

**2013 Local Government Awards for Excellence**  
**Winners' Project Summaries**  
**Friday, 26 July 2013**

**Category: *Delivering Excellence for Our Communities***  
**WINNER: Kentish Council for the *Kentish Health Care Centre***



- Facing the potential loss of GP services in 2009, the Kentish Council intervened, commencing a two-stage refurbishment of the Sheffield School Infant Campus into a first-class, comprehensive primary health care precinct for the Kentish community.
- The new Centre now has the following services operating from the one facility:
  - Local GP service and rehabilitation centre;
  - Kentish Health, which delivers allied health and wellbeing services;
  - A Home and Community Care-funded day centre;
  - Kentish Family Support delivering services to at-risk children;
  - A Child Health Clinic run by Child Health and Parenting Services North West; and
  - A community gymnasium.
- These facilities reduce the need for Kentish residents to travel for health care services and provide enhanced services for patients and better health outcomes for the Kentish community.
- The surrounding parkland has been preserved as an open space area for the entire community to use.
- Council committed the budget for Stage 1 of the project, and then two successful Federal Government grant applications were made, totalling \$2.035 million. The total project was worth more than \$3 million - a remarkable achievement for one of the smallest Municipal Areas in Tasmania.

- The judges were impressed with the strategically-mapped need and possible solution that set Council up to take advantage of a unique opportunity.
- The input of the community, and engagement with other stakeholders to deliver an appropriate and well-rounded service at minimal community cost, was also a factor in the judges' decision.

**Category: *Delivering Excellence in Natural and Built Environments***

**WINNER: Kingborough Council for the *D'Entrecasteaux Channel Project***



- The *D'Entrecasteaux Channel Project* is a partnership between Local and State Government, non-government organisations, research institutes and industry to sustainably manage the D'Entrecasteaux Channel and lower Huon Estuary waterways.
- The *D'Entrecasteaux Channel Project* is an exemplary demonstration of an initiative facilitated by Local Government that will lead to significant environment outcomes for these iconic waterways.
- The objectives of the *D'Entrecasteaux Channel Project* are to:
  - Bring together existing science to understand the waterways better;
  - Promote the values of the D'Entrecasteaux Channel and lower Huon Estuary;
  - Improve the availability of information on the waterways to all stakeholders; and to
  - Initiate a coordinated and collaborative approach to managing the Channel and lower Huon Estuary.
- A major achievement for the project is the preparation of the *State of the D'Entrecasteaux Channel and lower Huon Estuary 2012* report. This report is the first update since 1999 and summarises the information on the condition of the waterways based on the best available data collected during the past 13 years. It will be used by the *D'Entrecasteaux Channel Project* to inform the community about the current environmental status of the D'Entrecasteaux Channel and lower Huon Estuary, and

develop a management strategy for the waterways in the future.

- The judges said that while the project is in its infancy, it provides a blueprint for future activity and sets a framework within which a multitude of users can engage and be responsible. The judges also said that the project demonstrated outstanding stakeholder management with balanced focus on natural values and resource usage.

### **Category: General Excellence**

**Winner: Launceston City Council for *Excellence in Tourism Visitor Servicing***



- The new, state-of-the-art Launceston Travel and Information Centre was designed with the customer in mind.
- Recognising that tourism and the way in which travellers access information about destinations has been revolutionised by the advances in digital technology and social media, the tourism team at Launceston City Council undertook to modernise the way in which we interact with our current and future visitors.
- Components of the digital project include a Smartphone app, touchscreen technology in the new centre and at the Launceston Airport, a bank of iPads and free Wi-Fi available within the centre.
- The strategy is supported with a social media campaign that includes a Facebook page and the Baz-and-Lonnie no-nonsense guide to Launceston online campaign.
- The digital strategy is complemented by a new state-of-the-art centre designed to be accessible to all travellers by providing both traditional and modern digital resources to find information and make bookings.
- The judges felt the project was very future-looking, flexible and customer-focused.
- The judges said that in implementing a new model, Council has responded to a changing demographic, with learnings that would benefit other councils.