

CIVICA

Case study

# Bathurst Regional Council modernises workforce management with Civica's Authority Connect App



## Case study

Bathurst Regional Council, located in Central West New South Wales, employs approximately 450 staff delivering services spanning roads and infrastructure maintenance through to community facilities and events. With a mix of office-based employees, field crews, shift workers and casual staff, workforce administration had become increasingly complex.

Until recently, many of the council's processes – particularly timesheets – relied on paper. Forms were filled out by hand, supporting documents attached manually and payroll teams processed large volumes of paperwork every pay cycle. This council needed a more efficient, accurate and flexible approach that would support the realities of a modern, mobile workforce.

By extending its long-standing **Civica Authority** platform with **Authority Connect**, Bathurst Regional Council has successfully transformed the way it manages its employee's time, leave and workforce-related tasks.

### Moving from paper to digital workforce management

"Timesheets were very manual," explained Senior Business Analyst, Jette McKeller, who has worked at Bathurst Regional Council for over 10 years. "There were lots of pieces of paper going to payroll, and supporting documents like medical certificates had to be physically attached."

**"The Connect app is great – I actually prefer using it over the desktop."**

In December 2023, the council began a pilot of **online timesheets**, followed by staged rollouts of the **Authority Connect app**, **Employee Kiosk**, and **P2P (Procure-to-Pay)** throughout 2024. Each stage was tested with pilot groups before wider release, ensuring systems worked smoothly and staff felt confident using them.

Today, the majority of indoor staff are using Authority Connect, with rollout to more outdoor teams continuing.



Paper timesheets replaced with mobile-first processes



Faster payroll and finance workflows



Accurate job costing across diverse council services

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### A workforce that works everywhere

One of the biggest benefits has been mobility.

"The Connect app is great for staff who don't sit at a desk all day," Jette said. "Casuals, shift workers and people working late at venues can finish their shift and enter their time straight away. They don't have to wait until they're back at a computer. That's really important in a council environment where people might work across roads, parks or different maintenance areas in the same day."

For field teams who move between jobs during the day, this has also improved accuracy. Staff can record time against the correct job numbers and cost centres as they work, rather than trying to remember details later. This includes when they are offline, as Authority Connect automatically syncs with Authority upon reconnection.

### Faster processing, fewer delays

With Authority Connect integrated directly into Authority, information entered via mobile devices flows quickly into the core platform.

"Things refresh quickly between the app and the desktop," Jette noted. "Managers can see submissions almost straight away."

This has helped speed up payroll and finance processes. Through mobile P2P functionality, staff can complete goods receipting tasks even when they are away from the office, helping prevent delays in invoice processing.

Previously, these tasks often had to wait until someone returned to their desk. Now they can be handled in minutes.

### Paper reduced, efficiency up

The shift to digital has significantly reduced paperwork.

#### Staff can now:

- Submit timesheets electronically
- Apply for leave online
- Upload documents such as medical certificates

**"Previously, if someone was away from the office, tasks could just sit there. Now they can jump on the app and complete it in minutes."**



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Payroll teams no longer need to manage large volumes of paper forms, reducing manual handling and the risk of lost or incomplete documents.

“Everything just flows through much more easily now,” Jette said. “It’s quick, it’s simple, and it’s much easier to manage.”

### Empowering staff through self-service

**Authority Employee Kiosk** has also given staff greater visibility and control. Employees can check pay information, view leave balances and submit leave requests directly, reducing routine enquiries to HR and payroll teams.

“It’s really convenient for staff,” Jette said. “They can see what they need without having to chase someone.”

**“The Authority Connect app means costs are going to the right places. You’re not trying to remember at the end of the week where you were on Monday.”**

### Built on a trusted core platform

Civica’s Authority has long been the backbone of Bathurst Regional Council’s enterprise systems. By extending it with Authority Connect, this council has modernised workforce processes without disrupting a stable and well-understood platform.

The result is a more responsive organisation, where mobile tools support real-world work, administration is lighter and workforce and financial data remain integrated and accurate.

Bathurst Regional Council’s journey shows how combining Civica’s **Authority and Authority Connect** councils can deliver practical, measurable benefits – helping councils modernise workforce operations while maintaining strong governance and control.



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