A man with glasses and a beard is smiling in a meeting room. The background shows a wall covered with sticky notes and a whiteboard. The text is overlaid on the image.

*Key processes for
local government*
to automate now!

Moving away from paper-reliance

For many who are working on the front lines of government, the global pandemic has dramatically accelerated demand for e-forms, automated processing and an improved online experience.

Often the lack of progress towards automation has been the inability to administer it. Automation sits with an under-resourced IT team. The organization has only 1 SharePoint developer to share around. The platforms used take days or weeks to deploy anything.

No-code workflow and process automation allows line-of-business government services to take control of their own processes. Each of the 3 processes within this guide take 30-60 minutes to build. By deploying these, you not only improve the customer experience, but also free up time for your teams to spend on value-adding work.

Contents

3 *Public Records Requests*

7 *Registration of a Food Business*

11 *Incident Reports*

A blurred, blue-tinted photograph of several people in a meeting or office setting. The people are out of focus, appearing as dark silhouettes against a lighter background. They seem to be gathered around a table, possibly in a conference room or a collaborative workspace. The overall mood is professional and collaborative.

Public Records Requests



Steps to build the process

This automated process allows members of the public to make official information and privacy requests using a Flowingly Public Form. Once the form is filled in by the requestor, Flowingly will guide the team through the necessary activities so that all requests are seamlessly completed. It will also keep the requestor updated via automated emails.

Traditionally most official information and privacy requests were completed via email, or in person using a paper application. Flowingly completely replaces paper applications and significantly reduces the need for email use. Flowingly's out of the box task management and reporting features make all public requests very easy to track and report on. This significantly improves customer experience, compliance, and auditability.

Stop relying on shared inboxes to assign tasks!

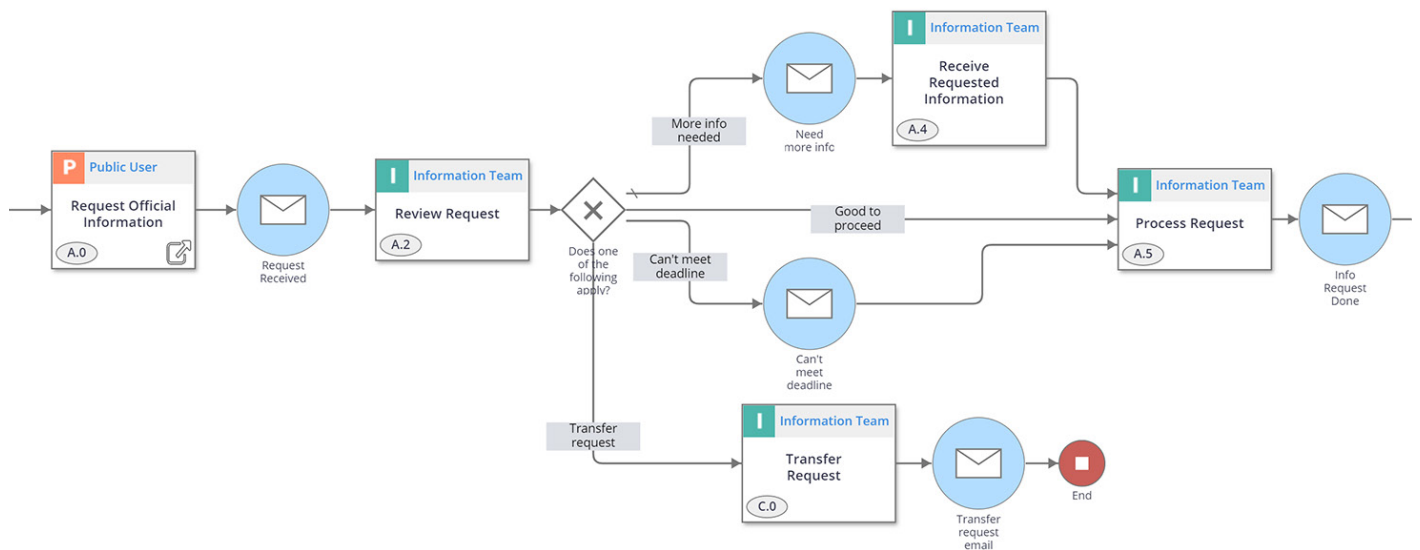
Automating your workflow leads to less duplication of effort.

Globally, the average time an employee spends on duplicated tasks is **4 hours 38 minutes** per week.

Across Australia and New Zealand that rises to **5 hours 7 minutes**.



