



2021-22 Operational Plan Quarter Two

Collective Delivery



Gladstone Regional Council would like to acknowledge the traditional custodians of this land, the Byellee, the Gooreng Gooreng, the Gurang and the Taribelang Bunda people.

We pay respect to their Elders past, present and emerging.

We would also like to extend that respect to other Aboriginal and Torres Strait Islander people in our region.

Connect. Innovate. Diversify.

The 2021/22 Operational Plan is Council's first annual Operational Plan, outworked from the 2021-26 Corporate Plan. This Quarterly Report reports on the progress of these plans.

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Introduction

Welcome to Gladstone Regional Council's second Operational Plan Quarterly Report for 2021/22.

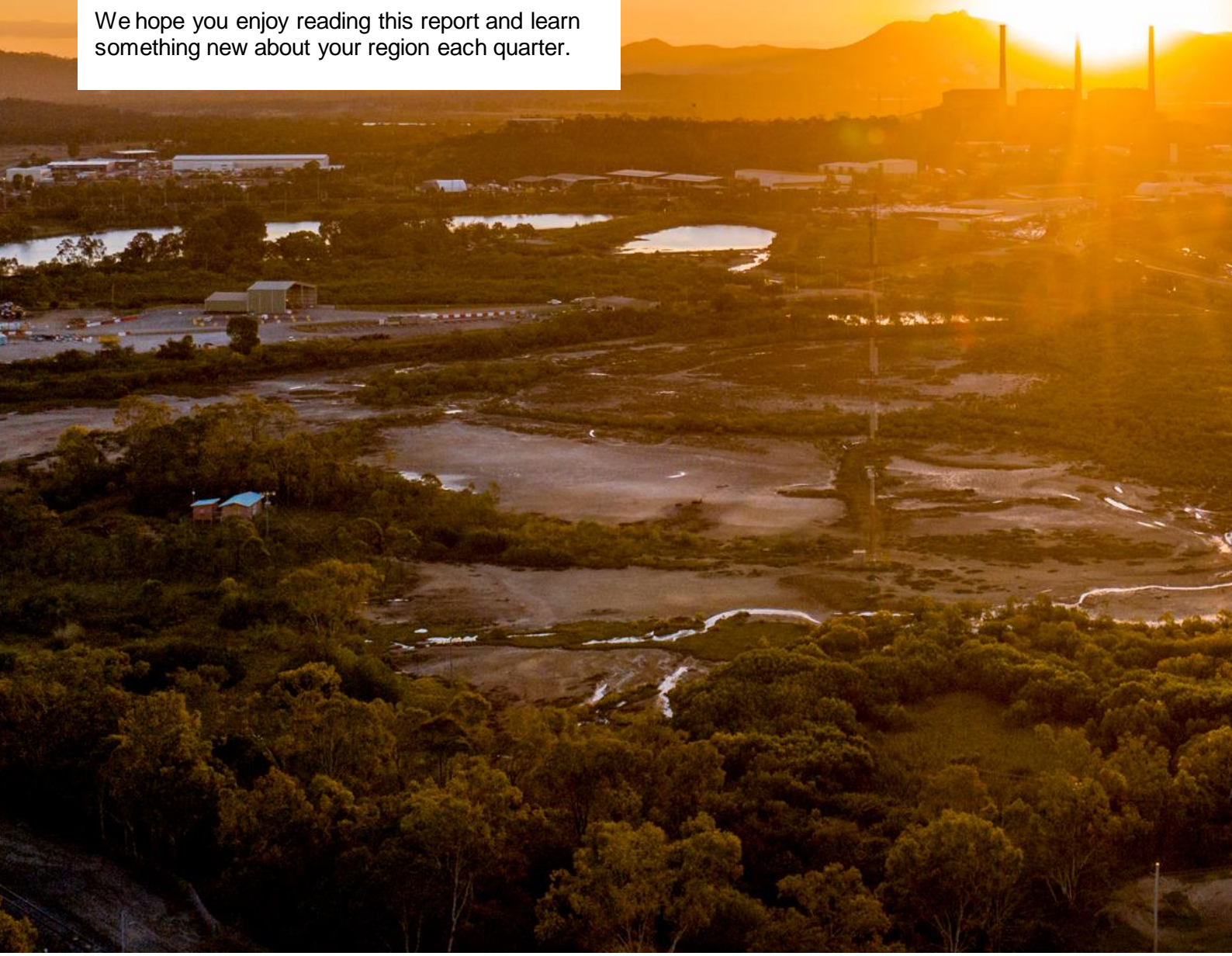
This report is written every three months with the intent to share highlights, interesting infographics, and Operational Plan performance.

