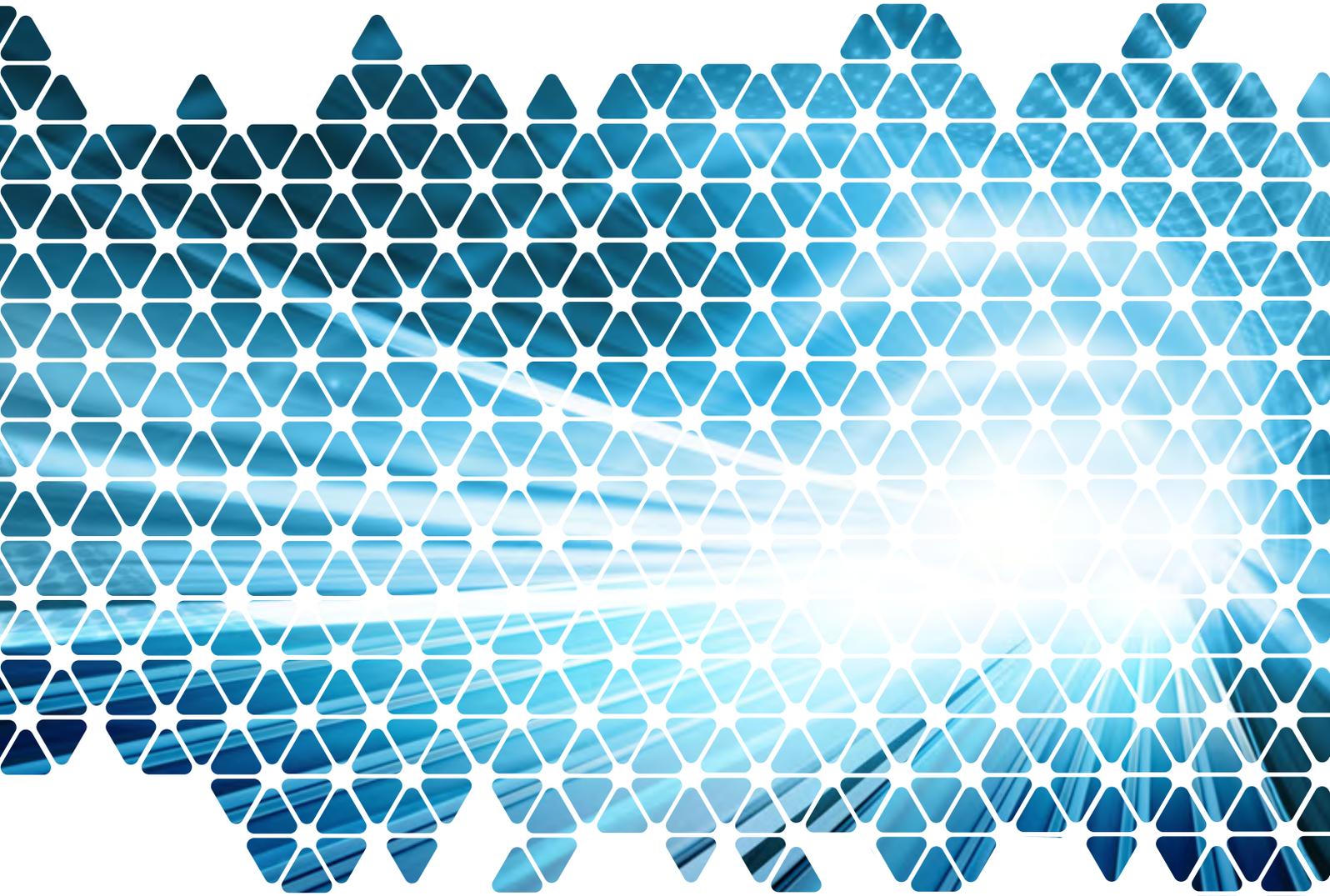


CIVICA

Transforming the way you work



Civica Self-Service Technologies
Transforming service delivery
to your community

The landscape for councils is rapidly changing

The community is becoming more demanding and the use of, and reliance on, technology is increasing.

