAN

Move out the way Tesla, step aside Apple, there's a new leader in innovation – City of Logan.

With pressure mounting on governments to innovate and remain high performing, the City of Logan's Corporate Innovation team has taken up the challenge with its four-year strategy, which endeavours to do things differently and better.

As one of Queensland's fastest-growing cities, Logan is facing challenges that shift the way people approach and engage with their community and how Council operates.

With an expected population increase of 200,000 people within the next 15-20 years, and with a proportionally higher number of young people, both Council and the City of Logan face rapid growth challenges. Changes in the way people work are also anticipated, with the City of Logan's diverse economy moving towards technology-driven, knowledge-based industries.

To innovate with these changes, Council adopted the Corporate Innovation Strategy. This meant for the first time Council came together to look at problems and challenges from an organisational and customer perspective to understand the root cause and develop, build, test and integrate solutions.

Led by the Corporate Innovation team, the strategy provided the foundation upon which Council can expand its capability and collaborate with other local governments Australia-wide who wish to innovate.

CATEGORY:
Innovation



Councillor Introduction Video Project

CITY OF LOGAN

How well do you know your local Councillor?

In the City of Logan, the media team at City of Logan has created a clever and innovative initiative aimed at helping to better connect Councillors and their communities.

The Councillor introduction video project aims to increase community awareness about the city's elected representatives through fun and vibrant videos. With a large portion of the community already consuming their local news through digital and social media channels, short and punchy videos were seen as the most highly engaging and easily accessible option, while using new technologies.

Informative, fun and engaging, the videos feature the Councillors in their respective divisions visiting landmarks, their favourite coffee haunts and a segment on a business owner or community group who is making a real difference.

After 50 locations filmed, 13 shoot days and 11 interviews shot, the videos instil a sense of pride about Logan, while also showcasing the city's elected representatives in their favourite local habitats.

CATEGORY:
Innovation

COVID-19 Community Response Grants Programme

CITY OF LOGAN

City of Logan created the COVID-19 Community Response Grants (C-19CRG) programme in 2020 to support emerging community priorities resulting from COVID-19 impacts.

Due to the ongoing need for a quick-response, community response grant in the community, City of Logan applied learnings from the C-19CRG to implement a permanent, quick-response grant within Council, which launched in February 2021.

The Community Response Grants have delivered more than \$150,000 to community groups and local organisations since August 2020, supporting over 23,000 residents. More than \$20,000 has been provided since mid-March 2022 to flood-related applications to help local organisations and groups respond to impacts of the recent floods.

This programme benefited residents by building capacity, expanding support systems and creating connections within the community. It was able to maintain a high level of flexibility to the community's needs during and beyond the pandemic.

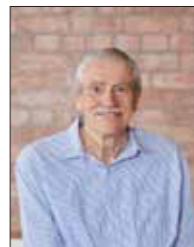
C-19CRG, with its rapid administration processes and community-led approach to delivery, was included as a part of the national grant-makers conference, Grantmaking Intelligence Conference 2021. Its streamlining and refining of administration processes can be used as a model for future grants programming.

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

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Destination Scenic Rim Farm Gate Trail

SCENIC RIM REGIONAL COUNCIL

There is no question why the Scenic Rim region has been named by Lonely Planet in the top ten regions in the world to visit in 2022. Patchwork fields of green, world heritage rainforests and mountain ranges all provide a world-class backdrop for the region's foodie reputation, which is showcased by Destination Scenic Rim's Farm Gate Trail and delivered in partnership with Scenic Rim Regional Council.

The inaugural Scenic Rim Farm Gate Trail was first held in 2020. Fast forward two years and the popular event has now grown to attract over 5,000 visitors at each event, showcasing a range of local produce direct from the farmers.

Visitors simply download the trail map and design their own self-drive farm gate experience or select from a number of prepared itineraries designed to fill their empty eskys with delicious local produce to take home.

Destination Scenic Rim's Farm Gate Trail is a community-driven, economic development initiative that has found success through Council and multi-industry collaboration and won the hearts of thousands of visitors from the city who want to reconnect with where their food comes from.

CATEGORY:

Doing More with Less

Elders and Vulnerable Persons Disaster Information Initiative

WUJAL WUJAL ABORIGINAL SHIRE COUNCIL

In Wujal Wujal, English is a second language for a majority of elders and vulnerable community members. Combined with poor literacy skills, this makes traditional messaging difficult to understand.

To make the information more applicable to community, Wujal Wujal Aboriginal Shire Council has created disaster information that is simple, direct and relates specifically to the community and the community disaster plan in both English and the local Kuku Yalanji language. Council produced brochures and magnets to inform community members of what to do in the event of a disaster and a personal information sheet that contains important information such as medicines and contact names and numbers.

Council creates emergency packs for the local elderly and vulnerable preceding an event. Packs contain basic grocery and personal hygiene. These packs reduce the financial and mental stress for community members when an event is forecast as they know that they have the essentials to sustain them for three days.

Council works with the local health clinic in transporting local dialysis patients to the nearest facility preceding and post event. When there is heavy rainfall, the community becomes isolated meaning that lifesaving treatment is not accessible. Staff transport clients and set them up in their accommodation, much of the time staying with them until the event is over to ensure that they are safe and comfortable, often sacrificing their own preparation time in order to help the elderly and vulnerable.

CATEGORY:

Workplace Wellbeing

Employees Take Charge of Health and Wellbeing

SCENIC RIM REGIONAL COUNCIL

Scenic Rim Employees have taken charge of their health and wellbeing with an employee-led programme of initiatives to address increasing levels of isolation, mental health issues and declining physical health, as COVID-19 continues to challenge their traditional way of life.

