

CASE STUDY



integral
delivering the complex

WORKING WITH THE GOLD COAST CITY COUNCIL

The Gold Coast City Council (GCCC) is the second largest Local Government Area (LGA) in Australia in terms of numbers. The Gold Coast's current population (2010) of 515,157* is expected to continue to grow by 13,000 to 16,000 people per year. Queensland's State Government Integrated Planning Act 1997 (IPA) came into effect in March 1998, bringing with it a new planning application process which must be followed by all local authorities, the development industry and individuals.

Under IPA, all Councils are required to prepare and implement a planning scheme to help guide growth and change in their areas. The Planning Schemes are essential as they identify what level of assessment is applicable to different forms of development and provide the policy information to guide planning decisions on development applications. At the time of the project, 12% of GCCC's revenue was derived from developer contributions.

THE CHALLENGE

Rapid growth in population, coupled with new legislation, prompted the GCCC to plan an appropriate business solution for the future; a solution that required a high level of flexibility and ongoing efficiency.

Within GCCC, the Developer Contributions Group (DCG) is a specialist group that is responsible for calculating infrastructure charges on a daily basis. Queensland State Government's Integrated Planning Act (IPA) requires integration of land use and infrastructure planning, to enable infrastructure to be supplied in a co-ordinated, efficient and orderly manner. This enables sustainable development and encourages urban growth in areas where adequate infrastructure exists or can be provided efficiently. Consequently, the calculation processes performed by the DCG were manually intensive and heavily reliant on the capabilities (speed, mathematical skills and long term concentration) of employees. With rapid growth in the Gold Coast City, this work was increasing and so was the level of human resources needed to complete it. GCCC had already implemented new processes on the adoption of IPA and IPA infrastructure guidelines; however in 2006 the GCCC acted on its decision to achieve the following goals:

- better satisfy legislative requirements
- reduce costs associated with the implementation of the new legislation and associated activities
- develop a flexible business solution that will provide a framework for current systems and the easy introduction of future processes.

THE SOLUTION

Integral built an Oracle Fusion Middleware based SOA solution that integrated Oracle Policy Automation software (formerly RulesBurst) with the Council's mainframe based Asset Management System (AMS), Property Developer Contribution (PDC) and Geographic Information System (GIS) to provide a streamlined, semi-automated process. This integrated capability was ultimately exposed as a web based application called the PIP Charge Calculator.

"The PIP solution delivered by Integral has allowed the Gold Coast City Council to significantly streamline the process of managing infrastructure charges. We are proud to have been part of the team that provided this solution, delivering significant benefits to the citizens and developers of the Gold Coast"

Cameron Tuesley, Managing Director at Integral

INTEGRAL VALUE ADD

Integral staff facilitated all of the requirements workshops and stakeholder briefings to gather business and functional requirements and managed the overall delivery of the solution.

The technical delivery saw Integral staff working with various business stakeholders, existing technical teams and rules and legislation specialists, to produce a fully integrated solution that substantially simplified the process of calculating and managing PIP infrastructure charges.

As part of the project, Integral fostered strong relationships between GCCC and the various business and technical stakeholders, to ensure the rapid and successful delivery of the solution in time to meet tight Federal Government funding timeframes.

Other key items included the development of SOA interfaces to support access to the legacy mainframe systems and the establishment of a canonical message model for the Council to support property and infrastructure integration.

THE BENEFITS

The project produced the following outcomes and benefits for GCCC:

- cost reduction (automation saves on staff costs and their related activities)
- reduction in the number of manual processes required to perform charge calculations
- increased rate of accuracy, as automation reduced a number of manual processes
- satisfaction of legislative requirements, in accordance with Priority Infrastructure Plan (PIP)
- enabled extension of interfacing systems to facilitate future applications — for example, building applications and operation works.

ABOUT INTEGRAL

Integral is a leading provider of business and technical solutions and services for organisations with complex IT needs.

Established in Australia in 2001, Integral operates across Australia as well as extensively throughout South East Asia, working mainly with telecommunication companies, government departments, financial institutions or any organisation that has a critical business reliance on information technology.

At Integral we specialise in delivering the complex. If your business relies on IT, if it is critical to your success, then we can help make it simple and provide great outcomes.

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