

Peak Services Annual Report



2023-2024



Chinaman Creek Dam in Cloncurry Shire, Queensland

About Us

Peak Services

was created by the **Local Government Association Queensland (LGAQ)** to provide professional services and products that the local government need.

Our Purpose

Our purpose is to help local government achieve more and our people are at the forefront of everything we do as local government. Our people are your people. Your team. Our combined professional strengths and integrated capabilities are as diverse as the communities we serve.

We have people working in each and every Queensland council and we understand the specific challenges faced by local government.

Peak Services (Peak) was created in 2017, is wholly owned by the LGAQ, and operates as a profit-for-purpose enterprise. Since Peak's inception, the business has continually evolved to meet the needs of its customers and their communities, as well as to optimise its full business potential by delivering quality services to LGAQ members and providing a sustainable financial return to the LGAQ.

Peak is uniquely placed as a commercial enterprise that focuses on the needs of Queensland councils and their communities by helping local government achieve more. Peak offers strategic business-related expertise that supports local government in the areas of legal and workforce, consulting, procurement, training, recruitment, and call centre services. Peak's service delivery is enhanced by the professional skills and experience of its staff within each service discipline.



Toowoomba City Hall,
Queensland



Supporting Local Council Initiatives

Peak Community Support Program

Peak Services has directly supported numerous community-based and tourism events under the **Community Support Program** during the past year.

Since 2018, Peak Services has provided an annual \$10,000 bursary in honour of late Winton Mayor, Graham Butch Lenton, in recognition of an innovative council initiative.



Carpentaria Shire Council Ronald McDonald House Charity Ball
Carpentaria Shire Council



Townsville Mayor's Christmas Appeal Gala Cocktail Party
Townsville City Council



Festival of Outback Skies
Flinders Shire Council



400 Christmas Gifts for Children
Doomadgee Aboriginal Shire Council



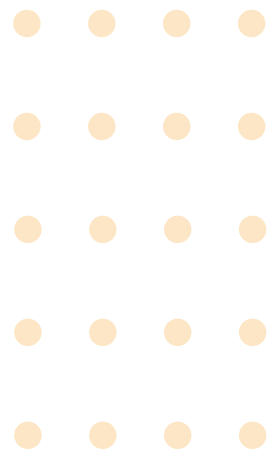
Thargomindah Shearers Shindig
Bulloo Shire Council



Mayoral Charity Ball
Somerset Regional Council



2023 Butch Lenton Bush Council Innovation Memorial Award
Charters Towers Regional Council



Festival of Outback Skies, Hughenden

Supporting Local Government Workforce and Operations



Year at a glance

Legal & Workforce



17

councils assisted with negotiating Enterprise Bargaining Agreements

750+ HR and IR related calls answered through the IR Helpdesk, offering free critical support to LGAQ members

6,500 Hours of Legal and Workforce Advisory services provided

Peak 24/7



109,000+

inbound customer calls answered

A total of **7,856 hours** or **471,360 minutes** were spent in conversation with our customers

Peak answered approximately **54,382** inbound calls on behalf of **28** Councils.

40,000+ queries answered from our utilities customers including Urban Utilities, Horizon and Altogether

Training Services



409+

training events to **72** councils or related organisations in Queensland to each and empower the sector

7,360+ elected members, senior staff and local government offers attended our training sessions

64 training sessions of Dealing with Confrontational People delivered to **17** Queensland councils

Recruitment Services



33

successfully placed candidates in permanent roles across **17** councils and organisations

5 Chief Executive Officers placed under challenging market conditions

Provided short-term relief to **23** interim roles across **10** councils in Queensland

Consulting Services

15,000 Hours of advisory services provided to achieve successful project outcomes

\$495,638 saved for councils through renewable energy and energy efficiency audits and initiatives. A further **\$105,155** total savings in electricity tariff reviews

24 Procurement Office Projects

20 Probity Office Projects

13 Professional Advisory Projects

Grants Office

\$69 million grant funding secured for **90** community projects across various organisations. Over **\$200 million** in grant funding wins since Peak's inception

\$13.5 million in funding won for upgrades to the **Northern Peninsula Area Regional Council** Airport through the highly competitive **Growing Regions Program**

Supporting not only Queensland councils and First Nations councils but also communities in the Northern Territory

15 signed up to Peak's Grant Program Management Office including new customers, Telstra, Aurukun Shire Council, Gulf Savannah Development and Bulloo Shire Council

CIPS Excellence in Procurement and Supply Award **winner in the 'Procurement Consultancy Project of the Year' category**

CIPS Australia & New Zealand 2024





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