

Testimonials

The Client::

With an estimated population of 181,743, **Townsville** is Australia's largest urban centre north of the Sunshine Coast. Considered the unofficial capital of North Queensland, Townsville hosts a significant number of governmental, community and major business administrative offices for the northern half of the state. On 15 March 2008, the cities of Townsville and Thuringowa, together with NQ Water, united to form the largest regional city in Queensland. Townsville City Council employs approximately 1600 people and is a progressive Council delivering infrastructure and services across an extremely diverse range of work activities from parks and gardens, waste and water management, to planning and community development.

Challenges and Opportunities::

Townsville operates two very convoluted planning schemes which it uses due to the recent amalgamation with Thuringowa. The complexity of the schemes places a heavy workload on planning officers who often do not always have time to close-off development applications. Coupled with this is the very high volume of calls to the call centre in regard to the status of an application. This further impedes the planning officer's ability to process development applications and consequently cause protracted delays in processing applications.

ICON Solution and Services::

Townsville has commenced the implementation of the ICON e-Planning modules for DA Tracking (**TRACK**®), Reporting (**REPORT**®) and Planning scheme online (**PLAN**®).

"The ICON implementation went very smoothly. They did everything; they coached our IT staff about what preparations had to be made for the installation. They set up the linkages to our other systems (TechnologyOne's Property and Rating, DataWorks and ESRI), whilst we had to clean up our own data and processes. The installation was very fast, even though it had to link to two different planning schemes." Said Jo Prego, Coordinator Special Projects Unit. "The implementation was as impeccable as Con Liaros' well pressed shirts." He said.

Benefits::

"The ICON Solution offers very good management capabilities. It can monitor workloads and allows us to better balance these workloads. It allows us to significantly improve our internal processes and to reduce the number of enquiries, thus allowing the planning officers to concentrate on processing applications. It allows us to see into the future to some extent and will be a very useful tool in helping us formulate a new planning scheme." Said Jo.



Townsville

OBJECTIVES::

- To provide easy community access to Council information and in particular to development processing and tracking.
- To rapidly implement an affordable solution that will easily integrate with the Council's installed applications.
- To improve productivity and collaboration amongst Council staff.
- To reduce call centre traffic.



Testimonial | *Townsville City Council*

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