Civica's report, The Changing Landscape for Local Government, **analysed feedback from more than 250 senior local government CEOs and industry leaders** from across Australia and New Zealand. The report aims to help councils address their current and future challenges. Robust roundtable discussions were conducted, and the **top five characteristics** that would impact residents and the community in the lead up to 2025 were identified.

The top five characteristics of the resident in 2025 were found to be:



1. Always connected and mobile



2. Living longer and part of multigenerational households



3. Independent and self-serving



4. Demanding and impatient



5. Part of a diverse and increasing population



92% of respondents* believe that independence and self-service would be highly valued by residents of the future.

*Respondents to Civica's Changing Landscape research

Changing Landscape panellist, John Moyle, CEO, City of Tea Tree Gully, said, **"Self-service would be a critical requirement for our community in the future. We need systems in place to do what our community wants whenever it suits them – whether that's nights, weekends or another time that's convenient for them."**

Stephen Wall, CEO, City Of Maribyrnong, also a panellist at the Changing Landscape roundtable, said, **"Citizens will challenge us for immediacy. They are becoming highly informed and want a higher availability of information and service than in the past."**



How can you ensure your council continues to meet the needs of your changing community?

Introducing Civica's Self-Service Technologies

Self-Service Technologies play a vital role in our lives. The banking industry, Federal and State Government departments and retailers are leading the way. Commonwealth Bank for example has seen its **mobile banking users log on around 10.5 million times every week**. A 2015 report by Deloitte Access Economics found that approximately 60% of the 811 million annual interactions with Federal and State Governments were conducted online.

To ensure councils continue to improve services to their community, they too need to further **embrace the digital world by providing tools for residents and the community** to interact with council at any time of the night or day, and from a range of digital devices.

Civica's Self-Service Technologies save time and eliminate double handling of information at council, while giving residents the ability to interact with council at any time.

Give your residents the ability to lodge a service request, include a photo and send it directly to your corporate system. The resident receives instant acknowledgement from council and regular status updates, together with the ability to track the status online. This functionality is a win-win for council and the community because it **saves time and money, and reduces calls to the customer service centre.**



Civica's **Authority enterprise software solution** has a suite of modules that will enhance the community's interaction with your systems, ensuring you meet the digital needs of your community now and into the future.



▶ Service Requests Online



▶ Payments Online



▶ Facilities Bookings



▶ Applications Online

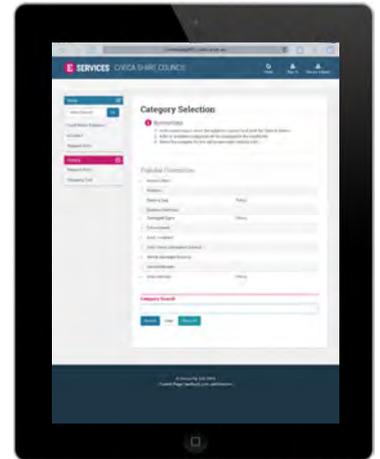
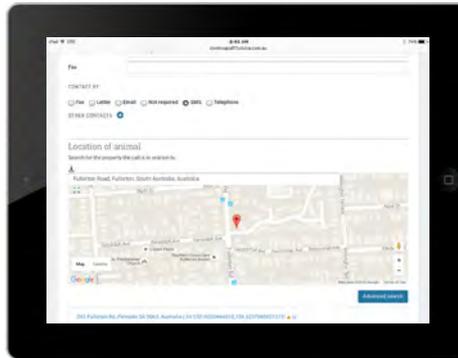
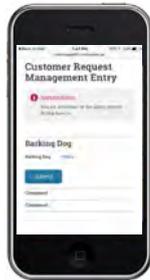
Self-Service Module Overviews



Service Requests Online

Comprehensive web enabled tool that operates using Council's unique workflow and business processes. Residents and community members can lodge requests to council any time of the night or day and receive instant acknowledgement of receipt.

