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LOCAL GOVERNMENT PROFESSIONALS AUSTRALIA, SA

23^D ANNUAL
LEADERSHIP
EXCELLENCE
AWARDS

EXCELLENCE IN PEOPLE AND
CULTURE FINALISTS

23RD ANNUAL LEADERSHIP EXCELLENCE AWARDS

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City of Charles Sturt Media, Marketing and Communications Team - Recognising our Values Program

The City of Charles Sturt's (CCS) organisational values of passionate, courageous, caring, and progressive inspire their employees to deliver exceptional service for their community every single day.

The 'Recognising Our Values' program was created during the height of COVID to connect employees with the CCS organisational values, and to highlight the ways CCS teams were providing service to their community. The strength of the program is in promoting a culture of celebrating others, from all departments of their 500 strong council. Employees working across a range of equally important fields from Finance to Irrigation to Arboriculture to Customer Contact all had the opportunity to learn more about their colleagues and why all roles are so important.

The program has continued to gather momentum each year, with the 2023 iteration attracting unprecedented levels of employee participation and engagement.

The program encompassed a confidential nomination and voting process which received record engagement from staff, and culminated at Council's end-of-year All Staff Forum where nominees and recipients were recognised and acknowledged in a fitting farewell for the year.

The campaign strengthened employees' connection with Council's values, and indeed one another. It further embedded CCS' commitment to the community whilst encouraging, motivating, and acknowledging the organisation's most important assets – the employees themselves.

It is a low to no-cost initiative and aligns with Ombudsman's findings for Reward and Recognition within the sector and is a viable and sustainable prototype that can be applied across the sector, with Council willing to share with others.

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City of Onkaparinga People and Culture Team – Skills Based Workforce Planning Project

Faced with skills shortages, talent attraction challenges and an uncertain future needs forecast, in 2022 the City of Onkaparinga embarked on a project to build a skills-driven workforce plan. The mission was simple: Build an agile, adaptable, and future-ready workforce.

In practice, the challenges were significant. Onkaparinga had a decentralised skills database, with information spread across 500+ individual position descriptions. There was no integration of skills data in the council's HRIS and no consistent methodology for describing skills.

City of Onkaparinga's approach was to align its skills catalogue with the Australian and New Zealand Standard Classification of Occupations (ANZSCO). This allowed the council to standardise its description of skills.

Having assessed each of the council's 500 position descriptions and mapping them against the ANZSCO, City of Onkaparinga now has the data required to develop a talent pipeline that can adapt to changing business needs, anticipate talent supply restraints, embrace new technologies, and stay ahead of market trends.

Better still, the standardised database applies to roles across all councils, with staff at City of Onkaparinga busily sharing the work and the database for the benefit of the entire sector. This is a game-changing approach to workforce planning freely available to all councils.

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City of Port Adelaide Enfield People and Culture Team - Mentally Healthy Workplace Framework

The City of Port Adelaide Enfield (PAE) has developed a Mentally Healthy Workplace Framework, an innovative initiative transforming WHS, addressing psychosocial hazards affecting frontline workers. Prompted by an increase in reported incidents, totalling 81 over two years (constituting 11% of all reported incidents), PAE's response was driven by a strategic vision. The Mentally Healthy Workplace Framework goes beyond WHS compliance, aiming to prevent incidents and foster a mentally healthy workplace.

Led by the People and Culture Team, consultations, incident analyses, and mental health surveys resulted in a profound understanding of psychosocial hazards. PAE mapped existing controls, crafted a model psychological safety framework, and forged partnerships with mental health specialists for targeted training.

There have been several notable accomplishments including 52 frontline workers and 18 leaders being equipped with essential skills in de-escalation and conducting debriefs, the development of a robust incident response mechanism supplementation of the Employee Assistance Program with specialised counselling services, implementation of a dedicated wellness space, and a wealth of intranet resources promoted to staff.

An important shift was recognising the need for different approaches to trauma-related and accumulated stress. Achievements extend beyond PAE, aligning with national blueprints and offering insights transferrable to councils nationwide. This initiative encapsulates a transformative journey, igniting a cultural shift towards workplace well-being.

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District Council of Yankalilla Intranet Team - Yankalilla Online Directory Assistant

Imagine a workplace where collaboration is seamless, information flows effortlessly and team connectivity is at the heart of productivity. Welcome to the imminent future of the District Council of Yankalilla (DCY) with their locally designed and implemented intranet project. Their mission was to revolutionise how their teams communicate, share and collaborate.

The Yankalilla Online Directory Assistant (known as YODA) is not just a platform; it's a catalyst for innovation and efficiency. Council is creating a digital workspace that connects every department and individual within DCY through a systemised and simple interface - a centralised hub where information is accessible in real-time, fostering quick decision-making, delivering on the strategic plan and boosting productivity.

YODA has been 100% built by DCY staff on the SharePoint platform. It contains customisable dashboards, interactive forms, news, and links to Councils most regularly used tools. Whilst in its infancy, YODA is internally owned and managed by champions from each department. It is empowering employees to collaborate with ease, breaking down silos and enhancing cross-functional teamwork.

YODA is a platform designed to exceed the unique needs of the DCY team and could benefit any Council. Staff own, develop, update, refresh, connect, collaborate, and deliver together on YODA.

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