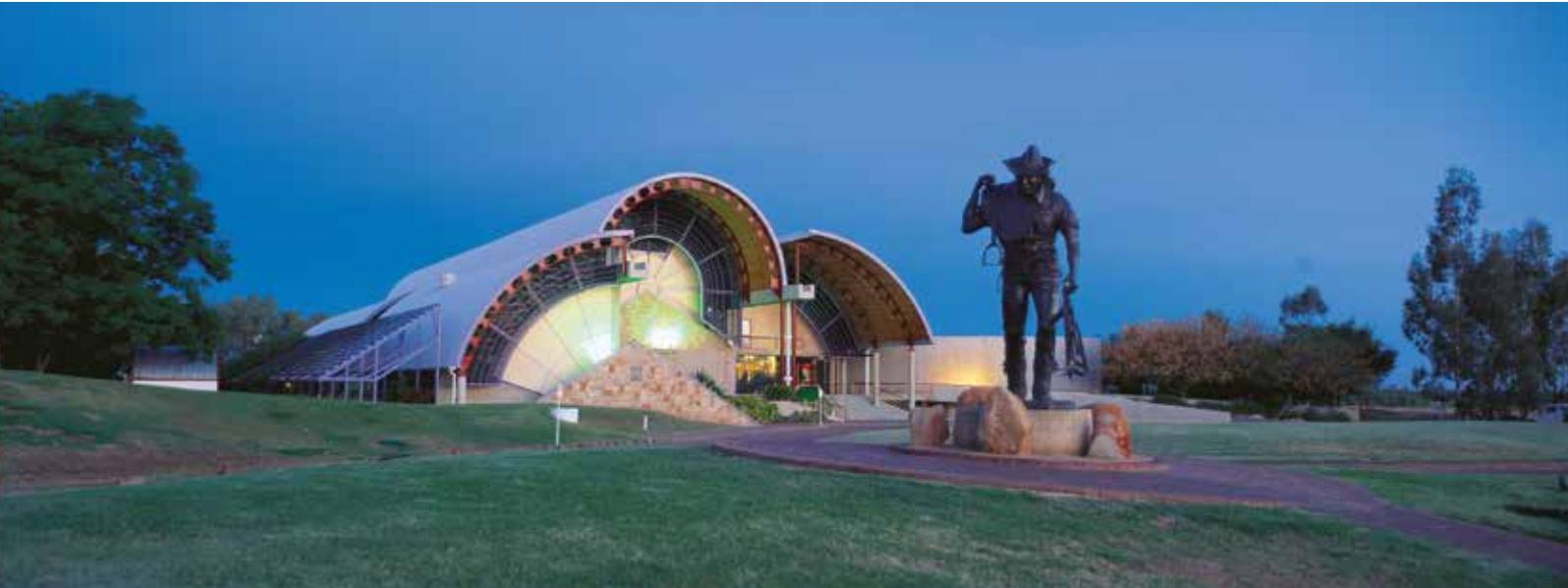# Case Study

Longreach Regional Council

The Challenge

Council was finding it difficult to efficiently meet the information needs of its remote community. A number of people in the community, including the elected representatives were experiencing issues and long delays, and inevitably becoming very frustrated when trying to access large documents or files via email.

The Solution

Longreach chose to implement the MAGIQ Documents Publishing Portal; providing its community with secure and convenient access to Council documents via the web.

The Benefits

Councillors, Committee Members and other members of the public can now easily access and download documents such as Council reports, meeting agendas and minutes to deliver more efficient collaboration.

About Longreach Regional Council

Local Government industry

160+ staff members

4,300+ residents

$34m annual expenditure

"Our Councillors, Committee Members and other members of the Public can easily access and download documents such as Council reports, meeting agendas and minutes."

Kate Wright, Records Officer

> "All of our documents are stored and maintained centrally in MAGIQ Documents and any changes made are instantly available in real-time. That gives everyone complete confidence that they are always accessing the latest version of a document."
> Kate Wright, Records Officer

Longreach Regional Council in Central Western Queensland has successfully implemented an initiative to support the Local Government Association of Queensland's Better Councils, Better Communities project, using MAGIQ Documents.

The town of Longreach serves as the administrative centre for the Region and is well-known as the home of the Australian Stockman's Hall of Fame museum. Since opening in 1988 more than a million people have visited the museum to explore the history behind some of Australia's greatest explorers, stock workers and pastoralists; and gained an insight into the rich Aboriginal heritage of the area.

Longreach Regional Council installed the MAGIQ Documents software in 2011 and has recently chosen to implement the MAGIQ Documents Publishing Portal; providing its community with secure and convenient access to Council documents via the web.

According to Kate Wright, Records Officer at Longreach Regional Council, the primary business driver for implementing the Portal was the need to more efficiently meet the information needs of Council's remote community.

"Longreach is a remote, rural region and a number of people in our community were experiencing issues, long delays, and inevitably becoming frustrated, when trying to access large documents or files via email," said Kate.

"The MAGIQ Documents Publishing Portal has removed this frustration and now our Councillors, Committee Members and other members of the Public can easily access and download documents such as Council reports, meeting agendas and minutes."

In addition to delivering a better level of service to its community, MAGIQ Documents also helps Council to effectively control its business risk by ensuring all documents are managed in real time, in a single place.

"All of our documents are stored and maintained centrally in MAGIQ Documents and any changes made are instantly available in real-time. That gives everyone complete confidence that they are always accessing the latest version of a document," said Kate.

"The system is easy to use and members are automatically advised via email whenever a new document is added to the Portal or when a document changes. They just have to log-in and download the latest version of the document."

Kate commented that the set-up of the Portal and on-going management is relatively straightforward, due to the overall simplicity and ease of use of the MAGIQ software.

"Once the Portal is set-up it's simply a matter of assigning rights to each user via their profile so they have access to the documents or files they are authorised to see. Likewise, each document or file we add to the Portal is assigned a specific access level," she said.

MAGIQ has definitely saved me a lot of time by eliminating the need to send multiple emails - plus I'm no longer worrying that a document I've emailed may not have been received."

Longreach Regional Council enjoys an excellent business relationship with the MAGIQ Software team and Kate is very happy with the level of customer support she receives.

"The customer service team is always happy to help and they are also very friendly and approachable. Being a remote Council, customer support is very important to us. It's great to know the MAGIQ Software team is only a phone call away," said Kate.

The Better Councils, Better Communities project is designed to encourage Councils to develop innovative business models to improve service delivery and achieve better productivity outcomes.

Longreach Regional Council's initiative to implement the MAGIQ Documents Publishing Portal has delivered a 'one-stop shop' for the community, providing efficient access to Council documents and freeing Council staff to focus on other important tasks.

magiqcloud

About Longreach Regional Council

Longreach is situated 700 kilometres west of Rockhampton and a population of approximately 4,300 people is spread across an area of 40,638 square kilometres - twice the size of the United Kingdom. The town of Longreach serves as the administrative centre for the Region and is well-known as the home of the Australian Stockman's Hall of Fame museum.

About MAGIQ Software

MAGIQ Software is an international software business focused on the delivery of the MAGIQ Cloud Enterprise-wide Finance and Administration Platform. MAGIQ Software has more than 550 customers throughout Australia, New Zealand, the USA, the UK, Singapore and South Africa. Key markets include Local Government, Health and Community Services, Utilities, Education and Not for Profit. A highly experienced and skilled team of more than 90 staff deliver local support and development from offices in Napier, Melbourne, Auckland, Christchurch and San Diego.

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