Anatomy of Work, Asana



1 Request official information *Public Form*

The Public Form can be accessed by anyone via your organization's website or via a weblink. Once the form is filled in by the requestor, a Flow is started. Flowingly then notifies your Information team, who can then respond in a timely manner by consistently performing the right activities.

Public Forms are a great feature that allow anyone with or without a Flowingly login to get involved with the Flow. Completing the Public Form kick starts the Flow.

The screenshot shows the 'Make an official information request' form. At the top is the Flowingly City Council logo. Below the title, there is a paragraph explaining that after submission, the team will be in touch, and contact information for the Office of the Privacy Commissioner and the Office of the Ombudsman is provided. The 'Information Request Type' section has two radio button options: 'Local Governments Official Information and Meetings Request' and 'Privacy requests'. Below this is a text area for 'Enter complete details of your request' with a rich text editor toolbar.

The screenshot shows the 'Review request' form. It starts with the question 'Does one of the following apply?' followed by four radio button options: 'We cannot meet the 20 working day deadline', 'Need more information', 'Information is held by another government organisation and we need to transfer your request', and 'None apply - good to proceed'. Below this is a 'Review comments' section with a rich text editor toolbar. At the bottom, there is a checkbox for 'Further information required? (optional)'.

3 Review request *Information Team*

As soon as an official information and privacy request is submitted, Flowingly will notify the Information Team, who can then assess if the request is possible, or if more information is required to be able to proceed.

5 Email confirmation *Flowingly*

As soon as an official information request is submitted, Flowingly will send an automated email to the requestor.

You can fully customize the content of this automated email to suit your organization's communication style. Also any information captured in the submitted form can be included in this email for the requestor's reference.

The screenshot shows the 'Design' tab for the automated email confirmation. It features a rich text editor toolbar at the top with an 'Add Variable' button. The email content is as follows: 'Hi {step.Request.Official Information.Your first name}, Thank you for submitting an official information request. Your request has been completed. Please see attached requested information: {step.Process Request.Upload Information (to be sent to client)}. Please contact us via reply email if you have any more questions. Ten& koe, Official Information Team'.

Why you should be automating

Automating your Public Records Requests improves both the customer and employee experience. From a customer perspective, they no longer need to print, sign and scan a paper form. They complete an online form, and are kept informed of the progress of their request. From an employee perspective, there is less data-entry, less chance of information being lost in email trails and a **To Do** list they can stay on top of.

IMPROVE THE EXPERIENCE

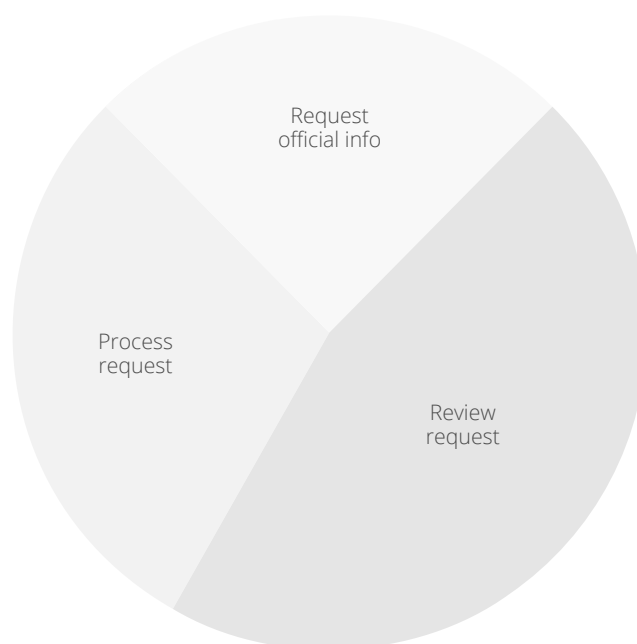
Remove paper frustrations, manual handling and duplication efforts. Make the process easier for the customer, and give your employees more time on value-adding activities.

INCREASE ACCURACY

Ensure that all records are recorded and maintained in full. Every record will be time-and-user stamped, signatures will be recorded, and all associated comments tracked.

SIMPLIFY THE CHAOS

Remove the clutter of requirements in records requests to make the process as straight forward as possible for all parties.



Commonly overdue steps



*Registration of a
Food Business*



Steps to build the process

This Registration of Food Business automated process is designed with the health and wellbeing of the general public in mind. It starts with a Public Form which anyone can access via your organization's website. Once the form is filled in by the applicant, a workflow is started. Flowingly then notifies your Licences and Registrations team, who can then respond in a timely manner by consistently performing the right activities.

