Yass Valley Council

The Challenge

Council was relying on a series of email and paper-based processes to manage its HR information and business processes. HR information was being stored across multiple, disparate locations making it difficult for staff to easily access and collaborate on information and to complete their required tasks in a timely manner.

The Solution

Yass Valley installed the MAGIQ Documents system and has implemented a series of fully automated workflow processes to more efficiently manage HR activities such as Recruitment, Staff Induction and Staff Terminations.

The Benefits

Easy access to information from a single, secure location provides staff with complete confidence that the information they are accessing is accurate and up to date and reduces risk associated with misplaced or out of date documents. HR activities are efficiently completed within the required timeframes.

About Yass Valley Council

Local Government industry

160+ staff members

16,500+ residents

$102m annual expenditure

"MAGIQ Documents provides us with a single and central place where staff information is securely stored making it easily accessible."

Grant Cooke, Organisation Development Manager Yass Valley Council

Yass Valley Council in New South Wales has achieved significant business efficiency gains by automating and streamlining the organisation's HR processes using the MAGIQ Documents system.

The MAGIQ Documents suite is web-based electronic document and records management software. The overall simplicity and intuitive design of the software means it is very easy for staff to learn and use, which leads to excellent take-up and adoption.

Yass Valley implemented MAGIQ Documents in November 2015 and Grant Cooke, Organisation Development Manager at Yass Valley Council says the system has delivered significant improvement in the overall efficiency of HR's business processes.

"MAGIQ Documents provides us with a single and central place where staff information is securely stored making it easily accessible. There is no need to search through multiple directories, filing cabinets or across desks to find various documents relating to a staff member – everything is now held centrally in MAGIQ Documents," said Grant.

Using MAGIQ Documents, Yass Valley has implemented a fully automated workflow process to efficiently manage the process of staff induction and staff termination. According to Grant this process was previously managed through paper-based forms, which went from desk to desk, and were often misplaced or hidden in in-trays.

"When a staff member leaves the organisation there are a number of standard tasks that need to be completed by various people across the organisation. Such as the return of keys and uniforms, removing access to business systems, provision of termination notices, changing of passwords, and it might require up to 10 people to complete those tasks."

"Now we use an electronic form within MAGIQ Documents which is automatically sent to each staff member requesting they complete their required task. This is working brilliantly for the HR division and has significantly improved business efficiency," he said.

Grant believes the automated email notification of tasks within MAGIQ Documents is a very powerful and effective way to ensure tasks are dealt with promptly and within the required timeframes.

"No-one likes to have a long task list. MAGIQ Documents provides staff with far greater visibility around the tasks they need to complete – they can login and straight away see their allocated tasks for the day and start to tick them off. Once a task has been completed, the next step in the workflow will automatically commence, delivering a much more efficient process for everyone.

Previously, email or paper-based documents were used for task requests and if a request to complete a task is over-looked or misplaced it can create a degree of business risk.

MAGIQ Documents is helping us to reduce email volume and get documents out of people's in-trays and into the system, which means we have far greater visibility around our HR processes," said Grant.

Timely sharing of information across the organisation has also been made much easier using MAGIQ Documents and Grant points to Council's recruitment process as an example.

"We simply create a folder within MAGIQ Documents, for the position being recruited, and then assign access rights to each member of the recruitment panel."

All of the relevant position and candidate information such as the position description, applications and resumes are stored centrally in this folder within MAGIQ Documents for each panel member to access as and when they need it.

"That's a much more efficient process than providing people with paper copies or having the HR team repeatedly emailing copies of documents to the various panel members."

"Likewise, there is a range of information we are required to hold on staff that is confidential, such as criminal record checks. MAGIQ Documents provides us with a highly secure environment to store that information, knowing we can be very confident that the information is accessible, however only to users with the rights to view it."

Yass Valley Council has five staff in its Organisational Development team and Grant is delighted with the positive attitude of the team and the way they have embraced the new system.

"MAGIQ Documents offers brilliant flexibility and it's very easy to use. I'm delighted with the initiatives the team has introduced so far. I believe we are just scratching the surface in terms of the potential for other business process improvements."

About Yass Valley Council

Yass Valley is around 280 km south-west of Sydney and 60 km from Canberra. The main service town is Yass, with the towns and villages of Murrumbateman, Binalong, Bookham, Bowning, Gundaroo, Sutton and Wee Jasper supporting the outlying areas. Yass Valley is renowned for its production of fine merino wool and recent agricultural industries have emerged including wine, alpaca studs, olives and berries.

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.

www.magiqsoftware.com

New Zealand +64 6 835 9380   Australia +61 3 9468 9401   US +1 858 333 5523