Based on voluntary input from a staggering 40 per cent of the workforce, employees came together to design a programme of activities and initiatives to run throughout Safe Work Month and Mental Health Week, in October and November of 2021. Initiatives included:

- relaxation and stretching sessions
- healthy cooking classes
- the delivery of fruit boxes to 24 separate work areas for employees to share and enjoy
- a manual handling educational campaign
- safety advocate presentations
- the delivery of mental health awareness training through Mates in Construction
- mental health and fitness sessions for supervisors
- engaging leaders workshops, and
- blood donation drives

More than 85 per cent of the workforce participated in the programme, an outcome made more impressive by the fact that the mobility of the workforce was still significantly impacted by COVID-19 restrictions.

Feedback from participants was overwhelmingly positive, with employees reporting that the programme provided them with an open space where they felt comfortable to share stories and strengthen friendships. Council is planning to expand its programme into 2022 to continue supporting the needs of its workforce.

CATEGORY:
Teamwork

Façade Improvement Programme

CITY OF IPSWICH

City of Ipswich has been running the successful Façade Improvement Programme for two years. The programme was designed to incentivise businesses to improve their facades and is part of the overall strategy to stimulate wider investment by private business and property owners in the Ipswich Central area.

Business and property owners in the eligible area apply for a dollar-for-dollar matched funding of up to \$15,000 in contribution from City of Ipswich to support improvements to their business façade. The application and guidelines created take into consideration time restraints of small business owners and the need for a simple and streamlined approach.

The programme has a strong focus on engaging local suppliers and contractors to complete the works, increasing the economic benefit to the Ipswich local government area. The initiative also supports the broader Ipswich community through the use of local contractors and suppliers, adding further economic boost to the local economy.

CATEGORY:
Community Shaping

First Nations Elder Stories

MORETON BAY REGIONAL COUNCIL

Moreton Bay Regional Council shares respect and recognition of the stories and contributions of local Aboriginal women with the community through the ongoing First Nations Elder Stories project.

Through a series of short films, respected and influential Aboriginal Elders from Moreton Bay have been able to share their stories and uncensored, lived-experiences on a safe public platform, Our Story. Initial stories include oral histories from Aunty Barbara Hubbert, Aunty Ruth Hegarty and Aunty Flo Watson, covering issues such stolen generations, stolen wages and reconciliation.

This project acknowledges the important role local Elders have within the region and Moreton Bay Regional Council's commitment to reconciliation. By capturing these stories through films made available online, the Moreton Bay Local History team have highlighted the importance of safe-keeping these stories for generations to come.

The project is connected with the Moreton Bay Region Libraries' Welcoming Places initiative, drawing on and extending the Women of Inspiration project and Local Aboriginal Languages project.

CATEGORY:
Teamwork

Ground-up COVID recovery plan

SUNSHINE COAST COUNCIL

In response to the impacts of COVID-19, Sunshine Coast Council has been successfully delivering the Sunshine Coast Investment Attraction Programme since 2020 and is now forecasting an economic impact of \$1.6 billion and the creation of 5,125 full-time (FTE) jobs for the region.

An integral part of the Sunshine Coast Council's COVID-19 stimulus package, the Sunshine Coast Investment Assistance Programme was developed to support economic recovery and accelerate shovel-ready projects.

With a focus on long-term job generation, Council has been working with local firms to map a pipeline of quality development to support future jobs. To support the collaborative approach required to deliver the programme, Council established a Business Response Champions Group of senior managers from within Council including Development Services, Economic Development, Transport and Infrastructure Planning, Strategic Planning, Urban Growth and chaired by the Director – Major Projects and Strategic Property, to investigate opportunities, respond to SCIAPIP proponents quickly and provide account management assistance on projects.

Collaboration between Council and industry was instrumental in the successful delivery of the Sunshine Coast Investment Attraction Programme.

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LOCAL GOVERNMENT ASSOCIATION OF QUEENSLAND

CATEGORY:

Community Shaping

Growing Utopia

WHITSUNDAY REGIONAL COUNCIL

A digital campaign to highlight the Whitsunday community's recovery post Tropical Cyclone Debbie has been heralded an outstanding success.

After the trials and turmoils that TC Debbie left in her wake, it was time for the residents of the Whitsundays to get back on their feet. The region had been literally decimated and the community was on its knees and struggling both physically and mentally.

The 'Growing Utopia' series of videos tells the story of five years of hard work and collaboration between Whitsunday Regional Council and its community to rebuild their region. The series of videos gave residents and spectators front row seats to witness how their council led the charge to advocate for over \$140 million in Federal and State funding to rebuild and deliver new, more resilient facilities and infrastructure to the region. The videos showed there was light at the end of the tunnel; fostering trust between the community and their council and offered a well needed boost to residents' morale.

Today the Whitsundays is showing the benefits of new and improved facilities and infrastructure and one of the fastest growing regional airports in Australia.

CATEGORY:

Innovation

Hazard Hunter

ISAAC REGIONAL COUNCIL

Safety reporting, injury prevention and reactive hazard management have been a mainstay for safety and wellbeing teams across most industries, but one organisation is flipping the traditional thinking on its head.

Bucking the trend of the traditional drive a top-down approach to safety, Isaac Regional Council's Safety Team created a programme to incentivise employees rather than focusing on rewarding managers or executives. The rationale for focussing on workers was the logic that workers are more likely to encounter hazards in their daily duties and therefore provide the greatest opportunity for finding workplace hazards.

The outcomes of this hazard hunting initiative have been overwhelming with hazard reports increasing year on year, leading to the programme being rolled out organisation wide.

CATEGORY:
Innovation

Hindsite on site learning

REDLAND CITY COUNCIL

Redland City Council is future-proofing staffing of its water business with the introduction of a virtual classroom and remote mentoring at wastewater treatment plants across the local government area, which takes in seven inhabited islands.

With a chronic state-wide shortage of qualified wastewater treatment plant operators, particularly in regional areas, Council was looking for innovative solutions to attract, train and retain good people.

A significant barrier to attracting new staff is the need for current water industry qualifications. The conundrum is that you need the qualification to get the job, but you need the job to get the qualification because trainees need access to a suitable site in order to complete practical assessments.

