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21ST ANNUAL
LEADERSHIP
EXCELLENCE
AWARDS

EXCELLENCE IN PEOPLE AND
CULTURE FINALISTS

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21ST ANNUAL LEADERSHIP EXCELLENCE AWARDS

Award Finalists EXCELLENCE IN PEOPLE AND CULTURE

THANKS TO



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City of Adelaide People Experience Team - Recognition Program Review Project

City of Adelaide (CoA) launched its new Recognition Program (The Program) in January 2021 to create opportunities for employees to not only connect but be recognised for their contribution.

A review of recognition initiatives was fast tracked in June 2020, as it was necessary to find new ways to continue recognising the great work of employees, in line with best practice principles regarding public spending.

Industry research and culture survey data, highlighted that CoA's new Recognition Program should create opportunities for employees to connect and be recognised for extraordinary work, be good for employees and business and at no cost to ratepayers.

The Program facilitates regular recognition and learning opportunities across the organisation, recognising individuals, teams and volunteers through three formal award processes, various ways of giving thanks and informal recognition, visible organisation wide. In 2021, the monthly Teams Achieving Greatness award received over 49 nominations, 55 recognition stories were shared online and over 100 nominations were received for the Annual Employee Awards.

An annual saving of over \$130,000 has resulted from the changes with feedback from employees consistent – they have enjoyed the simple, informal ways of sharing positive feedback and celebrating everyday positive actions, as well as continuing to recognise major projects and initiatives.

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City of Victor Harbor Mental Health First Aid Team - Mental Health First Aid in the Workplace Program

The City of Victor Harbor, as part of its commitment to providing a healthy and safe workplace has implemented a Mental Health First Aid (MHFA) Program, which has been awarded Gold Accreditation by Mental Health First Aid Australia.

Driven by professionals passionate about mental health and supported by an Executive Team who seek to improve organisational culture, the MHFA Program has proven benefits as evidenced by the positive feedback received from employees and ever improving organisational culture.

The MHFA Program includes:

- MHFA incorporated into organisational strategies such as the Community Plan 2030
- Development and implementation of a Mental Health First Aid Policy
- Member of management team appointed to champion MHFA
- MHFA incorporated into new employee induction processes
- MHFA incorporated into the workplace's communication's strategy including:
 - Monthly Safety Bulletin
 - Weekly staff updates
- Broad, diverse network of accessible MHFA Officers in the workplace
- MHFA training offered to a broad range of staff, including refresher training every three years
- Opportunities provided for MHFA trained persons to reflect on learning of MHFA training including debriefing sessions
- Availability of MHFA and vicarious trauma training included in Training Program and promoted across the organisation
- Collaboration with MHFA Australia to develop a case study of MHFA based on evaluation findings

The City of Victor Harbor can reduce workplace absences by supporting the mental health of staff, a preventative risk mitigation strategy with the added benefit of improving workplace culture.

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City of Charles Sturt Communications Team - Our People Mean the World Project

In recent years the City of Charles Sturt has used new technology to reinvent the ways in which it delegated work, shared projects and collaborated; delivering successful People and Customer Experience outcomes. In 2021, the challenge was using these reinvented ways of working to connect employees to new values and deliver urgent information to teams spread across many locations, whilst tracking their understanding and support for the information presented.

The City of Charles Sturt successfully championed change by prioritising internal communications to keep employees connected, regardless of work location or method. The two-fold strategic implementation included the introduction of WhatsApp for emergency communications (namely COVID-19 directions) and video messaging from the CEO or Mayor. The success of this approach, with 95% of employees engaged via WhatsApp, enabled the expansion of internal communications, carefully tailored to the recipient. With over 200 employees unable to readily access emails or Council's internal intranet, WhatsApp rapidly developed to become not only a one-way communication method, but a place to share stories and engage.

This strategy strengthened the organisation's values of being caring, passionate, courageous, and progressive, connecting colleagues during extended work from home and lockdown orders. It has focused on the people experience; balancing critical communications and storytelling, keeping employees safe, involved, and inspired as they delivered business continuity and value for money services to community.

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