The format of this report focuses on Council's five goals from the 2021-26 Corporate Plan.

The highlights and infographics are chosen from successes and challenges that the business experienced during this quarter. Highlights from core services and the Operational Plan progress are reported on against each of Council's five goals.

The infographics represent the value from this quarter (**October – December**) unless noted otherwise. Each highlight and infographic align with a core service related to that goal.

We hope you enjoy reading this report and learn something new about your region each quarter.



Strategic Planning Framework

Council’s Strategic Planning Framework presents a systematic and continuous process for supporting strategic direction. The framework ensures that strategies and financial resources are aligned to achieve Council’s corporate vision to Connect. Innovate. Diversify. It includes, long, medium and short-term plans which set the direction for what we do and what we aim to achieve as an organisation for our community.

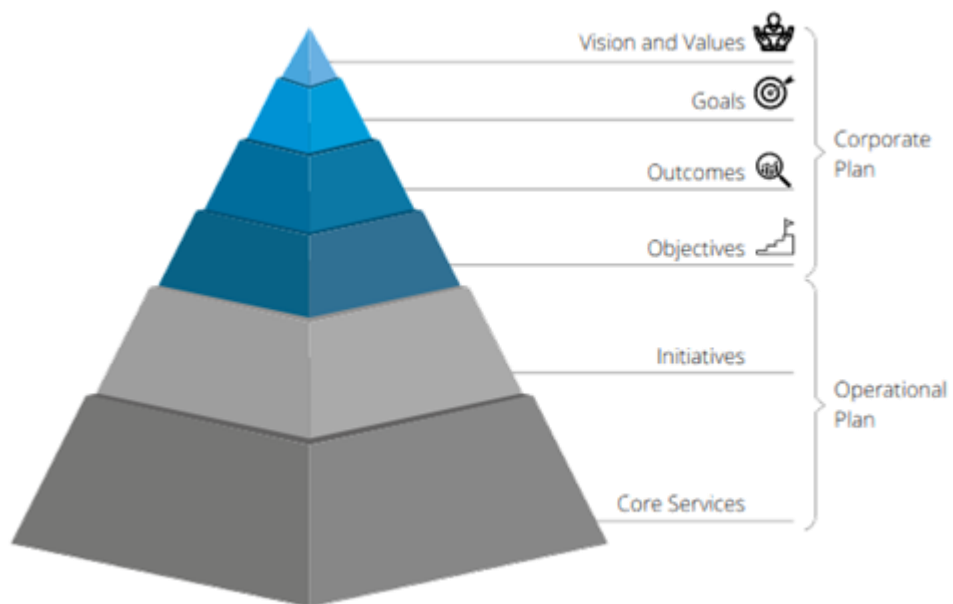


The Corporate Plan sets out Council’s medium-term commitment to a dynamic, proud and diverse future for the region through to 2026. It serves as the primary strategic planning document to guide us in learning about the needs of our community and future-proofing our organisation to deliver on those needs.



The Operational Plan is a 12-month view of outcomes and objectives that show how we have progressed implementation of the Corporate Plan. The Operational Plan follows the strategic direction defined in our Corporate Plan and is set against the landscape of our vision.

The language and structure of Council’s Corporate and Operational plans is outlined in the figure below. It demonstrates the relationship between the vision, values, goals, outcomes and objectives of the Corporate Plan and how these feed into the initiatives and core services within the Operational Plan.



Corporate Plan 2021-2026

Plan on a Page

Vision

Connect. Innovate. Diversify.