Flowingly's easily customizable forms, and powerful process execution engine, make it the perfect fit for all kinds of licence and registration applications. An added benefit is that it eliminates the need for paper applications and therefore reduces waste.

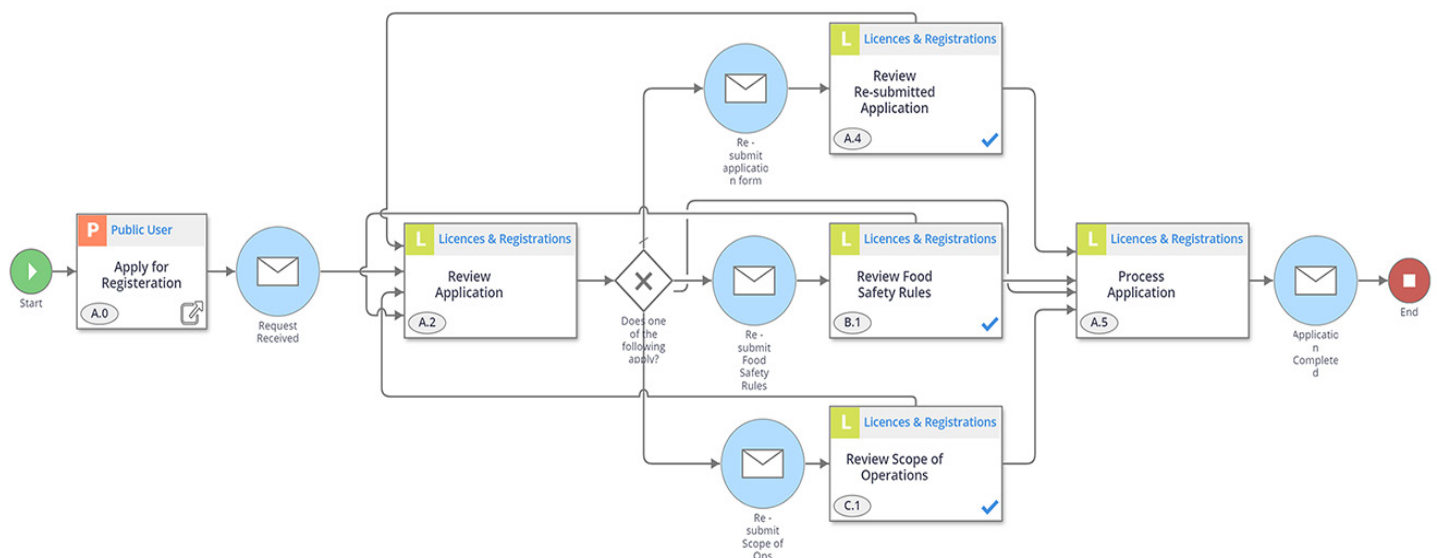
Make workloads clear!

Having visibility over tasks, workload and hold ups increases employee motivation.

When knowledge workers feel clear on their workload, **their motivation doubles**, compared to those without clarity.



Anatomy of Work, Asana



Flowingly
CITY COUNCIL

Apply for your food registration

Please provide the following documents and complete the below application form:

- A printout of your scope of operations outcome from [My Food Results](#).
- A copy of your site plan showing the physical boundaries and layout of your business for a new business.
- A copy of the confirmation letter from your verification agency, if we are not your verification agency.

1. Registration

New Business

Home-based kitchen

Change of ownership

Shared kitchen

Existing Business

1 Apply for registration *Public Form*

The Registration of Food Business application form can be easily customized to suit your organization's unique process.

Once you are done with customizing, you can choose to make the form accessible via a weblink, or embed it into your organization's website. When an applicant completes and submits the form, the workflow is automatically started.

4 Review re-submitted applications *Licences & Registrations*

If the Licences & Registrations team deems the application incomplete, an automated email will be sent to the applicant, requesting the relevant information to be resubmitted.

Once this is done, the Licences & Registrations team will review the application again and approve it accordingly.

Flowingly
CITY COUNCIL

Review re-submitted request

Approval

Approve

Reject and send back to Review Application

Reject and complete this flow

Comment

You must provide an explanation for rejecting this flow

Submit

Format **B** *I* U [List Icons] [Link Icon] [Image Icon] **Add Variable**

Hi {step.Apply for Registration.Name of contact person},

Thank you for submitting your application for food business. The application is successfully completed.

Some comments from our team:
{step.Process Application.Comments}

Please see attached electronic copy of your licence. We will also send you physical copies and other relevant documentation via post.
{step.Process Application.Licences to be sent to applicant}

Tēnā koe,
Licences and Registrations

6 Email confirmation *Flowingly*

The applicant will now receive an automated email from Flowingly with an electronic version of the licence(s).

