



# Australian Local Council automates certificate request processes and improves transparency with Infor Pathway

An Australian local council needed to automate its planning certificate request processes and provide better transparency to citizens on the status of their requests. By offering online services to its citizens in a smooth, modern, and easy-to-use manner, Infor Pathway has enabled the shire's local council to keep up with a high volume of requests, save time, and focus on customer satisfaction.

HEADQUARTERS  
**Australia**

INDUSTRY  
**Public Sector**

INFOR PRODUCT  
**Infor® Pathway, Infor ePathway**

---

**Infor Pathway has made it easier for citizens to engage with the council, while also freeing up council staff to engage in more strategic activities.**

## Preparing for future populations

For one Australian council located in a shire which is a large rural area about a 40-minute drive from one of the main cities in Australia—delivering high-quality, fast services to citizens is critical. The shire's local council manages a high volume of planning certificates and needed to automate this process to provide better transparency into the status of citizen requests.

The shire is predominantly residential and rural. The areas in the northern areas of the shire boast significant amounts of agriculture and national parks, as well as semi-rural and rural-residential living. The southern areas of the shire feature well-established residential and commercial areas, as well as large areas of recent residential and employment development.

The shire is one of the fastest growing local government areas in the state, with two thirds in the north being rural land used for farming and other agricultural industries. The shire's local council employs more than 600 staff, while the shire's population is forecast to grow 46.91% over the next 20 years. To prepare for this growth, the council wanted to improve citizen engagement and increase efficiency by utilizing modern, online services that would automate the planning certificate process.

---

**Infor Pathway's online portal provides citizens the opportunity to make transactions when it's convenient for them, without having to attend council meetings or office hours.**

### Business results and efficiencies



**600 employees**  
at the council



**46.9%**  
population growth in next 20 years



**24-hour**  
access to data and processes



**360° view**  
of customer registration info

## Improving citizen engagement and increasing efficiency

One of the main areas that the council wanted to improve was the Section 10.7 Planning Certificate, which is a certificate issued by council under the provisions of Section 10.7 of the Environmental Planning and Assessment Act 1979. The certificate provides information on how the land may be used and restrictions on its development. Infor ePathway, an internet-enabled customer self-service interface for the online customers of local authorities, helped streamline this process and ensure better engagement with customers, higher efficiency, and better traceability.

In addition, automating S603 certificates to improve the processing of rates is also critical. A Section 603 Certificate (Local Government Act 1993) advises the amount (if any) due or payable to council by way of rates, charges, or otherwise, on a parcel of land. Rates are income for the council and therefore it is critical to manage this process smoothly. This is where the council relies on Infor Pathway, a modern, web-enabled solution developed to meet the specific requirements of local authorities in Australia and New Zealand.

Pathway has provided an efficient and smooth rates system to improve the management and collection of rates from the community, while also offering better services to citizens.

Pathway also helped to streamline the zoning certificate process and improve engagement with citizens and increase efficiency. The Section 149 Certificate—also known as a zoning certificate—is a legal document issued by the government of New South Wales (NSW) under the provisions of the Environmental Planning and Assessment Act 1979. The certificate contains information about how a property may be used and restrictions on development that may apply.

Section 149 certificates are now generated in less than 10 seconds, which is an enormous improvement. Previously, it could take several hours for some transactions to be completed. Some of the transactions now conducted online include:

- Lodging an application
- Making a payment
- Booking a venue
- Researching library services
- Organising a clean up
- Reporting a problem

## Delivering a customer-centric experience

Infor Pathway's modern, easy-to-use interface has made it easier for the shire's citizens to track applications online, while also freeing up the local council's staff to focus on more strategic activities. Council staff now enjoy enhanced decision-making with all the data they need right at their fingertips, which also means anyone in the council can access one central database to find citizen information and help with a query. By offering customer-centric, online services to the shire, Pathway has helped the local council save time and improve citizen engagement.

[Learn more >](#)



Infor builds business software for specific industries in the cloud. With 17,000 employees and over 68,000 customers in more than 170 countries, Infor software is designed for progress. To learn more, please visit [www.infor.com](http://www.infor.com).

Follow us:   