GOALS	OUTCOMES
<p>Connecting Communities We work with you and for you, supporting the success of our communities.</p>	<ul style="list-style-type: none"> • Communities are well understood, with programs and services designed to strengthen our region. • Communities can influence and actively participate in Council decision making.
<p>Delivering Value We work efficiently to deliver value for your rates.</p>	<ul style="list-style-type: none"> • Asset Management is smart, effective and efficient. • Capital and Maintenance programs are consistently delivered. • We are easier to work with. • The way we do business is continuously improving.
<p>Resilient Economy We play our part in supporting the success of our region.</p>	<ul style="list-style-type: none"> • Support for the region's transition and role as a driver of economic growth. • Increased liveability and visitation to the region.
<p>Our People We look after our people, so they look after you.</p>	<ul style="list-style-type: none"> • Our people return home safely. • Our people are proud to work for Council.
<p>Accountable Council We are providing good stewardship built on a foundation of trust.</p>	<ul style="list-style-type: none"> • Council has embedded risk management, transparency and accountability into what we do. • Finances are managed to ensure sustainability. • The environment is front of mind in what we do.

Values

Safe

We are uncompromising in our commitment to safety, which is reflected in our attitude, our decisions and our actions.

Ethical

We operate with transparency, openness and accountability at the fore.

Responsive

We respond by being present, proactive and solutions-focused, and we deliver on our commitments.

Visionary

We plan as future-thinkers and opportunity-seekers and we have the courage to shape a better future for our community.

Inclusive

We create and value diversity and we actively demonstrate our commitment to equality and inclusivity.

Community

We care about each other and our environment and we recognise that community is the core of our business.

Efficient

We deliver; we challenge the status quo and we continually find better ways to reduce cost and improve services.

Operational Plan 2021-22

Plan on a Page

Connect. Innovate. Diversify.

GOAL	INITIATIVE
Connecting Communities	Community Profiling Develop community snapshots to strengthen the way we deliver our services.
	Residential Water Security Investigate an alternate water source for Miriam Vale and Bororen to ensure effective water security.
Delivering Value	Website Security Improve the cyber security of Council's multiple websites by migrating them into a single platform to ensure our customer's data remains secure.
	Trade Waste Management Plan Review the Trade Waste Management Plan and implement enhanced permit and monitoring of the discharge of waste to improve protection of our region against environmental pollution.
	BackflowID App and Tag System Implement a solution for improving Water Network compliance so that we keep our drinking water safe.
	Works Delivery Enable our front-line teams to deliver achievable and affordable works programs to meet our community needs.
	Waste Management and Resource Recovery Business Case Develop a Waste Management and Resource Recovery business case and implementation plan to improve and inform our approach to the recovery and reuse of recyclable, food and garden organic materials within the region.
	Lessee Service Model Provide easy access to services our lessees need to effectively manage their facilities.
Resilient Economy	Hydrogen Ecosystem Support the Front-End Engineering Design (FEED) for the Gladstone Region Hydrogen Ecosystem to contribute to the development of a world-class hydrogen production and export hub.
	Transport Strategy Deliver a strategy for our Regional Road Network (including freight, active transport and safety) to ensure strategic network development and consistent and effective asset lifecycle planning.
	Transition Economy Develop a Regional Transition Plan to secure a more diversified economy.
Our People	Performance Plans Enhance performance and development plans so there is a clearer understanding of how individuals and teams contribute to the delivery of services.
	Leadership Capability Framework Implement the newly developed Leadership Capability Framework so that our leaders are better equipped with the skills they need to support our people and perform their roles effectively.
	Injury Risk Mitigation and Controls Develop agreed mitigation controls for the main causes of injury to our people so that we continue to have a safe, secure and well managed workplace.
Accountable Council	No initiatives have been assigned to this goal in 2021-22.

Demonstrating Performance

Quarterly reports enable ongoing tracking of actual performance against the initiatives within the Operational Plan. It also includes data and highlights demonstrating achievements over the quarter. Council is required to report on the implementation of the Operational Plan on a quarterly basis, in accordance with s.174(3) Local Government Regulation 2012.

This is the second report of the 2021/22 year, ending 30 June 2022 which summarises progress to date and is presented for consideration by Council.

Performance is reported with an overall health coloured traffic light:



On Track – Reaching all milestones as planned

Concern – Issues are affecting delivery, but they are manageable within the project team

Action Needed – Issues are affecting delivery and require Executive support

Complete – Indicates output has been 100% delivered and no longer requires quarterly updates

Not Proceeding – This activity has been revised due to a change in priority or a shift in targets.

This style of reporting shows us quickly if the initiative is following the plan that was set for the quarter or if it needs some support. Percent progress is also captured in the detailed reports, extending over the year and is expected to rise and reach 100 per cent by 30 June 2022.