The completed Flow and the email summary serve as an immutable record of the completed Food Business Registration application.

Why you should be automating

Councils and public-offices often have hundreds of license and permit applications flying round at any given time. Not only is this hard to track, it's near-impossible to pinpoint where the inefficiencies are. Digitizing these applications will not only ensure tasks are assigned to the right people, but also help you identify where you need to make improvements to the process.

IDENTIFY BOTTLENECKS

Build dashboards to identify where license and permit applications are regularly held up, where expectations aren't being met and how often this happens.

INCREASE USER ENGAGEMENT

Just like when they are waiting on a courier parcel, keep your customers in the loop about the status of their application. Process applications faster and make your customers feel cared for.

BUILD A SYSTEM OF RECORD

Automatically record every step of every application. Understand why applications were approved, why they were rejected, when each action happened and who actioned it.



Overdue steps by department

A blue-tinted photograph of a man and a woman in a professional setting. The man, on the left, has a mustache and goatee, is smiling, and is looking towards the woman. He is wearing a grey t-shirt with dark patterned sleeves and is holding a pen. The woman, on the right, is seen in profile, looking towards the man. She is wearing a patterned sleeveless top. The background is a bright, out-of-focus indoor space.

Incident Reports



Steps to build the process

This automated incident reporting process is designed to enable any of your employees, with or without a Flowingly login, to get involved with effective H&S incident management. Enabling your team to easily be able to log incidents from behind their desk or on a mobile device ensures that no incidents go unreported.

Effectively reporting and managing incidents through to closure not only increases your compliance, it also makes sure that you will continuously improve your processes to prevent recurrence in the future.

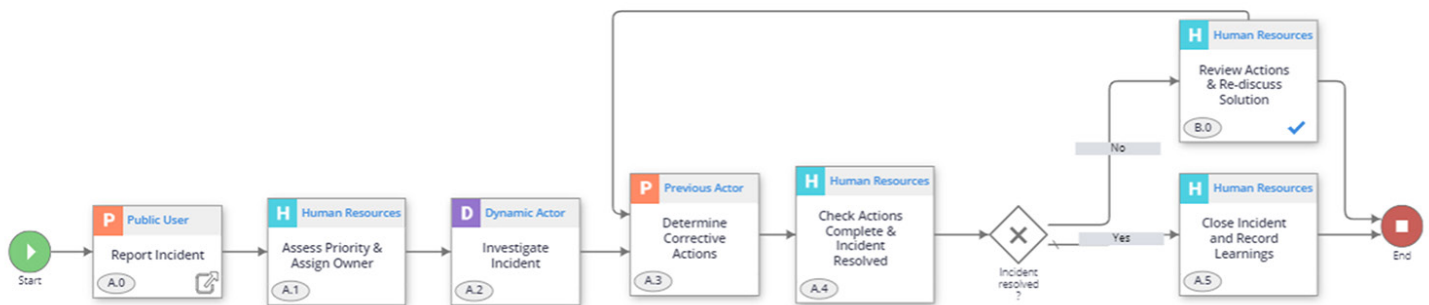
Remove barriers to productivity!

Workflow automation helps you remove the most common productivity barriers:

- Responding to emails and messages
- Chasing teammates to complete work
- Following up on approvals and feedback



Anatomy of Work, Asana



1 Report incident

Public Form

The Report incident form is a Public Form that can be accessed by anyone with a web browser with either a simple web link or via your company's intranet.

Public Forms are a great Flowingly feature that allow anyone with or without a Flowingly login to get involved with the Flow. Completing the Public Form kick starts the Flow.

3 Investigate incident

Dynamic Actor

As this step is assigned to a Dynamic Actor, any of your preferred Flowingly users can be selected to complete the investigation.

The Dynamic Actor functionality allows for a lot of flexibility in your Flows.

6 Close incident and record learnings

Human Resources

If the incident was successfully resolved, then the HR team will be able to proceed to closing the incident and reporting any learnings.

If the incident was not resolved, then the Flow can easily be sent back to a previous step so that additional corrective actions can be determined, to ensure that the incident is successfully resolved.

Why you should be automating

A key component of any good health and safety program is ease-of-use. When there is an incident in the workplace, most employees have to track down a form, print it off, fill it out, scan it and then figure out who to send it to. All the while their own work is being held up. So they don't do it. Flowingly allows your employees to quickly fill out a form on their phone or device on the spot, allocating all follow-up tasks automatically.

