



Moreton Bay Regional Council

How the Moreton Bay Regional Council Created an Agile Digital Application Process

FULLY AUTOMATED

Digital application process

460K

Residents have access to application system

<ONE WEEK

Solution was developed in under a week

NEW APPLICATION PROCESS

Relieved customer service and rates staff

OVERVIEW

Moreton Bay Regional Council (MBRC) worked with OpenCities, now by Granicus, and Centrelink to develop an agile digital application process to provide financial aid to residents impacted by COVID-19.

SITUATION

Leaders at Moreton Bay, Australia's Regional Council, announced a \$15 million stimulus package for eligible residents experiencing financial difficulties. The information and communication technology (ICT) team was immediately challenged to create an intuitive, scalable, and smart digital application process that would ensure all residents could easily check their eligibility, apply, and meet the expected demand of MBRCs 460,000-person community.

SOLUTION

Leveraging OpenForms, now by Granicus, the ICT team simplified the customer experience by integrating between several systems, including MBRCs financial systems, and the external social security and payments services system powered by Australia's Centrelink agency. Because the ICT could configure so much of the customer journey without coding, the entire solution was created, tested, and launched in under one week.

IMPACT

The automated online application process significantly reduced impact on the customer service and rates staff and gave them time to respond to other COVID-related inquiries. From initiating submissions, verifying them against Centrelink, and applying the financial rebate to the customer rates assessment in less than two days, OpenCities—now by Granicus—provided an efficient and successful outcome for the Moreton Bay region.

MUST HAVE SOLUTION

OpenForms

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