

Testimonials

The Client::

The **Naracoorte Lucindale Council** has a workforce of 78 people and is located at the heart of the Limestone Coast region. The council is approximately 330 kilometres from Adelaide and 450 kilometres from Melbourne and encompasses an area of approximately 452,990 hectares. Naracoorte is the main service centre for the Council district, which also contains the smaller towns and communities of Lucindale, Hynam, Kybybolite and Frances. The estimated resident population as at 25 October 2007 was 8,080 people.

Challenges and Opportunities::

The Council has limited staff numbers with limited resources and uses accounting software that is not windows based, does not provide any functionality for application tracking, reporting or assessment. "ICON provides us with the opportunity to deliver on all of these functions and allows the public to easily track the progress of their Development Application (DA) online," says Lisa Schiff, *Director Planning & Environmental Services*.



ICON Solution and Services::

The council has installed the **TRACK®**, **REPORT®** and **PLAN®** products.

"ICON was the only provider (and we spoke to quite a few) that was willing to examine our existing capacity and constraints and then tailor a solution for our needs. ICON treated us with the same diligence that would be afforded to a large council. We do not have a dedicated IT Department. ICON provided a level of support that is not often seen in the regions these days. ICON put people with people – so we were all on the same page, all travelling in the same direction," said Lisa.

"I don't think anyone could find a better implementation partner than ICON."

"ICON has an extraordinary group of people who really believe in their product; provide simple solutions, easy to use software designed for planners, which provides the necessary linkages between legislation, mapping, applications and the public."

Benefits::

"It was quick to install. It's easy for staff to use, easy for the public to understand. Saves staff time improves accountability and planning processes and creates a cooperative productive relationship with the community," said Lisa.

OBJECTIVES::

- To rapidly implement an affordable solution that will complement the councils installed applications.
- To improve productivity and collaboration amongst council staff.
- To reduce call centre traffic.
- To provide easy community access to council information and in particular to development processing and tracking.