Percent progress and overall health work together to highlight how we are tracking over the quarter and the year. If an action does not have any milestones over a quarter, you may notice that the per cent is zero or the progress stays the same as the previous quarter, but it is 'on track', as per the plan set out at the start of the year.

Tracking progress against our Corporate Plan

Council’s 2021/22 Operational Plan has 14 initiatives. The Operational Plan is presented here in an overall summary as well as broken down by each of the five goals from our Corporate Plan.

This year’s Operational Plan includes initiatives within four of the five goals outlined in the Corporate Plan. Initiatives within each goal are outlined on the Plan on a Page (page 7) and performance overviews for each initiative are provided in more detail from page 11 onward.

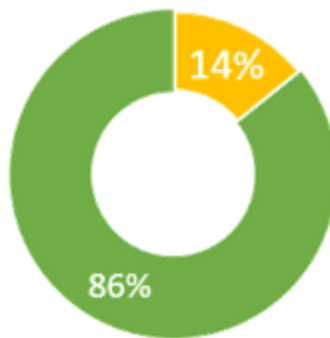
The below data provides a summary of Council’s performance in quarter two 2021/22. Each graphic represents the percent of initiatives overall or within a goal, that are on track, of concern, have action needed, are complete, or not proceeding.

12 / 14
Initiatives
On Track

2 / 14
Initiatives of
Concern

33%
average
progress

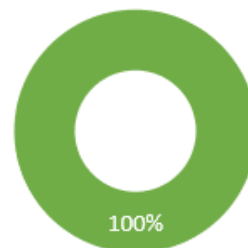
Overall Status



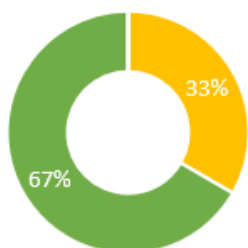
Connecting Communities



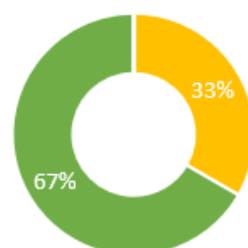
Delivering Value



Resilient Economy



Our People





Connecting Communities

We work with you and for you, supporting the success of our communities.

OPERATIONAL PLAN PERFORMANCE



Community Profiling

Initiative	Corporate Plan Links	Progress			
		Q1	Q2	Q3	Q4
Develop community snapshots to strengthen the way we deliver our services.	Outcome 1.1 Objective 1.1.1	 10%	 30%		

Milestones and Highlights

Data for the community snapshots has been collected and reviewed. Additional data is being sought to ensure we have information that is meaningful within the snapshots. Once this data is refined the process of compiling it into one easily accessible location will begin (this is expected to begin next quarter). Having this information in a single location will help make it easier for our people to make informed decisions about and for our communities.


Residential Water Security

Initiative	Corporate Plan Links	Progress			
		Q1	Q2	Q3	Q4
Investigate an alternate water source for Miriam Vale and Bororen to ensure effective water security.	Outcome 1.1 Objective 1.1.1	 10%	 25%		

Milestones and Highlights


A Request for Proposal was sent out to suitably qualified consultants during the tender phase in November 2021. Submitted proposals were evaluated and the contract was awarded to the successful consultant in December 2021. A kick-off meeting with the consultant is scheduled for 11 January 2022. The consultant's proposed schedule is aligned to the requirements of the project timeline with the bulk delivery of this initiative occurring in quarters three and four.