MAKE IT EASY

Your employees will be much more likely to log an incident when it only takes them a few minutes. Make it easy for them to access on mobile, tablet or PC. Enable them to take a photo of the incident, instead of writing an essay.

CLOSE THE LOOP

Access any incident with a click. All records will be logged in full, with remedial steps, approvals and comments all assigned and tracked in real-time.

CONTINUOUSLY IMPROVE

Incident reports should provide a clear picture on what the organization should focus on resolving. Through follow-up activities you will identify what needs to be changed, improved or eliminated.

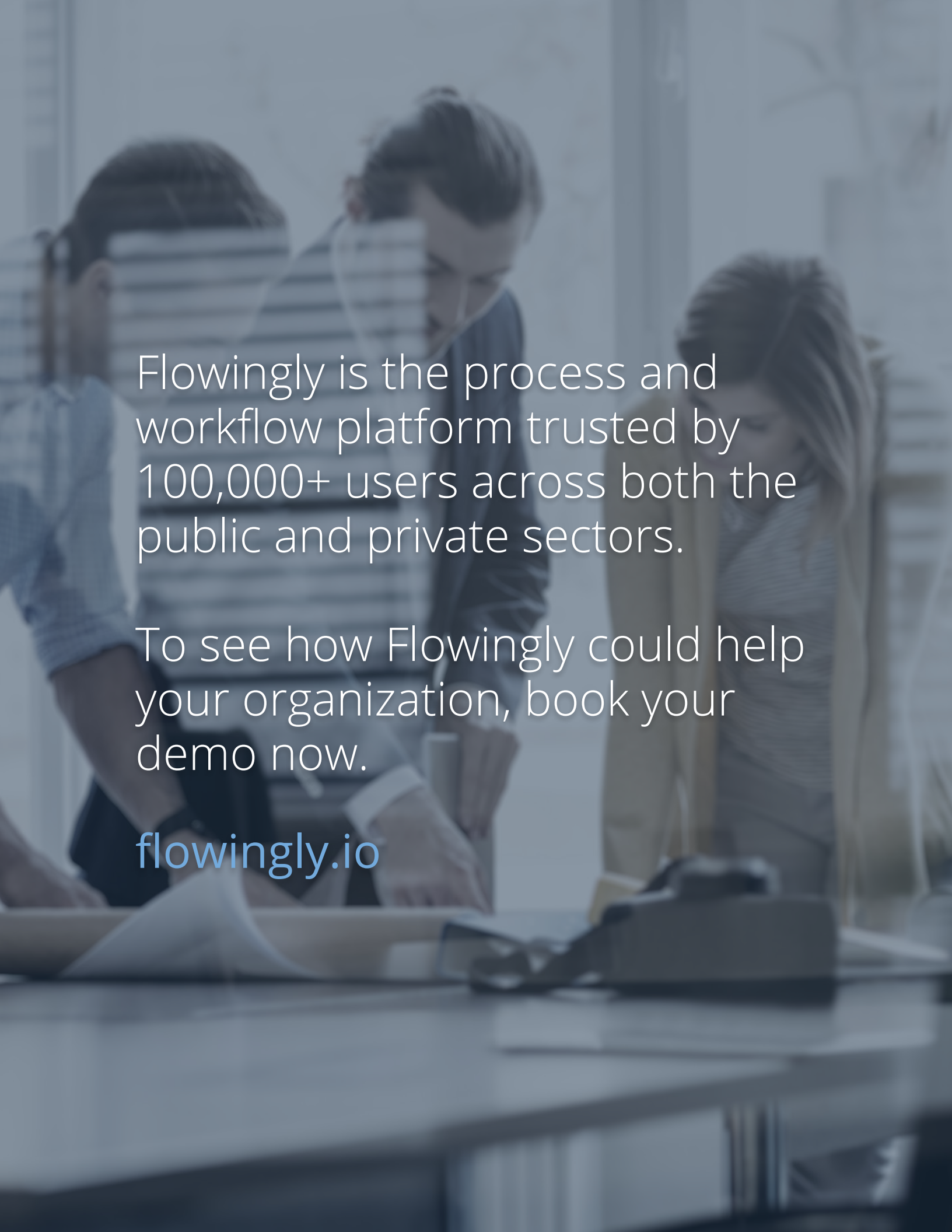
Public Records Requests

Registration of a Food Business

Incident Reports

Process an Invoice

Time taken per workflow



Flowingly is the process and workflow platform trusted by 100,000+ users across both the public and private sectors.

To see how Flowingly could help your organization, book your demo now.

flowingly.io