



Local Government  
Professionals  
AUSTRALIA SA

LOCAL GOVERNMENT PROFESSIONALS AUSTRALIA, SA

22<sup>ND</sup> ANNUAL  
LEADERSHIP  
EXCELLENCE  
AWARDS

EXCELLENCE IN PEOPLE AND  
CULTURE FINALISTS

# 22<sup>ND</sup> ANNUAL LEADERSHIP EXCELLENCE AWARDS

## Award Finalists

## EXCELLENCE IN PEOPLE AND CULTURE

THANKS TO



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# 22<sup>ND</sup> ANNUAL LEADERSHIP EXCELLENCE AWARDS

## Award Finalists EXCELLENCE IN PEOPLE AND CULTURE

### THANKS TO



### City of Charles Sturt Field Services and Safety Teams - Safety Starts with Me Initiative

The City of Charles Sturt Safety Starts with Me Initiative was launched in March 2022, to improve safety performance across the organisation. Drawing from experience in the mining industry and creating a direct link between practising safety at work and returning home safely each night, the 'Safety Starts with Me' initiative was developed to increase buy in and strengthen Councils safety culture, through storytelling and the development of a set of 'sacred rules of safety'.

Team members created a script demonstrating how everyday decisions impact safety, capturing some of the reasons staff want to return home safe at the end of each day. With funding from LGRS, the collaborative team, made up of passionate and progressive staff from multiple portfolios, produced a safety video, the sacred rules of safety and a Safety Starts with Me logo. On launching this new safety culture, council showed the video, discussed and presented the sacred rules of safety, and issued new branded PPE to teams, ensuring that the initiative and associated safety messaging are always front of mind. The focus is to keep it visible, keep it personalised, keep it inclusive and embed it.

The launch and ongoing Safety Starts with Me focus have been met with a dedicated commitment from council's field teams and safety representatives. Since implementation, a positive and proactive safety culture has developed, lost time injury has reduced by 61%, property related incidents have reduced by 12%, hazard reporting has increased by 73% with safety initiatives strongly embedded across the organisation.

Council is extremely pleased with the results achieved so far, and proud of the proactive safety culture now embedded within the organisation.

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### THANKS TO



### **City of Onkaparinga Learning and Development & Work Health and Safety Teams - Threatening Behaviour Training Program**

Threatening behaviour in the workplace is a serious issue which can have a significant impact on workers' health and wellbeing. All organisations have a responsibility to protect staff from threatening behaviour incidents by providing the appropriate tools to deal with events when they arise.

Threatening behaviour can occur in all workplaces but most commonly in industries that engage with the public or external customers. Approximately 14% of all incident reports made at City of Onkaparinga in 2022 related to threatening behaviour. Anecdotal evidence suggests the true figure is much higher, as many incidents remain unreported, with those in customer facing roles often accepting this as a 'normal part of their working day'.

In early 2022, the Learning and Development team, in collaboration with the Work, Health and Safety team, undertook a review of Councils existing face to face threatening behaviour training, identifying more than 700 staff that required some level of training, to provide them with the appropriate tools to respond to, and deal with, threatening behaviour incidents. Training this volume of staff was not time- or cost-effective. This led to the development and implementation of the Threatening Behaviour Training Program, designed to provide large volumes of council staff with the skills and knowledge to integrate practical personal safety strategies with de-escalation techniques to effectively manage aggressive, threatening and potentially violent behaviour.

The inclusion of online learning as part of the Program has significantly reduced training costs and has resulted in a total cost saving estimated at \$260,000. Not only has this program resulted in cost savings, but it has enabled council to provide this important training to all staff, including volunteers.

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### Kingston District Council - Active Ambassador Program

The Kingston District Council has successfully turned its employees into brand ambassadors to achieve a key progressive leadership aspiration and further embed council as a highly regarded employer of choice.

Council has embedded its organisational values of community, respect and courage into an 'Active Ambassador Program', which puts its people, council's most valuable asset, front and centre of all projects, programs and most importantly, the things they stand for in the community.

Roll out of the program has seen staff produce workplace calendars for 2022 and 2023 – promoting workplace safety and workplace wellbeing respectively. With a commitment to innovation and a 'can-do' attitude, the entire team have championed local, state and national causes, produced promotional and awareness videos, raised funds for local and non-local causes and worn virtually every colour of the rainbow in support of numerous community health and wellbeing campaigns.

This happy, engaged and motivated team has an enviable culture which has seen it unite in support of its local sporting teams, walk hundreds of kilometres for the Royal Flying Doctor Service, host community RUOK Days two years running as well as facilitating 'Kindness for Kingston' community initiatives. All staff have provided photographic clearances, enabling not just the ambassador initiatives to be showcased publicly, but many other incredible initiatives.

Council's Active Ambassador Program is widely transferable due to its simplicity, with small steps having a huge impact.

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### Wakefield Regional Council's 'One Team' - One Team Culture Program

Wakefield Regional Council knew that 'One team' of employees who are empowered, positive, respected and valued would be the key to delivering its ambitious Wakefield 2030 Community Plan.

In the past 36 months, staff from across Council have worked on a 'One Team' program to develop a culture brand and framework including:

- A new set of values to guide how employees deliver services for the community
- A culture team to engage across the organisation and introduce inspiring ways of bringing organisational values to life
- A 'One team' approach to workforce health and safety
- 'One team' sessions to celebrate the achievements of Wakefield 2030 encouraging teams to take time to reflect on the journey towards the community's vision.

Not only have team silos been abandoned in favour of cross-team collaboration, and a 'can-do' ethos replacing apprehension, council's clear, but bold vision for the future is being carried forward with a renewed sense of energy and commitment.

Council's annual staff survey in March 2022 showed outstanding results, with significant increases in the following areas:

- People are supportive of each other – 41% increase
- Employees being thanked or recognised – 55% increase
- Working together – 38% increase
- Viewing the organisation as a single organisation rather than a group of separate silos – 59% increase
- Feeling valued – 43% increase
- Viewing the organisation as having a strong focus on customer service – 40% increase
- A sense of pride in working at Wakefield Regional Council – 41% increase

The scale of work undertaken in the past 36 months has been phenomenal for such a small team and is testament to how the 'One team' approach and culture values are not only positively impacting staff, but in turn delivering results for the community.

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