CORE SERVICES AND IMPROVEMENT HIGHLIGHTS




8,096

Conversations
Platform visits



54,355

visits to our libraries

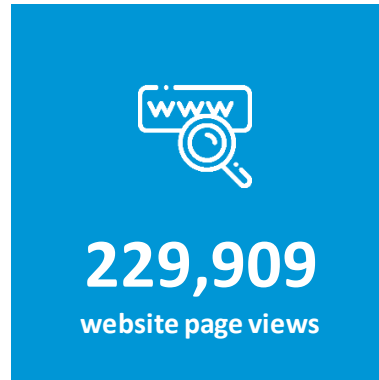


188,469

social media
interactions

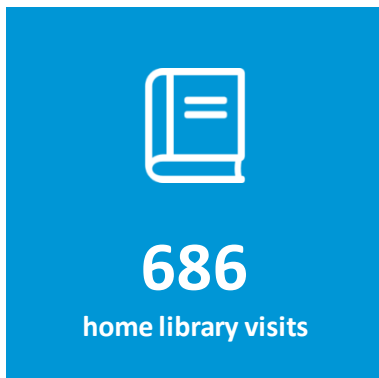
Celebrating our Seniors

During Senior's Month this year, Council's Community Development Team hosted the H.O.P.E. (Helping Other Possibilities Emerge) Café at Imperial Vale Station Tom south-east of Miriam Vale. This event provided an opportunity to learn from our region's seniors, their experiences, hopes and vision for our region and how they feel valued. A new community-led Seniors Week group has also been developed to guide Council in celebrating our local Seniors in a way that is meaningful to them, in years to come.



Libraries kick-off conversations on times gone past with Memory Kits

In October, Gladstone Regional Libraries launched Memory Kits as part of Seniors Month celebrations. This project was made possible with funding sourced from the Council of the Aging (COTA) and the Federal Government. Memory Kits are made up of objects from yesteryear that spark memories, create conversation and positive and engaging interactions, especially between people suffering memory loss and their caregivers. Memory Kits can still be enjoyed by all ages and are available for loan from all six libraries just like a book



Delivering the 46th Annual Martin Hanson Memorial Art Awards

Gladstone Regional Art Gallery and Museum (GRAGM) recently hosted the 46th Annual Martin Hanson Memorial Art Awards. Winners were announced on 1 December, with Council and important local sponsors contributing to the prize pool of over \$40,000 cash. The beautiful work by our region's artists was available for viewing until Saturday 29 January 2022.

Refreshed Community Investment Program to support community-led ideas



Council's Community Investment Officer and Community Development Specialist hosted eight roadshows across the region in October 2021, to inform the community about funding options available through Council's refreshed Community Investment Program.

Delivering Value

We work efficiently to deliver value for rates.

OPERATIONAL PLAN PERFORMANCE



Works Delivery

Initiative	Corporate Plan Links	Progress			
Enable our front-line teams to deliver achievable and affordable works programs to meet our community needs.	Outcome 2.2 Objective 2.2.1	Q1  10%	Q2  15%	Q3	Q4

Milestones and Highlights

Asset Data Standards are being developed in preparation for consolidating and improving Council's Asset Register. The Asset Data Standards are expected to be completed by March 2022. Work is continuing on developing preventative maintenance inspections with mobile technology to support our field-based teams to capture inspection data. Through the IPP Data Cleanse, a review of the 2022/23 proposed capital projects has been completed, with a further review of projects planned in the next 10 years continuing, to support sustainable decision-making.



Lessee Service Model

Initiative	Corporate Plan Links	Progress			
Provide easy access to services our lessees need to effectively manage their facilities.	Outcome 2.3 Objective 2.3.1	Q1  4%	Q2  20%	Q3	Q4

Milestones and Highlights

The design of the new customer service request (CSR) process for lessees and customers is now 90% complete, with implementation expected by 4 February 2022. New resources for our website have been drafted and ready for review. Publishing these resources is planned to coincide with implementation of the CSR process. Progress is expected to jump next quarter as the website is updated and the new process is implemented.

Trade Waste Management Plan (TWMP)



Initiative	Corporate Plan Links	Progress			
Review the Trade Waste Management Plan and implement enhanced permit and monitoring of the discharge of waste to improve protection of our region against environmental pollution.	Outcome 2.3 Objective 2.3.2	Q1  10%	Q2  38%	Q3	Q4

Milestones and Highlights

Stakeholder workshops have been held and the feedback has been consolidated and considered. A Trade Waste expert has been identified and the process of sourcing their assistance has begun. Relevant process maps have been completed and the project is on track to deliver by 30 June 2022, with the TWMP document expected to be completed next quarter.





Waste Management and Resource Recovery Business Case

Initiative	Corporate Plan Links	Progress			
Develop a Waste Management and Resource Recovery business case and implementation plan to improve and inform our approach to the recovery and reuse of recyclable, food and garden organic materials within the region.	Outcome 2.4 Objective 2.4.1	Q1  10%	Q2  50%	Q3	Q4

Milestones and Highlights

Initial community engagement on the project finished in early December 2021, with over 350 survey responses received. This is the highest return for a single survey since the launch of Council’s *Conversations* platform. These responses help inform how the project will approach opportunities. A consultant has been engaged to develop a business case for the viable options available to Council regarding food organics and green organics (FOGO) collection and disposal, recycling services and delivery of waste education.