Making a virtual classroom accessible to trainees through a range of devices - including tablets, phones, computers and a specialist headset worn by the trainee (called a Realware device) - is a game changer. Using newly developed software and equipment from Hindsite, trainees can now receive the necessary training and assessment opportunities without other staff needing to be regularly on-site to supervise them.

This on-line learning platform allows learning on-the-job to be broken down into micro-learning tasks, which contribute to the practical assessment component of the trainee's qualification. And if they need extra help, the devices also enable remote mentoring and access to transcribed procedures.

CATEGORY:
Collaboration

Hooning Taskforce

CITY OF LOGAN

Hooning is an issue throughout Queensland, as well as within the City of Logan. Residents often cite hooning as impacting their feelings of safety and it affects their quality of life.

In 2020, the City of Logan established a multi-agency Hooning Taskforce with members consisting of Councillors and representatives of Transport and Main Roads, Queensland Police Service and Council.

The taskforce developed a Hooning Action Plan to tackle the issue of hooning, focusing on five priorities:

1. Advocacy
2. Enforcement
3. Target Hardening
4. Education
5. Technology

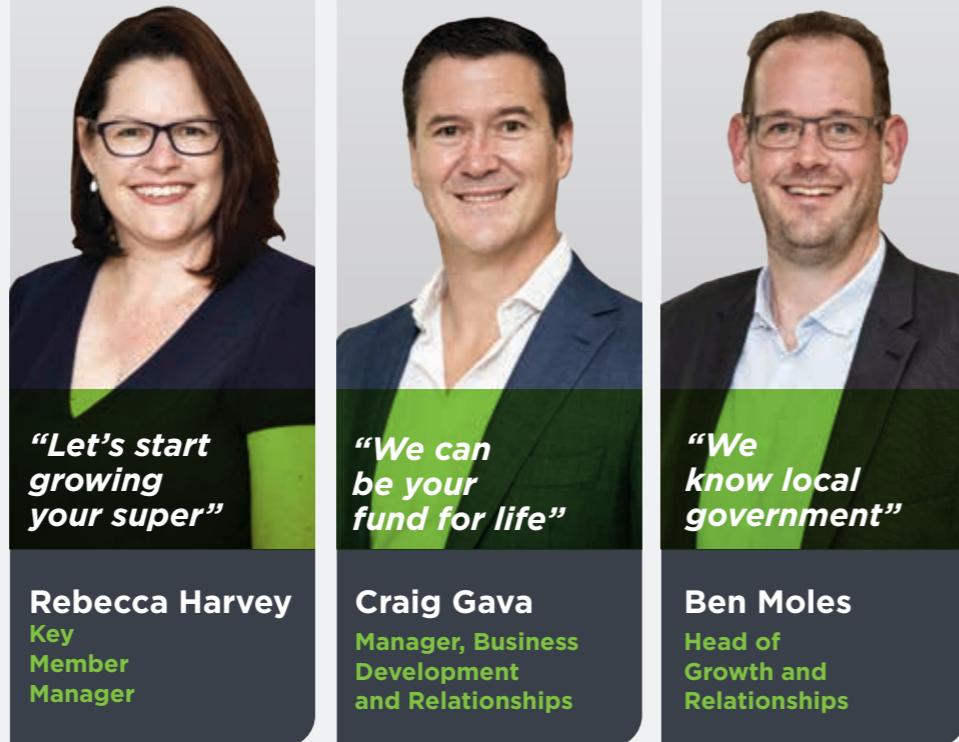
The key achievements of the programme to date include:

- Improvements to the online reporting of hooning, making it easier to report hooning incidents.
- Marketing campaign educating and empowering residents to make their neighbourhood safer. The campaign resulted in increased reporting of hooning incidents from targeted areas.
- Use of cutting-edge technology and other target hardening measures to assist the Queensland Police Service identify offenders and gather intelligence on unlawful behaviour resulting in prosecutions.

This is the first time a multi-agency taskforce has been established in Queensland to specifically address hooning and consider other solutions alongside police enforcement.

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CATEGORY:
Innovation

Innovation in design and service – Rockhampton Museum of Art

ROCKHAMPTON REGIONAL COUNCIL

Rockhampton Museum of Art (RMOA) was proudly constructed by Rockhampton Regional Council as a purpose built facility designed to support the overarching principles of Council's arts and culture vision: to inspire, educate and engage.

Rockhampton has always had a strong cultural identity and the new arts facility provides the opportunity to showcase it to the world. RMOA opened in February 2022 with outstanding support and interest from the local community, while also attracting an audience from interstate and abroad.

It is state-of-the-art in design and innovative in delivery; drawing on community pride, place and creative energy and acting as a hub for artists, teachers, organisations, families, locals, tourists, the creative and the curious.

The building has been architecturally and operationally designed to innovatively use space and incorporate cutting-edge technology that far surpasses the capabilities of the previous Rockhampton Art Gallery, giving patrons an enhanced experience not previously offered in the region. Boasting an integrated ERCO lighting system with Bluetooth Casambi control, in-built power and data throughout, a building management system with full climate control, four metre high art lift, Q-SYS integrated audio and video control and a security system, it sets the standard in technology for regional museums and galleries.

CATEGORY:
Innovation



International Forum 2022

SUNSHINE COAST COUNCIL

The ability of councils to promote their regions and attract trade and investment opportunities through inbound/outbound international delegations and missions was greatly impacted by travel restrictions during the COVID-19 pandemic.

As the focus shifts from supporting communities through economic recovery, councils now face the challenge of how to re-engage with international markets post COVID-19. Sunshine Coast Council has developed a unique and forward-thinking initiative to position and profile the region to influential and globally connected representatives as an alternative to hosting traditional international delegations.

The 2022 Sunshine Coast International Forum was developed in partnership with the Department of Foreign Affairs and Trade, attracting 45 delegates from the Diplomatic and Consular Corps, representing 40 nations.

