

The Council Processes Hiding The Most Inefficiency

We analyzed hundreds of different workflows to identify where councils have managed to make the biggest visibility, efficiency and compliance gains. These are the processes across multiple councils that are run the most frequently.

1. Council Service Requests

While most councils have a good grasp of how most service request processes should work, often there's a lot of hidden complexity beneath the surface.

Phone calls, back & forth emails, a lost day here & there, requests that everyone thought someone else had done - all familiar stories, and ones that hide a lot of inefficiency and frustration.

Moving to a world with automatic task allocation, clear progress visibility, automated notifications and accurate information, means customer and employee satisfaction has the potential for massive improvement.



Up to 94% Reduction in Service Request Processing Time.

2. Working Hours Requests

Whether based in the community or the boardroom, councils rely on a flexible, multi-skilled workforce. Supporting this workforce is a wide range of processes. However keeping these processes running smoothly is no small ask.

Often staff don't know how a process works or where to go, so admin staff are the ones keeping the workforce running smoothly with costly manual handling.

Automating admin requests such as extra hours or overtime, and making them digitally available is a big efficiency gain. Staff no longer need to hunt for or figure out how processes work - they just submit their info and admin teams can focus on getting the work done.

Get Admin Out Of Email

It can take upwards of 20 minutes to get back to a task after being interrupted by an email.

Harvard Business Review

3. Rates Requests

Is there anything more challenging at councils than the question of rates? Getting rates information out to solicitors and property owners, organizing, approving and processing refunds, administering penalties - any rates team can tell you there's a lot to do and a lot to keep track of.

This is why rates are a target for process automation that offers a big payback. Standardizing the workflows, tasks and handovers between multiple teams makes everyone's life significantly easier, and gets customers their answers sooner.



Payments Inefficiency

Red Flags

- Approvals done by email or chat 
- Shared inboxes 
- Paper or PDF forms for expense claims 

4. Payments & Expenses

Imagine if every expense or payment request had all details correct; tasks automatically assigned to the right person; all signoffs and approvals captured and simple to find, even months down the track.

Unfortunately this is rarely the case. Finance teams can spend an inordinate amount of time chasing and being chased for details. Accountability and approvals are all too easily lost in lengthy emails changed, dates get missed and work becomes difficult. This is why automating admin workflows can be a game changer for council finance teams.

5. Records Management

Rounding out the top 5 isn't a distinct process itself, but a critical part of so many processes at council - records management.

Do you or your colleagues often have a folder of emails or documents waiting to be filed in your records management system? Is it common to find customer and staff data shared to keep things moving? This practice is a workflow efficiency and data security nightmare.

Solve both issues by moving processes into structured workflows. With an easy to use workflow platform processes can be optimized, data kept off local drives and out of email, and decisions, actions and documents are all captured without manual upload or storage.