Website Security

Initiative	Corporate Plan Links	Progress			
Improve the cyber security of Council’s multiple websites by migrating them into a single platform to ensure our customer’s data remains secure.	Outcome 2.4 Objective 2.4.3	Q1  10%	Q2  25%	Q3	Q4

Milestones and Highlights

Monthly project meetings are scheduled to ensure the project will be delivered and the new website build will commence in the next three months.

BackflowID App and Tag System

Initiative	Corporate Plan Links	Progress			
Implement a solution for improving Water Network compliance so that we keep our drinking water safe.	Outcome 2.4 Objective 2.4.3	Q1  10%	Q2  38%	Q3	Q4

Milestones and Highlights

The new and improved processes have been completed with the new software integration process being mapped and progressed. The team has reached out to other Councils who are also progressing this system to understand and learn from their experiences. New information about Backflow prevention has been included on our website and knowledge management system for the first time, increasing opportunities for people to get the information they need without having to contact Council. Further information has been prepared for sharing including an information video.

Delivering Value (continued)

CORE SERVICES AND IMPROVEMENT HIGHLIGHTS

Doing our part, to be cyber smart

During Cyber Security Awareness Month in October 2021, Information Communications and Technology (ICT) supported employees to be cyber smart with a series of cyber security tips, tricks and information, and implemented a Sender Policy Framework (SPF) to improve detection of fake and scam emails to better protect our systems and information.

Improving efficiency at the Curtis Island Wastewater Collection Facility

Teams within the Strategic Asset Performance Business Unit collectively worked with a consultant to conduct a High Voltage Audit and Maintenance Program. The program supports Council to reduce unwanted outages, unplanned outages, and costly equipment failures at the Island Wastewater Collection Facility. The program was completely developed in November 2021 and ensures continued responsible management of this important asset.

An improved approach to refurbishing, replacing, sourcing and installing parts

Engineering Asset Solutions, Asset Planning, and Asset Performance and Monitoring joined together to investigate an asset failure at two of Council's Water Treatment Plants. The teams recognised certain analysing instruments were prone to frequent issues, so they worked together to streamline the criteria for sourcing and installing parts as well as formalising the benefits of replacing or refurbishing the existing parts with a risk-based approach. This improvement helps protect our water quality and supports efficient and effective asset management.

Talking trash

This quarter 4309 tons of general waste and 950 tons of recyclable waste was collected kerbside across the region.



52,898

visits to our landfill and transfer stations



32,713

Customer Solutions Interactions



434

potholes repaired



206L

average water use per person per day October-November



199

signs replaced or maintained



1,794

ICT service requests

Accountable Council

We are providing good stewardship built on a foundation of trust.

OPERATIONAL PLAN PERFORMANCE

No initiatives have been assigned to this goal in 2021/22. Council will continue to work towards delivering on this goal through core services this year and in future Operational Plans outworked from the 2021-26 Corporate Plan

CORE SERVICES AND IMPROVEMENT HIGHLIGHTS

First-hand education about the pollutants in our waterways

Council's Environment and Conservation Team worked with Tangaroa Blue and Cleanwater Group to collectively deliver Litter Education and Awareness Program (LEAP) sessions to eight schools across the Gladstone Region. At each school, students sorted, and recorded debris, litter and other materials captured from the school Drain Buddies in accordance with the Australian Marine Debris Initiative (AMDI). This program was developed in response to an alleged contravention of the *Environment Protection Act 1994*, relating to extraction of the material above that of Council's prescribed licensing, across some Council managed pits. Upon realising, we notified the Department of Environment and Science (DES), who conducted a formal investigation. It was agreed we could deliver the LEAP program as an Enforceable Undertaking to remedy our failure.

We are committed to being transparent in our business activities and embrace this experience. Council looks forward to continuing to connect with the students of our region, promoting sustainable environmental practices and keeping the environment front of mind in what we do.

