

2011 Local Government Awards for Excellence

Winner Summaries

CATEGORY – Delivering Excellence for our Communities

Launceston City Council – Two Hands Coffee

- Launceston City Council believes no community can aspire to greatness without being socially responsible and inclusive – or without great coffee.
- Council established the Two Hands Coffee initiative to make ‘at-risk’ youths job ready, by providing them with an eight week work experience placement at a coffee cart, followed by a two week placement at a local café.
- What began as a thought about providing a social hub for young people in Civic Square, expanded to a social enterprise project enabling young people to undertake valuable training and work experience.
- Participants gain practical barista, hospitality and business skills as well as a good work ethic, and also have the opportunity to enrol in three Certificate II Hospitality units.
- Since its introduction, Two Hands Coffee has received wide-spread community support in varying forms, including event booking, offers of sponsorship and employment, as well as extensive media support.
- This support demonstrates the power of social enterprises in building community cohesion, inclusion and capacity.
- Two Hands Coffee has transformed Launceston’s Civic Square into an active and inclusive public space, promoting community interaction with young people and globally sustainable, fair-trade coffee.
- The program was developed in response to an identified need for solutions for disengaged young people in the municipality, and in particular antisocial behaviour in Brisbane St Mall.
- By providing structured supervision during training and work experience, as well as a supportive adult environment, the trainees also gain social skills, self confidence and self esteem.
- Among the participants, eight young people have completed three Polytechnic units each, four are now in casual employment through Ritual Coffee, three have

been offered part-time external employment, and three have an ongoing supervisory role on the cart.

- Interest in the program has been generated nationally as well as from the University of Tasmania and the Office of Children and Youth Affairs, and it is anticipated that longer term, similar programs will be rolled out around the State.
- Seventeen young people have enrolled in the next program, with a waiting list for others to register.

CATEGORY – Demonstrating Operational Excellence

Devonport City Council (on behalf of North West Tasmanian Councils) – Combined Plant Auction.

- Faced with the ongoing challenge of disposing plant and equipment efficiently and responsibly, seven North West Tasmanian councils put their heads together to identify a more effective way of disposing of items, while generating a cost benefit to councils and communities.
- The Combined Plant Auction allows the councils involved to sell used plant and equipment to the public at competitive prices, providing a practical and ethical means of recycling items that previously could not be traded.
- The first Auctions were held in 2009 and 2010 and since then have continued to build on their initial success, transforming community perceptions of council waste by turning the disposal of assets into a transparent process.
- The project elicited significant community interest, with over 250 registered bidders in the first year, and was the largest the auctioneers had ever held. Since then, the auction has continued to grow in the number of bidders and revenue raised.
- The auction was promoted through all three Tasmanian daily papers, council websites, agricultural publications and the auctioneer's own website and careful consideration was given to its location to encourage attendees from across the North West.
- The time spent by council staff trying to dispose of excess plant and equipment has been greatly reduced and the capital gained from auctioning items has enabled the councils to purchase usable plant and equipment.
- In the longer term, it is anticipated that the auctions will continue to evolve, eventually including the sale of excess office furniture and IT equipment.

- One of the key benefits of this project has been to highlight to councils that combining resources is not just about sharing mowers or employees.
- Due to the success of the project, the Works Managers from the seven councils involved are now exploring other ways to save money and resources by combining their activities.
- The Combined Plant Auction is an excellent example of working collaboratively to secure the 'low hanging fruit'.

CATEGORY – Delivering Excellence in Natural and Built Environments

Kingborough Council – Integrated Natural Resource Management in Kingborough

- Kingborough Council recognises the importance of managing and protecting the municipality's natural environment and has consciously made this a core directive of the organisation, and a core value for the local community.
- Kingborough is now responsible for the implementation of all Natural Resource Management (NRM) programs that local government is likely to be involved in.
- Through this initiative, Kingborough has prioritised Landcare support, the reporting of climate change, coastal management, vegetation and weed management, water resources and community engagement.
- The focus on natural resources has grown considerably in Kingborough over the past 10 years.
- From a part-time Bushcare Officer, Council now employs six permanent staff to implement a range of strategic and on-ground NRM programs to an extent and depth unsurpassed in Tasmania.
- The NRM programs delivered by Council all aim to address the current and future needs of the Kingborough community, founded on high levels of community engagement, adopting a flexible and responsive approach.
- Ultimately, they aim to create a sustainable framework that allows the natural environment to be protected, appreciated and enjoyed by everyone.
- Community participation in the practical management of bushland, waterways and coasts has been key to achieving meaningful outcomes. Through the dedication of community groups and volunteers, huge leaps have been made in the improved management of Kingborough's natural areas.
- The nature of its environmentally focused projects are far reaching, from the development of a stormwater harvesting and reuse project at the Kingborough

Sports Centre, to seagrass mapping in North West Bay, feral cat control on Bruny Island, and the protection of the penguin rookery at Baronia Beach.

- While Natural Resource Management is the responsibility of all councils, Kingborough has integrated NRM into all facets of its planning and service delivery, with a robust process that fully engages with the community and key NRM stakeholders.