

Norfolk Island Regional Council

MEDIA RELEASE

CIVICA AUTHORITY PROJECT COMMENCES

The staff of the Norfolk Island Regional Council have been instrumental in providing knowledge to assist in the design of the new Civica Authority computer system. This new system will be a single point of entry that can manage multiple forms of enquiries allowing Council to streamline its processes, improve efficiency and better meet the needs of the community.

Services such as Development and Building Applications, as well as customer requests will be easily actioned, monitored and reported using this tool. It will also allow the option for all invoices to have bpay options, without changing reference numbers, so there will be one reference per account type that won't change. The option to have all invoices sent electronically (except rates notices at this stage) will also be available. The introduction of an electronic data management system will allow faster access to information which equates to faster response times to the community, as well as a significant reduction in the need for paper records.

Preliminary work on the Civica Authority project has been underway over the last few weeks with information collection, the setting up of the Civica Authority hardware environment as well as the creation of the Civica Authority Project Office in the Bicentennial building.

The project launched this week with system design workshops involving Council staff across a broad range of areas in the organisation. The Civica Authority project is divided into key areas: Assets, Finance, Services, Revenue, Human Resources, Payroll and document management.

'Consultants representing Assets, Revenue and Services have been on the island this week to speak with as many Council stakeholders as possible in these areas. I thank the staff that have been involved so far for their time with the design engagement process. The feedback received so far is that they are enjoying the opportunity to engage with the consultants to have input into the design of the new software. The software is used in many mainland Australian Council's and will help the Norfolk Island Regional Council to continually improve services to the community,' Ms Lotta Jackson said.

Next week, design workshops will be held for Human Resources and Payroll and the following two weeks for Finance. It is a large project and periodic updates will be provided to the community as the project progresses. Systems will start to go live in the first quarter of 2017. The Council asks for the community's patience whilst these changes are being implemented.

Lotta Jackson
General Manager

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