

Quilpie Shire Council



The Challenge

Quilpie Shire was seeking to implement an easy to use document management system to ensure optimum capture of all emails, documents and records across Council in order to meet its records management compliance requirements.

The Solution

Quilpie implemented MAGIQ Documents, the web-based suite of electronic document and records management software, which is ideal for smaller organisations, being easy to implement and use.

The Benefits

Council has achieved a significant improvement in the capture of its corporate information and is fully meeting its record compliance requirements. The ease of use of the software has ensured excellent staff take-up and utilisation and all Council information is now securely stored in a single, central place.

About Quilpie Shire Council

Local Government industry

70+ staff members

1,100+ residents

\$22m annual expenditure

"I use MAGIQ Documents everyday; it's always open on my desktop and my emails, documents and tasks are all stored and assigned in the system... we've seen a tenfold improvement in our records and document capture."

Dave Burges, Chief Executive Officer

“They are always helpful and supportive. It’s nice to work with people who are really friendly and remember who you are when you call. That’s good customer service.”

Emma Hunter, Records Officer

Quilpie Shire Council in South West Queensland has implemented the MAGIQ Documents Suite achieving significant improvements in records compliance and establishing a single, central place for all Council information.

The Shire of Quilpie is a small, remote Council located around 950km west of Brisbane. The primary industry within the Shire is sheep and cattle grazing and Council delivers services to a community of 1100 people across an area of 64,000 km². The shire also has a long history of Opal mining and is home to “The Jewel of the Outback” the exquisite Boulder Opal. Boulder opals, as the name suggests, are mined from large ironstone boulders under the ground and are renowned for their vibrant colour.

MAGIQ Documents is a web-based suite of electronic document and records management software and is ideal for smaller organisations, being easy to implement and use.

Quilpie Shire Council chose to replace its existing records and document management system in mid-2014 following a period of extreme dissatisfaction with the product functionality and support provided by their existing vendor.

According to Dave Burges, Quilpie Shire Council CEO, the initial goal they set was to ensure that everyone with a computer, including himself, was using MAGIQ Documents.

“We now have 34 staff using MAGIQ Documents across multiple locations and we’ve seen a tenfold improvement in our records and document capture.

“I use MAGIQ Documents everyday; it’s always open on my desktop and my emails, documents and tasks are all stored and assigned in the system,” said Dave.

Council began the implementation process in July 2014 going live just four months later in October. Dave commented that the implementation period was an intense, but ultimately very successful process.

“For a small organisation any major software implementation process can be quite hectic and busy as we simply don’t have the staff to dedicate solely to the project,” said Dave.

“Having said that, the process was still an enjoyable one. The MAGIQ Documents team were here on-site with us to complete training and help us with the go-live process, which ensured it all went smoothly.”

In her role as Records Officer at Quilpie Shire, Emma Hunter engages with the MAGIQ Documents team on a regular basis, which she says has been a positive experience.

“They are always helpful and supportive. It’s nice to work with people who are really friendly and remember who you are when you call. That’s good customer service.”

Dave believes the MAGIQ Documents system has significant potential and in time will deliver additional business improvements at Council.

“I’m very proud of what our team has achieved over the past nine months. We are now working to consolidate use of the software and the goal is to continue to implement additional features and optimise our utilisation of the software,” said Dave.

In the future, Council will undertake an initiative to provide Councillors with access to business reports, meeting agendas and minutes via the MAGIQ Documents system. Being fully web-based they will be able to easily access the documents on their device of choice: mobile phone, tablet or desktop.



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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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