

HR NETWORK



THE CITY OF WEST TORRENS: THE EXPERIENCE. THE TECHNOLOGY. THE CHANGE.

When / Wednesday 29 May 2019

Where / City of West Torrens Depot,
240-280 Morphett Road, North Plympton

Time / 9:00am – 12:00pm
Includes morning tea

Investment (Inc GST) /
Attendance is free; however, registrations are essential

Register online /
www.lgprofessionalssa.org.au/event-3289969

Registrations close / Wednesday 22 May 2019

PROGRAM

9:00 am	Arrivals, tea and coffee
9:15 am	Welcome
9:20 am	City of West Torrens: The Experience. The Technology. The Change.
10:05 am	Tour of Depot Site
10:20 am	Morning Tea
10:35 am	2019 Excellence in People & Culture Award Finalists
11:35 am	Hot Topics
12:00 pm	Event Close

NETWORK FORUM AIMS

- ∴ Promote sector sharing and excellence
- ∴ Take time out of the office to think and reflect
- ∴ Build your professional networks
- ∴ Broaden your perspective of the sector
- ∴ Be inspired by best practice

THE EXPERIENCE

The City of West Torrens have set out on a journey towards Customer Experience Excellence. Their focus on strong collaboration, engagement across the organisation and inclusivity of the voice of their customers and employees has allowed them to develop a framework for their organisation to work towards.

Christine Inkster, Team Leader Service Centre will share with you how they have used insights gained from both their customers and employee research to shape the framework.

THE TECHNOLOGY

Over the last couple of years technology initiatives have helped transform how the City of West Torrens staff go about their business and how the community now have more choice in how they engage with Council. Chris James, Manager Information Services will provide examples of mobilising the workforce, providing a public GIS portal, changing to omni-channel engagement, engaging via a customer-centric website and most recently unleashing chatbots.

THE CHANGE

The field staff at the City of West Torrens were recently relocated to a new Depot site. With change can come uncertainty and there are often layers of complexity to navigate.

In this presentation, Peter Richardson, Manager City Operations will share the change management process undertaken for the relocation, the impact it had on the team and how the field staff are embracing their new digs.

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About Local Government Professionals Australia, SA

Local Government Professionals Australia, SA is a not-for-profit member based association representing professionals working in local government in South Australia. We have the ability to link and connect people from different councils who may not otherwise form relationships or share with each other. Our high quality professional development programs and networking events are uniquely local government – reflective of the culture of the sector and sensitive to the needs of its professionals. The content of our events and programs are informed by our members and people who genuinely care about the sector. We provide a safe and supportive environment in which to grow and learn while creating opportunities to make time away from the office to work on the business or on self. We award and acknowledge achievements of excellence.

Developed by the sector, for the sector

All proceeds from our networks are directly reinvested to further develop the local government sector through continued support of professional networks, events and learning and development initiatives for local government professionals.



More Information

All forum queries can be directed to **Tahlia Willey, Network & Program Officer** on **8291 7994** or **0428 340 008**.

JOIN US!

Registrations for this event are open to Local Government Professionals, SA members, council employees and employees of regional subsidiaries.

For further information please contact **Tahlia Willey, Network & Program Officer** on 8291 7994.

MORE INFO

EXCELLENCE IN PEOPLE AND CULTURE – 2019 AWARD FINALISTS

The Local Government Professionals Australia, SA Leadership Excellence Awards Program recognises outstanding achievement and innovation in local government.

Our 2019 finalists for the People and Culture Award are:

- City of Marion – Reward and Recognition Program
- City of Holdfast Bay – Field Services Career Classification Structure
- City of Playford – City Operations Culture Umbrella

We are pleased to invite our 2019 finalists to share their fantastic initiatives with the HR Network.

See below to read more about our award finalists.

CITY OF MARION – REWARD AND RECOGNITION PROGRAM

An enhanced employee Reward and Recognition Program has been implemented at the City of Marion with a view to positively impacting employee morale, productivity and to ensure recognition is authentic and meaningful.

The program was implemented in response to employee feedback regarding the level of real impact of the previous program. It differs from other recognition programs provided in house by broadening beyond rewards/gifts for employees, going much deeper focusing on recognition and the value an individual brings to the workplace. It recognises the positive impacts on the employee of volunteering and providing service to community members.

Based on four pillars of recognition: Formal ('STAR Award' and 'Innovation Award'), Informal, Giving back to the Community, and Connectedness, the program's catch phrase is 'Catch a colleague doing something great'.

Leaders are empowered to recognise staff through supporting the values, Customer Experience Charter, goals, objectives and priorities, via positive reinforcement of desired behaviours and performance and to enhance employee engagement.

The enhanced program has resulted in increasing employee recognition by 5.3 percentage points up to 74.8% since program implementation (industry benchmark 59.5%), demonstrating the impact the program is having on how valued, appreciated and recognised employees feel, which in turn has positive impacts on engagement, productivity and delivery to the community.

Contact:

Steph Roberts, Manager Human Resources, City of Marion

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CITY OF HOLDFAST BAY – FIELD SERVICES CAREER CLASSIFICATION STRUCTURE

During the 2015 Enterprise Agreement negotiations, a commitment was made between the AWU and the City of Holdfast Bay to review the existing classification structure for the outside workforce within Field Services. A working party was formed in 2016 to commence the review, consisting of three Fieldworkers and the Manager People & Culture. The focus of the review was to develop a cost effective classification structure which would provide much needed leadership within the field, and career path opportunities based primarily on identified behavioural competencies.

A draft career classification structure was developed by the working party which formed part of the Enterprise Agreement negotiations of 2018. Negotiations have been completed, with the new career structure implemented from July 2018.

The result is a unique career classification structure that links directly to the organisational culture and services provided by Field Services. The concept and methodology is transferable across local government. In a time where it has been identified that personal characteristics and behaviours are as important as technical ability, it has provided a modern career structure for the outside workforce which had previously been bound by out-dated, technically focussed industrial instruments.

Contact:

Sharon Somerville, Manager People and Culture, City of Holdfast Bay

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CITY OF PLAYFORD – CITY OPERATIONS CULTURE UMBRELLA

The City of Playford's City Operations team is responsible for the maintenance of roads, footpaths, reserves and playgrounds across Playford. With 125 members in a variety of roles, who work across multiple locations and of various ages and backgrounds, the City Operations team is a diverse group that must work together to deliver quality services and value to the Playford community.

The City Operations Consultative Forum (CF) was established in 2014 and provides an environment for staff from all levels to regularly meet to address common issues, raise ideas for improvements and foster strong working relationships. In 2018, the CF identified culture as a key element to being a productive team. While the City Operations culture wasn't seen as an issue, there was a desire to prioritise culture as a way of increasing collaboration and communication, improving quality of work and increasing productivity.

The CF initiated the development of a City Operations Culture Umbrella to identify and define its culture and develop tactics to help it grow. The Culture Umbrella includes the main themes of safety, teamwork, quality and innovation. It was launched on August 30, 2018 at an event attended by all City Operations staff.

Contact:

Christie Russell, Senior Project Lead, Strategic Projects & Assets, City of Playford

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