

Authority upgrade enhances efficiency of The Town of Victoria Park

The Town of Victoria Park boosts digital transformation by upgrading to Authority 7.1

The Town of Victoria Park is a burgeoning local government entity serving the southeastern suburbs of Perth, Western Australia. The Town is home to 38,000 residents and oversees 17.62 square kilometers.

Like many local councils, the Town of Victoria Park is embracing digital technologies to improve its services and operations. The Town is already at an advanced stage of digital transformation and aims to make public services more accessible, efficient, and transparent.

Challenges

The Town deployed Civica Authority around twelve years ago, which assisted the organisation to streamline and optimise its internal processes and enhance financial performance. However, as the current version was nearing the end of its life cycle, the Town chose to opt for Authority 7.1 as a next step.

Ernie Prandl, Technology & Digital Strategy Manager for the Town of Victoria Park says, "The older version was no longer being developed and ongoing support for the old version was problematic."

We also had issues with delivering legislatively required single touch reporting for the payroll." Following the implementation of Authority 7.1, the software addresses these issues with user-friendly and intuitive features.

It enables users to manage standing orders, purchase orders, and requisitions in a centralised system, providing greater visibility and control over the procurement process.

104+

**Staff hours saved
per year for
requisitions**

100%

**Digital and
automated processes**

Key Outcomes

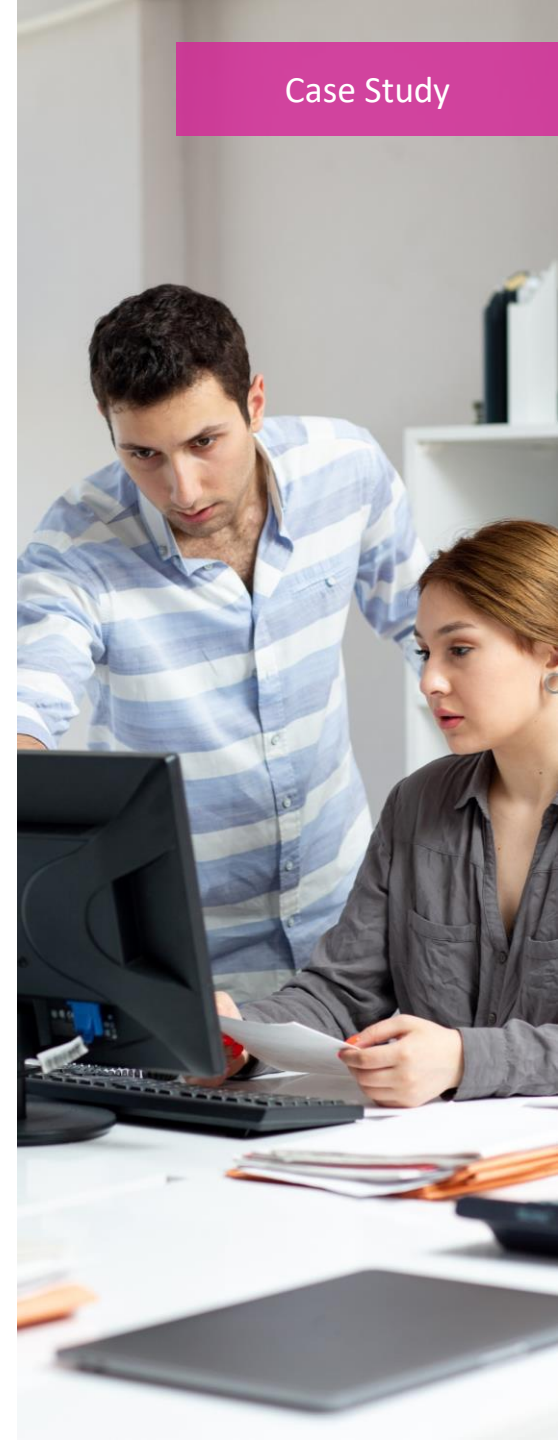
- 1 Improved requisition monitoring through a centralised platform
- 2 One-click standing order processing, saving staff time
- 3 Overcoming integration challenges for smooth operation

"Authority upgrade is a very positive step forward and appears to be a lot more user friendly. It gives pertinent information on the home screens, which I think is very useful for the users of the application", says Ernie.

Ernie Prandl
Technology & Digital
Strategy Manager, Town of
Victoria Park

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After the upgrade, both new and existing users of Authority at the Town found it much easier to view their assigned tasks and manage their workflow.

Ernie also emphasized that the system had markedly enhanced intuitiveness for all users when looking up information on startup screens, making it a significant improvement over the previous version.

Overcoming Obstacles

After a 10-year gap, upgrading to another version required careful consideration of, and some modifications to, the many integrations between other systems and Authority 7.1. This posed a significant challenge for the Town during the transition.



Nevertheless, the change team and staff managed to clear these hurdles, and the upgrade has ultimately led to positive changes.

Previously managing and receipting against standing orders required the staff to access multiple areas of the systems and go through a time-consuming, multi-step process. The new version, however, made receipting against standing orders a simple and fast one-click process.

As a result, the time needed to process receipts was significantly reduced, saving several staff hours per week. In addition, the older version was more challenging to monitor the status of requisitions as there was no centralised location to view them. Users had to drill down several pages to find out if their requisitions had been approved.

Now the 7.1 version provides users with access to a single screen that displays their standing orders as well as requisitions that require attention. This has made it easier for them to track their progress.

Drive for Enhanced Performance

According to Ernie, now they have completed the heavy lifting, the Town is expecting a good test case at the end of the financial year and is hopeful to observe improvements in the roll-over processes. Based on their positive experience, the council recommends Civica Authority to other local government authorities.

They also recommend upgrading to a newer version of the Authority every time it is available to reap the benefits of the most recent enhancements.

The Town of Victoria Park is currently focused on enhancing the capabilities of its staff to utilise the Authority software to its full potential. By doing so, the Town further anticipates significant improvements in the process as they continue to use the new version.

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