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20TH ANNUAL
LEADERSHIP
EXCELLENCE
AWARDS

EXCELLENCE IN CUSTOMER SERVICE
OR EXPERIENCE

FINALISTS

20TH ANNUAL LEADERSHIP EXCELLENCE AWARDS

Award Finalists EXCELLENCE IN CUSTOMER SERVICE OR EXPERIENCE

THANKS TO



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City of Adelaide UPark Team - UPark Plus Project

UPark, City of Adelaide's owned and operated off-street car parking business, partnered with local businesses, ADVAM and Designa Australia, to introduce a new ticketless parking platform, 'UPark Plus'.

As a holistic solution, providing a consistent experience across all UParks, UPark Plus delivers a brilliant customer experience including a range of customer incentives, discounted car parking rates and special deals. The overall strategy of this customer centric system is to improve the customer experience while providing a foundation for maintaining UPark's competitive position and growing market share.

UPark Plus launched 1 April 2020, fast tracked due to the COVID-19 pandemic. Providing safe, touch free parking, UPark Plus was identified as one method to support essential groups coming into the City. As part of City of Adelaide's \$4 million Covid -19 support package they provided a discounted daily capped fee of \$8 at all UParks. By reducing the daily parking rate, City of Adelaide supported businesses and workers who were providing essential services, as well as visitors coming into the city for important goods and services.

The total cost of the software development was recovered within seven months of launching UPark Plus.

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City of Burnside Assets & Infrastructure and Innovation & Technology Teams - Capital Works Interactive Website Project

The Capital Works Interactive Website, an interactive online map developed by the City of Burnside, provides the community with easy access to useful information on Council's Capital Works Program.

Previously, an extensive list of projects that formed the Capital Works Program was manually uploaded onto a Council webpage. The published list was difficult for end-users to read and imposed a significant workload on Council staff who were required to extract data from established Asset systems and reconfigure it to display in a web friendly format.

In May 2020, the Assets and Infrastructure team at the City of Burnside, in close collaboration with the Innovation & Technology team, commenced an improvement process. The end product, the Capital Works Interactive Website went live in November 2020 and allows members of the community to see and navigate projects on a map, with the ability to filter by geographic location or type of project, with the website also displaying information on progress and forecast start and completion dates.

Source data informing the map is read directly from Council's Asset server, which means no extra work is required from Council staff to keep the map updated.

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City of West Torrens Community Services Team - Community Service Customer Experience Response to Covid-19

In March 2020 the City of West Torrens' Hamra Centre Library and two Community Centres closed in response to the Covid-19 pandemic. However, with customer experience and interaction being the main focus of community services, services were quickly adapted. Throughout the Covid-19 period the Active Ageing, Commonwealth Home Support Program (CHSP), Community Development, Library Services and Community Centre teams worked collaboratively to provide services and resources to customers in new and innovative ways. Inevitably, most community programming was temporarily suspended in order to limit the spread of COVID-19 meaning it was vital to put measures in place to reduce the impact of isolation and loneliness.

Together, the Community Services Team helped support the physical, psychological and social wellbeing of residents to stay at home, through the implementation of many Covid-19 safe initiatives including a physically distanced and sanitised drive through Click, Call and Collect service, greater access to WiFi and technical support, delivery of programs online, free Mystery Busy Bags for families, welfare checks and driveway visits and a click and collect native plant giveaway.

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