



## RELEASE DATE

12 August 2010



Institute of Public  
Administration Australia  
Queensland

# Media Release

## COUNCIL INITIATIVES IN RUNNING FOR EXCELLENCE AWARDS

The Far North Queensland Regional Organisation of Councils (FNQROC) and the Townsville City Council are vying for an Institute of Public Administration Australia (IPAA) Queensland Excellence Award.

The Townsville City Council's Customer Service Centre and the FNQROC Regional Asset Management Strategy are in the running for the Best Practice in Local Government category.

The Customer Service Centre was created when the Thuringowa and Townsville City Councils merged in 2008. The existing Thuringowa Call Centre and Customer Service Centre, now the new Townsville City Call Centre, has grown from a 12 seat Call Centre with about 12 staff to a 33 seat Call Centre with approximately 50 staff.

In 2005, the 10 councils that formed the FNQROC identified there would be significant changes to how councils would manage and report on assets. The Regional Asset Management Strategy program has resulted in the collaborative management of more than \$5.15 billion of community assets, across an area of 183,000 square kilometres, incorporating two World Heritage-listed areas.

IPAA Queensland CEO Peter Rumph said nominations for the highly sought after awards flooded in from across the state including from as far north as Cairns, western Queensland, the Gold and Sunshine Coasts, Ipswich and Toowoomba.

"The incredible amount of nominations received is testament to the significant number of individuals, teams and projects making a difference right across the state," he said.

"Each and every project has shown true dedication from both individuals and teams and demonstrates passion, commitment and excellence through some amazing achievements."

The winners of the seven award categories, including the Patron's Award for Excellence in the Public Sector, will be announced at a prestigious awards night to be held on Thursday 9 September at the Sofitel in Brisbane.

The 2010 IPAA Queensland *Public Sector Excellence Awards* finalists are:

### Young Leader of the Year

[Ms Brooke Kruger](#), *Department of Communities*, Brisbane

[Ms Anna Hollingsworth](#), *Gold Coast Water*, Gold Coast

[Mrs Elissa McConaghy](#), *Moreton Bay Regional Council*, Caboolture

[Ms Aisha Damali](#), *Department of Communities*, Ipswich

### Public Sector Professional of the Year

[Ms Deanie Carbon](#), *Logan City Council*, Logan

[Mr Tim Wilson](#), *Department of Communities*, Toowoomba



## MEDIA CONTACT

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## INTERVIEW OPPORTUNITY

Peter Rumph, Chief Executive Officer  
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[Ms Vani Chamala](#), *Department of Transport and Main Roads*, Brisbane

[Ms Annette Richards](#), *Department of Education and Training*, Brisbane

[Mr Leonard John Rossiter](#), *Department of Public Works*, Brisbane

[Ms Debbie Jensen](#), *Department of Communities*, Ipswich

## Regional Queensland Leader of the Year

[Mr David Arber](#), *Smart Services Queensland*, Brisbane

## Best Practice in Local Government

[Customer Service Centre](#), *Townsville City Council*, Townsville

[Southport Broadwater Parklands Redevelopment](#), *Gold Coast City Council*, Gold Coast

[Digital Alignment Project](#), *Brisbane City Council*, Brisbane

[FNQROC Regional Asset Management Strategy](#), *FNQ Regional Organisation Of Councils*, Cairns

[Community Programs Team - Calm Liquor Accords](#), *Sunshine Coast Regional Council*, Sunshine Coast

[Eat Safe Brisbane Team](#), *Brisbane City Council*, Brisbane

## Best Practice in State Government

[Skilling Solutions Queensland](#), *Department of Education and Training*, Brisbane

[Delivering public transport solutions through best practice program and project management](#), *Translink Transit Authority*, Brisbane

[Industry Capability Initiative](#), *Department of Transport and Main Roads*, Brisbane

[Queensland Growth Management Summit](#), *Department of the Premier and Cabinet*, Brisbane

[DNA Improvement Strategy](#), *Queensland Police Service*, Brisbane

[Communications and Marketing Team](#), *Arts Queensland*,

[Skirmishing the Youth](#), *Queensland Police Service*, Charleville

## Best Practice in Federal Government

[Compliance Monitoring Program](#), *Australian Customs and Border Protection Service*, Brisbane

[ATO Corporate Values Project](#), *Australian Taxation Office*, Brisbane

[Queensland 'Closing the Gap' on Indigenous Disadvantage](#), *Department of Education, Employment and Workplace Relations*, Brisbane

[Area Pacific Central's Early Intervention and Compensation Team](#), *Centrelink*, Gold Coast

**ENDS**



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