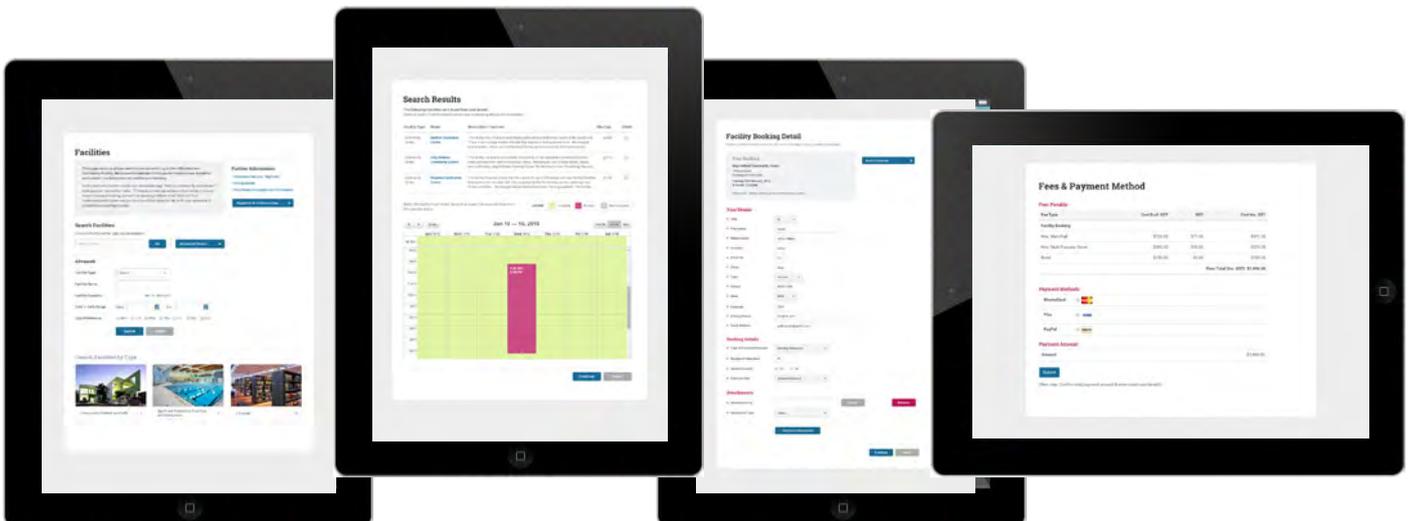
- ▶ Lodgement of service requests via the self-service portal, at any time – night or day. Status updates generated and tracking available.
- ▶ Upload documents and photos and submit information direct to council.
- ▶ Integrates with Google Maps to allow identification of the exact location of the lodgement issue, such as address details of an abandoned vehicle.



Facilities Bookings

Give your community access to your public facilities such as halls and sporting facilities and allow them to search, book and pay online, using any device.

- ▶ Searchable calendar to check availability of facilities.
- ▶ Instant confirmation rather than having to wait to be actioned by council staff.
- ▶ Request multiple bookings at selected venues, times and dates throughout the year.
- ▶ Inform council of any problems with the facility (report the need for waste removal or damage to a sports ground immediately).



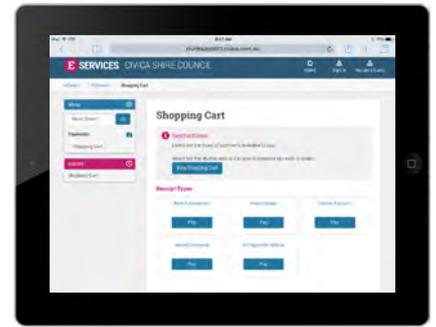
Self-Service Module Overviews



Payments Online

Give your residents and community members the ability to make payments online at any time of the day or night. Payments can be made for a range of council services such as:

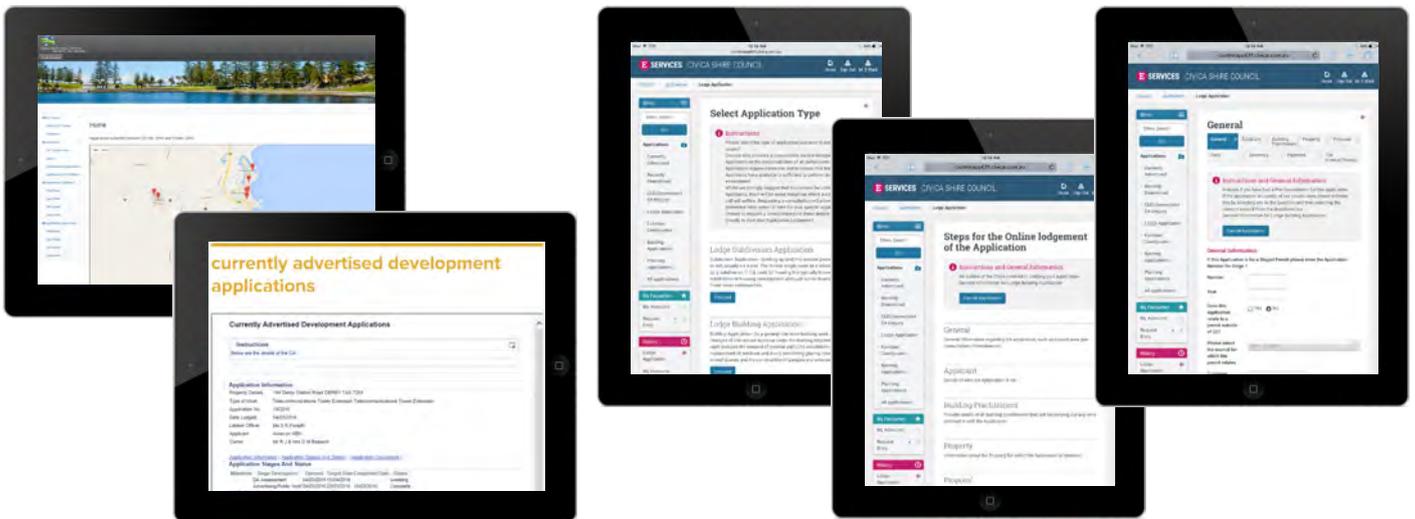
- ▶ Rate Notices, Animal Registrations, Parking Infringements, DA Applications, and Facilities Bookings.
- ▶ This functionality also allows debtors to be paid online.
- ▶ Payments Online now includes BPoint Integration which simplifies the reconciliation process for council.



Applications Online

A range of solutions that give residents and community members access to simple, fast and efficient services with access to online technologies via Council's website. These tools include Development Application Tracking, eBooking facility for staff appointments and ePlan modules.

- ▶ Submit online, with instant acknowledgement from council, including a trackable reference number.
- ▶ Enables the tracking of the application from any device at any time.
- ▶ Search options include the ability to select timeframes for applications lodged.
- ▶ Search options include the ability to identify lodgements within a specific location.
- ▶ ePlan module allows council to upload their planning schemes, controls and policies, and provide these on a needs basis to customers.



Bringing it all together with eServices



Newly redesigned with a modern interface and web responsive technology, eServices is the 'enabler' of functionality for customer self-service on any device, anytime and anywhere.

eServices operates using Council's unique workflow and business processes and facilitates full end-to-end electronic service delivery. eServices allows Council to enhance their level of customer self-service by providing residents and the wider community with expanded access to services via your Council's website.



KIAMA
MUNICIPAL
COUNCIL

Kiama Municipal Council

Like most Councils, serving our community is one of our highest priorities, so giving our residents, businesses and visitors access to self-serve online tools makes it easier for them to interact with Council, which in turn helps us to provide a more timely and efficient service.