The invitation-only event included briefings, site visits, networking, food and tourism experiences focusing on the Sunshine Coast's high value industries, high performance sports training and the region's involvement in the 2032 Olympic and Paralympic Games.

The Sunshine Coast 2022 International Forum provides a model for progressing mutually beneficial global collaborations that target investment and export opportunities for the Sunshine Coast region. By maintaining strong local, national and global connections, it helped the region's businesses and high-value industries take advantage of investment and growth opportunities.

CATEGORY:
Sustainability and Community Shaping

Labrador Illegal Dumping Programme

CITY OF GOLD COAST

The City of Gold Coast has been making big steps to tackle increases in illegal dumping in the suburbs. The City has rolled out a dedicated team and programme with increased signage, collaboration, and regular local patrols around the suburbs.

With overt and covert monitoring, along with great support from the local community both in making reports and sharing CCTV footage, the City's Illegal Dumping team has been able to undertake thorough investigations when dumping occurs. Thanks to this, city laws officers have been able to issue fines to many who have chosen to leave their rubbish on local streets.

The positive impact on the awareness and behaviours of the community towards dumping, and the direct relationship to the reduction in dumping occurrences is evidence this programme works!

CATEGORY:
Teamwork

Light Touch Service Reviews

REDLAND CITY COUNCIL

In the midst of the COVID-19 pandemic, Redland City Council set out to support the Redlands Coast community by doing things leaner and smarter, with the objective of coming back better than before.

The result was a \$2.34m financial benefit in the 2020-21 financial year alone, with savings for the current financial year already at \$1.44m and counting. Ongoing overall benefits are forecast to top a whopping \$10.3 million.

Through its Light Touch Service Reviews, Council has shown the power of collaboration by harnessing 691 ideas for savings and efficiencies from across the whole organisation. Every employee got to chime in, with 139 ideas shortlisted for further analysis and the top 80 being endorsed by senior management. So far, 30 of those initiatives have been delivered or transitioned to business-as-usual.

In addition to cost savings, other tangible benefits have been realised. Gains in time efficiency have enabled delivery of higher value work. Officers have benefited from more flexible and hybrid working arrangements and the organisation has reduced its environmental footprint and data integrity risks.

The Light Touch Service Reviews harnessed the power of Council's people to embrace the organisation's 'one team' value for the greater good of the community it serves.

CATEGORY:
Collaboration

Local Laws Review Project

MORETON BAY REGIONAL COUNCIL

As society has changed over the last decade, so too have the needs of communities. In recognising that laws need to change with the times, Moreton Bay Regional Council embarked on an exciting project to update all its local laws to better reflect community expectations. This has resulted in the most comprehensive local law review ever undertaken in Queensland.

Moreton Bay Regional Council's local laws span across 32 plus diverse topics. The review has considered each topic, with extensive community consultation and engagement, including collaboration with internal and external stakeholders. This has informed the improvements to be made in re-drafting the new Local Laws.

The driving forces behind this review are consultation, collaboration and innovation. These have enabled Council to better understand what matters to its community.

Through this review, Moreton Bay Regional Council strives to break the mould, moving away from State-developed "model local laws", and establishing intuitive, innovative and "in-touch" laws tailored to the Moreton Bay community. These laws will be reinforced by revitalised internal procedures and clear supporting information to ensure the community understand their rights and responsibilities under the new laws. Ultimately, Council aims to create laws that will build a bigger, bolder and brighter Moreton Bay community.

CATEGORY:

Community Shaping

Local Precinct Support

BRISBANE CITY COUNCIL

Brisbane City Council provides comprehensive Local Precinct Support to help educate, grow and improve the sustainability of business precincts across the city. All business precincts can speak to Business Liaison Officers, who provide guidance about available information and resources.

The Local Retail and Activation Strategy Toolkit (Retail Toolkit) is another initiative available to all precincts. The Retail Toolkit is an innovative guidance document leveraging learnings from successful shopping precincts and adapting them to retail strips. From assessing current trends to creating a sense of place and executing a marketing campaign, the strategies within the Retail Toolkit help individual businesses grow through collective success.

Some business precincts have received focused support via Council's Local Business Partnership Initiatives (LBPI). These initiatives provide local businesses with a variety of opportunities including a 10-hour business coaching programme to enhance planning, modelling, communication and marketing skills; one-on-one consultations for digital marketing and visual merchandising to build online and in-store customer presence and boost productivity of the precinct generally; and innovative strategies to bolster precinct reputation, such as the Oxford Street activation strategy and the Mt Gravatt Central digital presence strategy.

CATEGORY:

Innovation

Moreton Says

MORETON BAY REGIONAL COUNCIL

Moreton Says is embedding community voices into Moreton Bay Regional Council's decisions to address the challenges and opportunities for growth.

Moreton Bay Regional Council is the third largest local government area in Australia and within the next decade, more than 250,000 people are expected to make their home in this region. A new approach was needed to navigate this change within their communities.

Moreton Says is a major engagement programme involving an innovative social licence research framework. This is the first time this research methodology has been applied across a local government area in Australia. It shifts away from the traditional reactive, complaints-driven model, to a trust and social licence based model for involving communities in future planning and operations.

Developed through extensive internal engagement and with research partner, Voconiq, Moreton Says involves a series of region wide surveys driven by an engagement programme. The programme is about keeping track of the things that matter most to the community. It captures community values, identifies communities of interest and measures trust and approval of Council over time. Survey results are available to all staff and Councillors and shared with community to ensure transparency and to build capacity.

More than 4,000 people participated in the initial Moreton Says survey in 2021 and regular surveys are now being undertaken to dive deeper into key issues and projects. The research framework is providing the valid evidence upon which courageous conversations are being conducted with Moreton Bay communities.

Mosquito Treatment Drone Trial

REDLAND CITY COUNCIL

Redland City Council is leading the way with an innovative approach to mosquito management. In a South East Queensland-first, this coastal council partnered with agricultural technology company, Proagco, to develop and use drone technology to treat for mosquitoes in hard-to-reach, environmentally sensitive areas within Moreton Bay Marine Park.