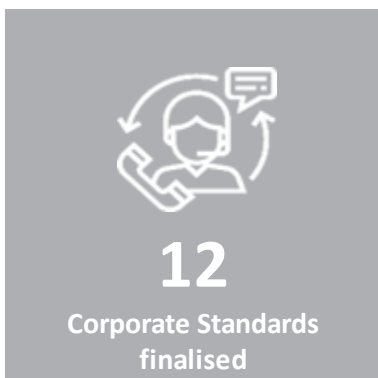


Managing operational risks

This quarter the Governance and Risk Team ran 12 Operational Risk Workshops to understand risks that the business faces and the ways we manage threats to our operations. Over 400 operational risks from across the business were captured and mapped which will help inform how Council prioritises business activities and resources, to keep our people, our community and our business safe.

Making it quicker and easier for our people to access important information

Council's cloud-based Engineering Drawing Management System Redye is now up and running, providing a central repository for over 84,000 drawings of Council's assets. Managed by Council's Records team, this system helps Council improve productivity and safety, ensuring our people have the most up-to-date asset information that is easily accessible wherever they may be.





Resilient Economy

We play our part in supporting the success of our region.

OPERATIONAL PLAN PERFORMANCE



Hydrogen Ecosystem

Initiative	Corporate Plan Links	Progress			
Support the Front-End Engineering Design (FEED) for the Gladstone Region hydrogen ecosystem to contribute to the development of a world-class hydrogen production and export hub.	Outcome 3.1 Objective 3.1.1	Q1  8%	Q2  35%	Q3	Q4

Milestones and Highlights

This quarter, the direction of this initiative has had to adjust as this emerging industry sector continues to evolve and mature with new technologies and new market opportunities. This means the critical deliverable is now the development of a master plan rather than a FEED. Council continues to support the development of the regional hydrogen ecosystem and continues to work with renewable energy, hydrogen and supply chain proponents to develop the hydrogen ecosystem. The CQH2 Technology Cluster and the CQH2 Alliance, supported by Council, are working to develop Stakeholder, Community Engagement and Communications Plans and materials early in 2022 to better promote and position the Hydrogen Ecosystem.

Transition Economy



Initiative	Corporate Plan Links	Progress			
Develop a regional transition plan to secure a more diversified economy.	Outcome 3.1 Objective 3.1.1	Q1  8%	Q2  40%	Q3	Q4

Milestones and Highlights

Council was successful in obtaining 50% funding from the Federal Government’s Building Better Regions Funding Program for the development of a Regional Transition Plan, looking at ways to strengthen and diversify our regional economy. Due to funding program timelines, the project has not been able to progress until November. Renewed project forecasting suggests that the project will now be completed in August 2022 rather than June, with formal release in September 2022. Every effort will be made to accelerate delivery however not at the expense of comprehensive engagement and consultation.



Transport Strategy

Initiative	Corporate Plan Links	Progress			
Deliver a strategy for our Regional Road Network (including freight, active transport and safety) to ensure strategic network development and consistent and effective asset lifecycle planning.	Outcome 3.1 Objective 3.1.2	Q1  5%	Q2  25%	Q3	Q4

Milestones and Highlights

The draft goals, objectives, challenges and opportunities for the strategy have been completed, with internal and external stakeholder engagement on these items scheduled for January 2022 and public engagement set for February 2022. Discussion held with Commonwealth Scientific and Industrial Research Organisation (CSIRO) regarding freight model and scenarios procurement is beginning early January 2022.

CORE SERVICES AND IMPROVEMENT HIGHLIGHTS



Safeguarding a busy section of the Dawson Highway

Council recently completed a project to address erosion and better protect the batter slope along a section of the Dawson Highway by stabilising the embankment. These works were possible through secured funding sought by our Strategic Grants Specialist, from the Federal Government's Local Roads and Community Infrastructure (LRCI) Program and the Department of Transport and Main Roads. Securing funding to deliver such a local project supports local jobs, a resilient economy and gives us the chance to protect our community and enhance our infrastructure without relying on ratepayer funds.

Committed to affordable and appropriate, local retirement and aged care options

Council's Strategic Projects Specialist has been working on how Council supports our senior community to remain in the region with a focus on 'Aging in Place'. This quarter, an opportunity arose for Council to collaborate with Gladstone Central Committee on the Ageing (GCCOTA) to investigate over 55s independent living and accommodation options at the Philip Street Communities and Families Precinct. On 13 December 2021, a Memorandum of Understanding (MOU) was signed between Council and GCCOTA which support our long-term vision to include aged accommodation at the precinct.





Our People

We look after our people, so they look after you.