Civica provides us with the tools to deliver a range of online services such as Masterview online tracking of Development Applications and access to Activity Approvals and Complying Development Certificates. We also provide and actively promote our online CRM system for lodgement of requests for repairs required to assets and infrastructure such as roads, playground equipment and footpaths as well as other matters which may affect or concern our customers. Residents can report and lodge requests around the clock using their mobile device which helps speed up the process and allows us to provide status updates more efficiently.

Moving forward, we would like to implement other online services and the ability for Council staff to action and update tasks in real-time, out in the field. These tools provide our customers with a truly interactive experience and allow our customers to more effectively interact with Council which facilitates quick and efficient handling and processing internally.

**Michael Forsyth, General Manager
Kiama Municipal Council**



CIVICA

Transforming the way you work

Contact Civica today to start your digital journey

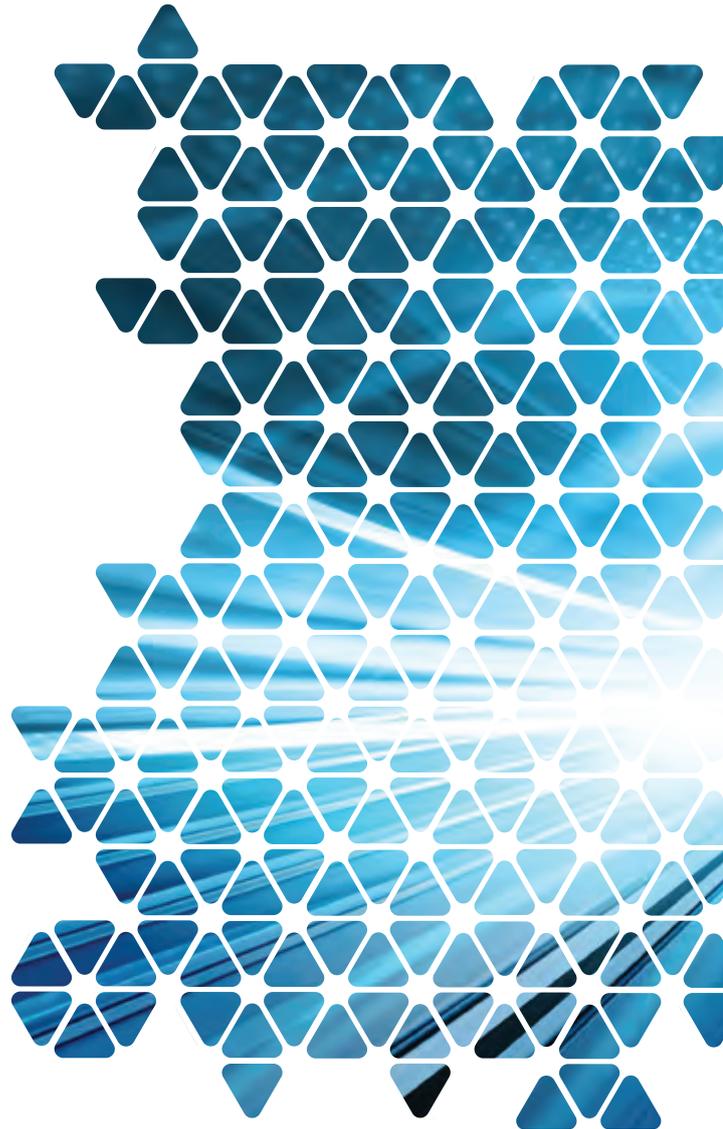
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Why Civica?

People

Knowledge, integrity and action are the values we live by - it's the **people of Civica and our culture** that really sets us apart



Expertise

We have an unprecedented level of experience. Our **expertise and proven capability** continues to deliver customer success



Heritage

Civica has a heritage steeped in helping organisations **deliver operational and process efficiencies**



Trusted partner

We are a trusted partner with more than **300 customers in Australia and New Zealand** using our digital solutions