Mosquito management is typically labour and resource intensive, involving the use of quad bikes and amphibious vehicles and sometimes requiring officers to apply chemicals by hand while wearing 25kg backpack sprayers.

By incorporating the use of drones into its programme, Redland City Council has reduced its environmental footprint, improved accessibility and working conditions and decreased treatment times and cost. Quicker response times have also allowed Redland City Council to adapt and respond to increased service demand, as seen in the recent wet weather events.



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CATEGORY:

Sustainability

Net Zero and Next Gen Climate Change Resilient Council

CITY OF LOGAN

The City of Logan is a vibrant and diverse city experiencing unprecedented expansion. Bubbling beneath Council's vision to be a green city and balance growth with living green and sustainability, you find a place filled with big-hearted achievers helping each other and the city to be extraordinary.

City of Logan has committed to be Net Zero by the end of this year, and to be a Next Gen Climate Change Resilient Council – demonstrated through its Climate Change Resilience Strategy, delivery of a range of renewable energy and sustainability initiatives and leadership of the South East Queensland Climate Resilience Alliance – a model for local governments Australia-wide.

CATEGORY:

Teamwork

NRL hits Central Queensland

ROCKHAMPTON REGIONAL COUNCIL

One Team is an overarching staff value at Rockhampton Regional Council and all aspects of officer behaviour. When the opportunity arose to host and support a series of NRL premiership games in Rockhampton and without a dedicated workforce or processes for an outdoor event of this calibre, staff from around the organisation assembled to develop a project team of skilled staff with key areas of expertise. The project team developed a model that supported the needs of the event in conjunction with the venue operators and engagement with the community who were excited at the prospect of seeing their favourite team play on their home field.

The success that followed was both unprecedented and unexpected with excited volunteers turning up at the event to help support the ticketing staff at entry points. This act of generosity given freely from local football clubs and schools for an opportunity to be involved in such an exciting event. It came at a time where COVID-19 restrictions were cumbersome and an event to uplift spirits was timely.

Teamwork and collaboration between Council departments, industry and the community are all contributing factors to this project's success.

CATEGORY:

Collaboration

Philip Street Communities and Families Precinct

GLADSTONE REGIONAL COUNCIL

With rapid population growth and demographic change placing ever-increasing pressure on Queensland's social infrastructure, an innovative regional council has introduced a unique collaboration-based model to deliver vital services to its community.

Gladstone Regional Council's Philip Street Communities and Families Precinct brings together core social and human services in one location, connecting people with support and opportunities for inclusion. The Precinct – the first of its kind in Queensland – currently connects the community with service providers including Council, the Department of Children and Community, the Salvation Army and more.

Having essential services located in one conveniently accessed hub has significantly strengthened partner relationships and dramatically improved the referral process between organisations. And, because community members can easily access multiple services and resources in one place, they save significantly on time, travel costs and stress.

As word of the new facility offering the benefits of 'one location, many services' has spread, the Precinct is only getting busier, accessed by approximately 1,000 community members each month for a huge variety of reasons.

Gladstone Regional Council's ground-breaking model is sure to be adopted by other Queensland councils seeking a more collaborative and effective way to provide communities with access to critical support, resources and services.

CATEGORY:

Collaboration

Planning and Regulatory Services Alliance Initiative

ROCKHAMPTON REGIONAL COUNCIL

Rockhampton Regional Council and Fraser Coast Regional Council have worked in collaboration toward a common goal in striving for consistency and efficiency.

As local governments seek to build liveable communities, regulatory services teams work tirelessly in the background to ensure that the expectations set by the community are upheld. Regulatory services generally cover a variety of tasks, from local laws, planning and building to compliance with State laws. Working to achieve a liveable community is a job that staff do with pride, and contemporary local governments are always looking for the best ways to achieve it.

Working in collaboration with Fraser Coast Regional Council provided great insights into how other organisations work, and allowed experienced officers to demonstrate to up and coming officers, their skills, abilities and processes.

Together the Councils showed that by working together and supporting each other, Councils can achieve great things.

CATEGORY:
Collaboration



Pop-up Shop Programme

BRISBANE CITY COUNCIL

Brisbane City Council's Pop-up shop programme demonstrates how collaboration between business and local government can be a win-win for both the local economy and residents. Council's Pop-up shop programme connects owners of vacant properties with small businesses looking to establish a storefront for the first time. Council facilitates collaboration between the businesses and property owners, provides grants to support the pop-up, and offers sample occupancy clauses to assist participants with the legal requirements.

The programme provides small businesses with an opportunity to trial a bricks-and-mortar store rent-free for a short period, to test the market. Additionally, by activating empty shopfronts, the programme helps stimulate the local economy, increasing business and consumer confidence and providing residents with more access to retail and services they need.

Since commencing in 2020, the Pop-up shop programme has connected 18 businesses with vacant premises. Of the 12 successful matches to June 2021, four businesses went on to become long-term tenants, demonstrating a 33% success rate beyond the programme intent. There is a high level of interest in the programme (more than 100 businesses registered in 2022 so far).

CATEGORY:
Collaboration and Teamwork

Project T2 – Our Business | Our Software | Next Level

SOUTH BURNETT REGIONAL COUNCIL

The South Burnett Regional Council announces the launch of *Project T2 – Our Business | Our Software | Next Level* with its maiden project being the successful migration of its core business software to a cloud-based platform.

The adoption of cloud services will unlock opportunities in service delivery and allow for greater mobility of the workforce. Project T2 is a gateway to assisting Council in identifying other areas of organisational improvement which will result in greater efficiencies and cost savings.

As part of this improvement process and Project T2, Council will be implementing a guided online self-service portal in which the community can securely submit requests for service and follow up on existing requests.

South Burnett Regional Council continues to remain committed to working with the community to improve service delivery.