OPERATIONAL PLAN PERFORMANCE



Injury Risk Mitigation and Controls

Initiative	Corporate Plan Links	Progress			
		Q1	Q2	Q3	Q4
Develop agreed mitigation controls for the main causes of injury to our people so that we continue to have a safe, secure and well managed workplace.	Outcome 4.1 Objective 4.1.1	 10%	 30%		

Milestones and Highlights

Analytics for the main causes of injury have been identified and reviewed. A risk assessment has been completed collectively with the Health, Safety and Wellbeing, Business Improvement and Risk and Insurance teams, to identify and prioritise high-risk activities. Further exploration of the analytics are underway to focus on key areas of Council operations.



Leadership Capability Framework

Initiative	Corporate Plan Links	Progress			
		Q1	Q2	Q3	Q4
Implement the newly developed leadership capability framework so that our leaders are better equipped with the skills they need to support our people and perform their roles effectively.	Outcome 4.2 Objective 4.2.2	 5%	 10%		

Milestones and Highlights

The project was expected to be at 20 per cent this quarter however progress was delayed slightly to ensure effective engagement could be completed with the impacted leader group. The risk to the project schedule was accepted to avoid compromising on quality engagement. The bulk delivery of this project is planned for quarters three and four. Testing, re-shaping and embedding the framework will happen in quarter three. Offering three initiatives related to the framework will happen in quarter four. Remedial action to get the project back on track has included identifying a smaller project team to dedicate focus to the project and help increase productivity. Weekly meetings have been scheduled for this group.

Performance Plans

Initiative	Corporate Plan Links	Progress			
		Q1	Q2	Q3	Q4
Enhance performance and development plans so that there is a clearer understanding of how individuals and teams contribute to the delivery of services.	Outcome 4.2 Objective 4.2.3	 10%	 87%		

Milestones and Highlights

Performance Plans for General Managers and Level 3 leaders have been implemented along with leader education. Returned forms are being registered and details captured, and Development Plans will be used to identify training opportunities for the business as a whole.

On Track



Concern



Action Needed



Complete



Not Proceeding



CORE SERVICES AND IMPROVEMENT HIGHLIGHTS

Going above and beyond for our community

Since July, People Services have received 152 nominations into the SERVICE Award Program. Facilitated by People Services, this employee-led program recognises and celebrates the positive contributions of our people towards our SERVICE Values of Safe, Effective, Responsive, Visionary, Inclusive, Community and Ethical. In November 2021, Council recognised 13 employees as SERVICE Stars for going above and beyond for our community between March and September 2021.

Recruiting for our Apprentice & Trainee Program

People Services strategically aligned this year's Apprentice and Trainee Program recruitment period with other key businesses and industries in our region, allowing us to reach a more competitive pool of applicants and supports us in keeping our local talent, local. Learning from last year's approach, People Services hosted workshops for applicants, giving Council's panel of leaders the opportunity to interact with 41 applicants in a natural work environment as well as in panel interviews. This gave broader insight into the best of our local talent and allowed us to select the right fit for the 24 placement opportunities. These apprentices and trainees will begin their next chapter with Gladstone Regional Council in early 2022.

A mentally healthy workplace

In early November 2021, Council was recognised as a Gold Mental Health First Aid Skilled Workplace for achievements in developing Mental Health First Aid skills in our people and embedding a sustainable and effective wellbeing program.



2,046

online training courses
completed



35

recruitments
completed

Work Experience Program

Since July, Council has welcomed eight students in work experience placements across several of our teams. The Work Experience Program is driven by our People Culture and Safety Business Unit who collaborate with various teams to make these placements possible. Council received silver recognition from Education Queensland and Industry Partnership (EQIP) Gladstone this quarter for our support in work experience placements for our region's students, and a bronze recognition for the Gladstone Entertainment Convention Centre (GECC).

Improving how we recruit First Nations community members

People Services recently worked with Port Curtis Coral Coast (PCCC) to improve how we promote our Apprentice & Trainee Program to our First Nations community, in a way that is meaningful to them. Council leaders also participated in Cultural Awareness sessions before interviews ensuring they were informed of cultural considerations of our First Nations applicants. Collaborative sessions of this nature support Council's commitment to our Reconciliation Action Plan and demonstrate our ability to improve not only our relationship with our communities' First Nation's people but developing access to employment pathways.



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