



Local Government
Professionals
AUSTRALIA SA

LOCAL GOVERNMENT PROFESSIONALS AUSTRALIA, SA

22ND ANNUAL
LEADERSHIP
EXCELLENCE
AWARDS

EXCELLENCE IN CUSTOMER SERVICE
OR EXPERIENCE FINALISTS

22ND ANNUAL LEADERSHIP EXCELLENCE AWARDS

Award Finalists

EXCELLENCE IN CUSTOMER SERVICE OR EXPERIENCE

THANKS TO



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City of Adelaide Election Project Team - Voting Eligibility Checker Tool Project

In the lead up to the 2022 Local Government Election, the City of Adelaide Election Project team identified thirty-two separate voting eligibility scenarios. Using feedback from the community in previous elections, the team identified the need to simplify how the community is educated on their eligibility status to ensure they feel confident to participate in the democratic process. This led to the development of the Voting Eligibility Checker Tool - to assist customers to easily understand their voting entitlements. The development of this simple online tool allowed customers to not only discover their entitlements, but also receive information on the crucial next steps in the enrolment process, personalised to their individual circumstances. Online content was reviewed and updated on an ongoing basis to ensure readability and navigation of the legislative process.

The new online tool was used over 500 times during the enrolment phase. Its success was instrumental in increasing enrolments by 14.6% on the previous election and saw a 217% increase in traffic to councils enrolment web pages. From idea to implementation, the project focused solely on the customer (both internal and external) and was able to embed key Customer Experience principles into a legislative process, making it accessible, user-friendly and understandable for all customers.

Due to the overwhelming success of the tool, the team is currently exploring, in consultation with ECSA, the opportunities to expand and roll out this tool to the sector for future elections.

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City of Charles Sturt Community Connections Team - Ngutungka West Lakes Community Hub

Ngutungka West Lakes is a community hub that seamlessly integrates Library and Community Development offerings and has become a centre of excellence for literacy, learning, innovation and discovery. The City of Charles Sturt embarked on developing a new innovative service delivery model, one of which is embedded in customer experience and community development principles. This was driven by a desire to remain relevant to the community in response to a shift in the ways the community interacts with community facilities, as well as a gradual decline in the number of people accessing 'traditional' community centres and libraries.

The concept sees the blending of both libraries and community centres into an integrated cohesive hub, offering responsive innovative programs and collections, as well as an inviting 'third space' for the City of Charles Sturt's diverse community to connect with each other. When entering Ngutungka, community are greeted by Concierge volunteers and then guided through the welcoming spaces by the wayfinding signage and intuitive layout. Agile staff are positioned across the space, working from Pods enabling line of sight and a quick response to customers anywhere in the building.

Ngutungka has attracted a significant increase in 'new faces'. This is reflected in the increase in the number of unique visitors since opening in April 2022 – from a combined total of visitors to both the Community Centre and Library of 7,725 in 2021 to 11,863 patrons through the doors at Ngutungka - an increase of 34.9%. Program attendance has also shown a significant and consistent increase.

Ngutungka West Lakes offers a vibrant, agile, and responsive environment which continues to enhance the connections and creativity within the City of Charles Sturt community.

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City of Unley Development Services Unit - PDI Act Transition Project

The City of Unley undertook an early review of the impacts of the transition to the Planning, Development and Infrastructure (PDI) Act and Planning and Design Code (the Code) to ensure a seamless transition to the new legislative requirements, for both staff and community. This saw a proactive and comprehensive examination of resourcing and staffing, development of revised and tailored processes and delegations and an analysis of how to best meet customer service expectations in a sustainable long-term manner.

The review involved engaging staff of the Development Services Unit of Council in a detailed examination of the functions and tasks of the Unit, how each would be affected by the transition to the PDI Act anticipated at the time, and the skills, training and expertise required by the organisation into the future. The review brought about a refocusing of resources and staffing, to ensure that customer needs, particularly timeframes for turnaround of applications, were not only met, but exceeded. Staff were comprehensively trained in the online portal, enabling them to provide timely support to customers relating to this new process with Council communicating with the wider community to ensure they remained informed of the processes and timelines.

An early analysis and refocus of resources saw a successful implementation, with staff certainty and confidence of the review and new processes reflected in a 10-11 day turnaround for performance assessed applications not requiring public notification (compared to statutory 20 days), staff workloads enabling regular customer contact and updating on progress in accordance with Council's Customer Service Expectations and a refocusing of resourcing achieving savings of \$200,000 p.a for Council.

Timeframes of the PDI Act continue to be exceeded and staff have the confidence, processes and delegations to undertake their duties efficiently and effectively, whilst providing outstanding customer service to ratepayers.

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