CATEGORY:

Collaboration & Innovation

Public Space Liaison Officer Programme

CITY OF GOLD COAST

In a post pandemic world where individuals and families are experiencing mounting financial and emotional pressure, homelessness is a growing concern in any community globally. The City of Gold Coast has acknowledged there is a place for local government to be involved as they respond to the impacts of homelessness in public space.

The City implemented the Public Space Liaison Officer (PSLO) programme, where officers engage with individuals experiencing homelessness, linked them to services and supporting pathways out of homelessness.

In the first 12 months, officers actioned 965 complaints, conducted 2,139 on the ground reactive and proactive inspections, interacted with more than 6,000 individuals and referred 361 individuals to services. PSLOs conducted collaborative patrols with outreach agencies, including the Queensland Police Service and homelessness services, in hotspot locations over 200 times.

The City's community-based compliance method has fostered willingness to consider alternate approaches, driving change both internally and within the community, strengthening stakeholder relationships and inspiring other local government areas to take up the challenge to implement their own PSLO programmes to support their community and vulnerable residents.

CATEGORY:

Collaboration

Reconciliation Action Plan

MOUNT ISA CITY COUNCIL

Mount Isa City Council has taken a crucial step towards securing a leading role in reconciliation in the community by adopting a Reconciliation Action Plan (RAP).

The action plan was developed by a 15-member working group that is led by Indigenous long-term members of the Mount Isa community and includes a majority of Indigenous Council staff.

Objectives include:

- Increasing the understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.
- Researching best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.
- Improving employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.
- Increasing Aboriginal and Torres Strait Islander supplier diversity, to support improved economic and social outcomes.

Mayor Danielle Slade said the RAP will help to build a better and more equitable experience for Aboriginal and Torres Strait Islander people who live in and visit the community, now and in the future.

"There are significant opportunities and actionable goals that will help to promote reconciliation in the community, strengthen relationships with Aboriginal and Torres Strait Islander stakeholders and organisations and build respect for Aboriginal and Torres Strait Islander cultures and histories.

CATEGORY:
Sustainability

Recreation Parks Plan 2021-2031

SUNSHINE COAST COUNCIL

Whether picnicking, exploring playgrounds, connecting with nature, improving your fitness or celebrating a special occasion, Sunshine Coast parks connect with residents and visitors in many different ways.

Sunshine Coast Council has recently developed the Sunshine Coast Recreation Parks Plan 2021-2031 to serve as a roadmap for parks on the Sunshine Coast. The document is a planning tool that supports Council's commitment to preserving spaces and parks to promote a healthy lifestyle and environment on the Sunshine Coast.

Endorsed by Council in December 2021, the Recreation Parks Plan will assist park planners and managers within Council and the development industry to design and deliver recreation parks that achieve Council's strategic goals. It will also assist the community in understanding how, why and where council locates park activities and infrastructure that support their recreation.

The Recreation Parks Plan is one of many ways Council is delivering on its Environment and Liveability Strategy, which provides long-term direction to guide growth and shape a sustainable future for our region.

The plan demonstrates Council's intention to enhance the variety of services that recreation parks provide for Sunshine Coast communities to complement the region's character and lifestyle. The plan was created to ensure that community values are always reflected in the design, management, operations and maintenance of parks.

CATEGORY:
Collaboration

Rockynats01

ROCKHAMPTON REGIONAL COUNCIL

The inaugural Rockynats event was held over Easter 2021 and cars raced, lapped, drifted and dragged to great success thanks to enthusiastic and valued supporters. With involvement from major stakeholders and local suppliers, from emergency services, traffic management, security and first aid, through to temporary fencing, portable toilets, shuttle buses and tents, each and every party united to deliver a one of a kind event to Queensland.

This event captured the hearts of the Rockhampton community, building an event from scratch. In collaboration with local businesses, sponsors, community groups, national supporters and volunteers, Rockynats01 put Rocky on the Radar and the team is now preparing for Rockynats02.

This event gave another reason for people in the region to be proud to live here and be involved in this signature event. This event is a true indication of what can be achieved and how a whole community can benefit when effective collaboration is used successfully.

CATEGORY:
Innovation

Safety Squad Programme

TABLELANDS REGIONAL COUNCIL

Tablelands Regional Council's (TRC) new Safety Squad members are ready to tackle any disaster head on.

Year 5 and 6 students from local primary schools take part in the Safety Squad Programme with the help of Queensland Fire and Rescue, Rural Fire, SES, Queensland Police Service, Queensland Ambulance Service, Australian Red Cross, the Tablelands Radio and Electronics Club and the Queensland Electrical Safety Office.

Students learn that disaster is everyone's business and that, if they are well prepared for anything that comes their way, the impact of the disaster on their families, schools and community may be lessened.

A tour of the Local Disaster Coordination Centre (LDCC) combined with hands-on experience making a 000 call, performing CPR, calling for help on a radio, testing electrical safety switches, and practice working with the Guardian Programme in the operations room of the LDCC, showed students how the Local Disaster Management Group coordinates the preparation for, response to, and recovery from, disasters such as floods, fires, storms and cyclones.

This multi-agency programme successfully increases knowledge and capacity of the wider community by educating and empowering children to be active agents of change by taking key messages and resources home to their parents.

CATEGORY:
Community Shaping

Suburban Business Hub, Nundah

BRISBANE CITY COUNCIL

Brisbane City Council established the Suburban Business Hub in 2021 to provide a free and flexible space for businesses to meet, network, learn and grow outside the CBD.

The hub is not only a workspace, but a networking and education centre to guide businesses about where to access the information required for their business to flourish. Information is accessed in a variety of ways, including directly through the onsite Business Liaison Officers, regular information sessions such as 'Guide to Food Licencing' or 'Talk to Procurement', Council's upskilling programmes and networking events.

Local makers and artists are invited to display their work on a rotational basis on the artist wall or in display cabinets, which helps these artists gain exposure for their brand and expand their customer base.

