



THE CHALLENGE

Individual WA Councils were using varied methods to accept and process planning and building applications. There were inconsistencies and bottlenecks that increased costs and reduced overall housing affordability.

Diversus found that issues were consistently faced across Councils:

- High number of enquiries
 - Pre-lodgement: "What do I need to lodge my application?"
 - Post-lodgement: "Where is my application?"
- High cost to submit
 - Incomplete applications delay process
 - Addresses not validated
 - Supporting documents missing or incorrect format
 - Calculated payment incorrect
 - Difficult to understand State legislation and local policies (eg. Town Planning Schemes)
 - Duplicate entry (up to 4 times)
- High impact to the environment
- Inconsistent and untimely reporting across Local Government
- Inability to report KPIs within specific Local Government
- Inability to determine bottlenecks within the application process
- Difficult to use systems that require IT knowledge

THE SOLUTION

CouncilsOnline is a secure and integrated portal developed to improve the Planning and Building Application and Approval Process.

It is owned by WALGA on behalf of Local Government, with the CouncilsOnline Portal hosted in Western Australia and supported by a Helpdesk located at WALGA.

CouncilsOnline delivers value and efficiency to Local Government customers for the electronic preparation, lodgement and processing of Building and Planning Applications. The solution has been live since April 2012 – coinciding with new WA Building Act 2011.

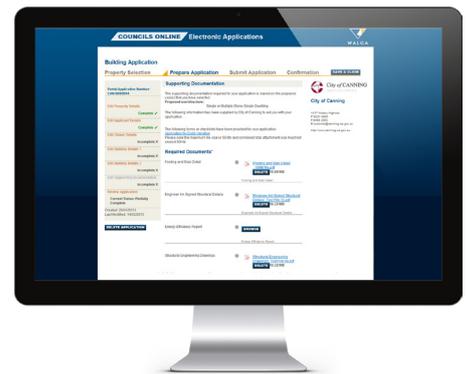
TECHNOLOGIES AND METHODOLOGIES UTILISED

Methodologies

- PRINCE2
- Agile techniques and iterative development

Technology Software

- NET
- SharePoint
- SQL Server
- Business Intelligence and Reporting Services
- NServiceBus
- Web Services
- Service Oriented Architecture (SOA)
- Cloud-based deployment model



MEASURABLE BUSINESS BENEFITS

By providing a single online access point for applicants (24 hours a day, seven days a week), CouncilsOnline significantly improves the effectiveness and efficiency of Local Government application and approval processes.

- Is a fit-for-purpose, non-vendor specific solution which enables extensive system integration with core Local Government and State Government systems and utilises the national electronic Development Assessment Interoperability Specification (eDAIS)
- Improved accessibility – by applicants to Local Government approval processes. CouncilsOnline can be used by anyone, anytime and from anywhere

In the first year of operation, 5,000 applications and 4,500 approvals were processed through CouncilsOnline. The percentage of valid applications is increasing with processing and approval times reducing since implementation.

For most Councils, greater than 50% of all applications lodged are now via CouncilsOnline.

With consistent forms, address validation and streamlined approvals, some approvals now occur within 24 hours of lodgement.

- High degree of transparency as interested parties can track applications at every stage in the assessment process
- Real-time KPI reporting and statistics for a Council or across the state

"The City of Wanneroo finds CouncilsOnline to be an excellent tool for the construction industry. It provides a smoother pathway to submitting applications and is particularly beneficial for local authorities record keeping.

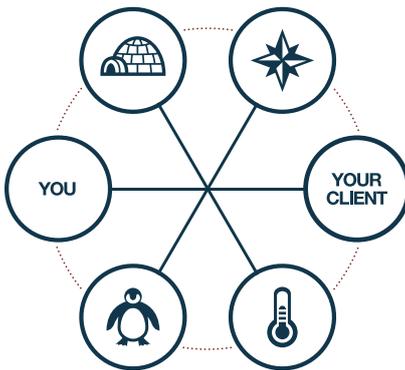
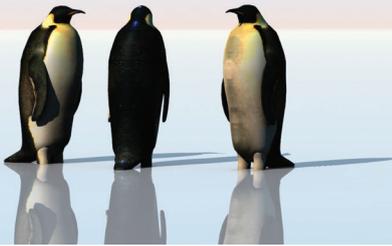
MANAGER BUILDING SERVICES, CITY OF WANNEROO

Master Builders is pleased that WALGA is promoting a solution for builders to secure faster approvals for their clients' projects. We look forward to working to continue to improve the online application process to reduce approval times and minimise administrative requirements.

DIRECTOR OF COMMUNICATIONS



AS A TRUSTED PARTNER, DIVERSUS RELIABLY DELIVERS QUALITY TECHNOLOGY AND INNOVATIVE BUSINESS SOLUTIONS



At Diversus, we focus on your business challenges and develop a plan to get you to where you need to be. We see our clients as our partners, and we seek to solve today's issues while never losing sight of the horizon.

IN THE BEGINNING

Established in 2006, Diversus has built a reputation for delivering quality work in an ethical manner

Our team work collaboratively to deliver tangible results. It's about evolving with business and technology, and making all people's contributions part of the process and solution.

WORLDLY LOCALS

Diversus is a wholly Australian owned and operated business and actively supports the local IT community. Our consultants all possess a diverse range of skills and professional experience from a variety of industries bringing a wealth of knowledge to your organisation.

Over 82% of our consultants have been raised in Australia with a strong understanding of the local economy. Yet 71% of our team has spent more than two years of their professional life overseas.

What does that mean to you, our clients? Our consultants are confident and nimble, using best practices to provide innovative solutions to business challenges.

STAYING IN FRONT

Ongoing skill and knowledge training, mentoring and support are fundamental to nurturing our staff and developing them throughout their career. Diversus is proud of our supportive reputation which enables us to attract and retain high-quality staff in the unique local market. For our clients, it is critically important that our people are armed with knowledge and possess the passion to develop and deploy industry best practice processes and tools.

Our expert team will help you respond to today's challenges to grow your business, reduce costs and optimise productivity, working closely with you on:

- Business Planning & Transformation
- Business Optimisation
- Customer Management & Analytics
- Digital Experience
- Digital Workplace
- Mobile Innovation
- Research & Development
- Cybersecurity
- Custom Solutions

CONTACT

Diversus reliably delivers quality technology and innovative business solutions that set your business to meet the challenges of today with capacity to plan for tomorrow.

If you'd like to speak with experienced professionals about solving your business challenges, please contact us.

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