The hub has quickly become a local business icon, where businesses know they are always welcome to work, network and grow their business.

After the February 2022 extreme weather event, the hub temporarily transformed into a Business Recovery Centre. Each day businesses were welcome to drop in to speak to Council officers and representatives from services and funding providers about business support.

CATEGORY:
Innovation

TEMPO – Temporary Employment Programme

FRASER COAST REGIONAL COUNCIL

Fraser Coast Regional Council focusses on skill development to enhance residents employability across the region.

Are you looking to upskill and try out new career options? The TEMPO Employment Programme aims to increase the employability of residents of the Fraser Coast region and help unlock career opportunities.

Candidates will participate in a skills development programme to enhance suitability for employment within Council or other employers. As part of the TEMPO pool, participants work as casual relief team members rotating in various Council departments as required.

It's all about upskilling the community and building a better workforce for Council and the Fraser Coast region.

CATEGORY:
Collaboration

The Hub Project

BALONNE SHIRE COUNCIL

One small rural community in remote south-western Queensland has developed a "Hub" Precinct project that is changing the face of collaborative learning, innovation and building capacity in the bush.

The small remote Shire of Balonne, with a population of just over 4,300 people in the Shire, took matters into their own hands with a vision of an imaginative and inclusive place for everyone where learning, innovation and building capacity for community, business and industry, are the core foundations.

"The Hub", located in the administrative centre of St George in the Balonne Shire, officially opened in March 2022. The Hub project is made possible with grants from the Commonwealth Government and a \$1 million contribution from Balonne Shire Council. The result is a co-designed, community-led, first-class \$5.6 million build equipped with the latest technology, dedicated tertiary study spaces (and after-hours access), library collection, teenage area, children's area, makers space (innovation, 3D printing, Agtech and robotics), e-meeting rooms and business spaces including working spaces for hire.

"This project is the result of really listening to our community and attracting key partners and stakeholders to deliver outcomes to secure a positive future for our Shire," said Mayor O'Toole.

A key component of the Hub is the inclusion of the tertiary education model, Country Universities Centre (CUC) Balonne. CUC Balonne was developed in partnership with Balonne Shire Council, St George and District Chamber of Commerce and the Country Universities Centre.

CATEGORY:

Community Shaping

The Rising Tide – Cooktown and Cape York Expo 2021

COOK SHIRE COUNCIL

The Cooktown and Cape York Expo 2021, the Rising Tide, was a community celebration and catalyst for regional economic renewal, highlighting Far North Queensland and Cape York's unique history, culture, visual art, performing arts, agriculture, tourism and both Indigenous and non-Indigenous business.

The event incorporated an action-packed, ten-day regional showcase of all Tropical North Queensland has to offer. The Expo focused on Cooktown and the surrounding region's historical heritage to inspire, challenge and educate locals and visitors.

It enhanced community wellbeing and increased awareness of the significant reconciliation story unique to the area.

CATEGORY:

Community Shaping

Wandoan Solider Settlers Avenue of Honour and Storytelling Project

WESTERN DOWNS REGIONAL COUNCIL

A community-driven initiative to commemorate Wandoan's Soldier Settlers is delivering fantastic outcomes for the Wandoan community and generating a fresh sense of pride among residents.

The Wandoan Soldier Settlers Avenue of Honour lines the pathway within O'Sullivan Park and features over 100 individual plaques commemorating each soldier settler family that moved to the area in the 1950s as part of the Commonwealth Government's Soldier Settlers Scheme.

"This is a hugely significant project for Wandoan and vital in preserving our region's rich history," Cr Tillman said.

Wandoan was an identified settlement area for returned soldiers between 1952 and 1954. Land blocks were drawn from a ballot across the two years, and honourably discharged soldiers were chosen to move to the area with their families and establish working farms. This proved to be hugely beneficial in developing the town and agricultural industries evident today.

The Avenue of Honour, which was officially opened in April 2021, has generated a fresh sense of community pride across the town and has led to further community projects in the area including a series of storytelling videos exploring the area's history, a new sculpture installation, new public mural and fresh landscaping activations.

This project has also led to stronger partnerships between the community, Council and industry to explore new opportunities to promote Wandoan and its unique history to the region and travellers.

The initiative was delivered as part of Council's COVID-19 Recovery Package in partnership with the Wandoan community, Wandoan RSL Subbranch, The Regional Arts Development Fund and Australia Pacific LNG.

CATEGORY:
Innovation

Warrens Hill Landfill Resource and Recovery Centre Capping Project

HINCHINBROOK SHIRE COUNCIL

Hinchinbrook Shire Council's commitment to environmental sustainability is no more evident than in the innovative capping works undertaken at the Warrens Hill Landfill and Resource Recovery Centre located outside of Ingham, North Queensland.

As one of the first Councils in Australia to adopt Bituminous Geomembrane (BGM) liner technology for landfill capping, Council's vision employed cutting-edge technology to rehabilitate and manage a shire landfill facility which had the potential of becoming a serious environmental issue in the future.

The main benefit of capping is to reduce the generation of the highly toxic liquid produced in landfill sites known as 'leachate' and prevent contamination of nearby groundwater resources. With BGM technology, this reduction after final capping could be as high as 90% of pre-capped levels.

BGM liner capping also improves the quality of stormwater runoff, reduces surface erosion and significantly reduces surface emissions of landfill gases. These new works also included the installation of a landfill gas management system and major upgrades to existing leachate and stormwater systems as part of the overall design.

The project, costing close to \$4 million, is the first stage of Council's rehabilitation management of the Shire's landfill facilities, with most of the drainage and earthworks undertaken by Council staff and local contractors and many materials locally sourced.

CATEGORY:
Workplace Wellbeing

Wellbeing Programme

MOUNT ISA CITY COUNCIL

Mount Isa City Council will now reimburse the membership fees of local sporting clubs for eligible Council employees, both new and existing, following a recent management decision. The initiative is thanks to the new Sporting Organisation Employee Access Policy.

The policy aims to encourage and support new and existing staff to invest in positive wellbeing choices and community connection when starting a role with Council. It means eligible staff will be able to receive a reimbursement of up to \$300 each year to cover fees paid for membership to a local sporting organisation, club, team or gym.

Mayor Danielle Slade congratulated the Council team on putting together the policy and said it would not only encourage Council staff to keep physically active, but would also support local sporting clubs and organisations.

"A significant number of Council employees are involved in local sporting groups and teams. Putting this initiative in place, will enable many of them to be reimbursed for their club, team or gym memberships - a great incentive for more of them to get out there and have a go," Cr Slade said.

CATEGORY:

Workplace Wellbeing

Worker Support

ISAAC REGIONAL COUNCIL

With employee wellbeing rising in priority for many as they return to the new working normal post COVID-19, organisations around the world are grappling with how best to support their people.

Isaac Regional Council has taken a unique approach to workplace wellbeing by creating a layered partnership initiative with multiple opportunities to address employee wellbeing. Council's 'worker support programme' is at the heart of the initiative and provides a framework for a range of support tools, tracking mechanisms and training to be embedded into the organisations culture.

Through a partnership with their Employee Assistance Provider, Isaac Regional Council has managed to tackle the challenge of workplace wellbeing and remove the stigma associated with mental health support.

CATEGORY:

Workplace Wellbeing

Workplace Health and Wellbeing

QUILPIE SHIRE COUNCIL

Quilpie Shire Council has taken staff health and wellbeing to a new level. Quilpie is an outback shire, situated 1,000 kilometres west of Brisbane which means it is 1,000 kilometres away from the kind of health care services most people take for granted.

Quilpie Shire Council decided that their workforce needed better access to services which would improve the physical, psychological, emotional and social health factors which impact people every day. Council has developed a Health and Wellbeing programme which provides services ranging from skin-checks, blood pressure and glucose tests, to encouraging healthy active lifestyle with subsidised gym membership and free swimming pool access and an employee assistance programme which provides face-to-face consultation –a rarity in the outback.

Council also provides financial planning and superannuation advice and dietary workshops – so every aspect of a healthy lifestyle is covered.

Quilpie Shire Council is proud to be able to offer this comprehensive range of services to its workforce, while the staff are enjoying the benefits of the programme.

Your home and living guidelines

MORETON BAY REGIONAL COUNCIL

Residents in Moreton Bay are being armed with practical tools to make their properties more flood resilient, climate smart and help contribute to an affordable lifestyle.

The Moreton Bay Regional Council, in collaboration with local architects, builders and designers has released three new home and living guides which are full of practical tips and smart ideas to achieve affordable housing and living with a more efficient and functional home. While Council can't prevent more storms and floods, it can help residents prepare for them - which is what the Flood Smart Buildings Guideline empowers the communities to do.

These guidelines are another step forward in Council's mission to reshape the region's planning, giving home and business owners the confidence to say these are the changes I can make to better protect my property.

Youth Innovation and Entrepreneurship

CITY OF LOGAN

In creating a new City Vision, the team from the City of Logan asked the community what they wanted to see in this vision. What came back was very clear – youth need to be at the forefront and young people's voices need to be heard.

The result was a statement in the Vision: We give youth the opportunity to have fun, to learn and to build meaningful relationships to be successful in life.

Logan has one of the highest youth populations nationally with a median age of 34. There are 68,000 young people (12-24) in the Logan region. While this presents challenges, it also creates opportunity and the City enjoys a cohort of diverse, passionate young people who are willing to get their hands dirty, to speak up, even when it's tough, and to learn through doing.

The City of Logan's current youth unemployment sits at 16 per cent and is the 11th highest out of 107 regions nationally. To contribute to addressing this, the Innovation and City Transformation team has developed several programmes to support innovation and entrepreneurship in the city including:

- CityStudio Logan which seeks to create pride in the City through partnerships with Council, youth, teachers, schools and local organisations addressing City challenges and making an impact. Using innovative tools, the students are matched with Council branches to solve civic challenges across Logan and solutions are implemented within city
- Catapult focuses on innovation and employment; providing young people with the opportunity to develop the capabilities and networks that will make them more employable, no matter what pathway they take.
- Creating Your Future Job is about providing equal opportunity for all and enabling young people to get a taste for running a real, income-generating small business and targeting disengaged and at-risk youth.

Yugambeh Language Project – Jarjum

SCENIC RIM REGIONAL COUNCIL

A new children's book that celebrates the local Yugambeh language was officially launched in Beaudesert. The book, Jarjum Gurema, was funded by the First 5 Forever Programme and created in partnership with Mununjali Housing Development Company Pty Ltd.

Scenic Rim Mayor Greg Christensen said it was important to recognise and celebrate the language, stories and songs of our Indigenous community. "Jarjum Gurema is a wonderful, colourful and vibrant book that children and adults of all ages will love reading," he said.

Every page has been beautifully designed with original illustrations to engage the reader and provides easy to read pronunciations of words in the Yugambeh language, allowing families to engage with and learn the language.

Gold Coast Titans half back and local Beaudesert and Mununjali man, Jamal Fogarty worked as a Scenic Rim Community Literacy Champion to promote the book and to support a local literacy programme for the Scenic Rim's youngest residents.

"It's pretty special to be the community literacy champion for my hometown and community and I hope I can have a positive impact with this role," he said.

The First 5 Forever is an initiative of the Queensland Government, coordinated by the State Library of Queensland and delivered in partnership with local government.

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22 AWARDS FOR EXCELLENCE

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THANK YOU

LGMA would like to thank all councils who have nominated projects, teams or individuals in the 2022 Local Government Awards for Excellence.

We thank the corporate partners for their support of this initiative which seeks to recognise the hard, and often ground-breaking, work Queensland councils undertake to support their communities.

We look forward to seeing you in Brisbane at the Gala event on Thursday 26 May 2022 from 3.30-7.30pm.

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