

CASE STUDY

The City of Wanneroo



Industry:
Local Government

216,450 Residents
ABS ERP 2021

760 Council Staff

2022/23 Budget:
\$235 million

The City of Wanneroo is one of the largest and most progressive Councils in Western Australia and has been a RelianSys® customer since 2017.

RelianSys® has worked closely with the Governance team to streamline, simplify and systemise the Council's management and reporting of legislative compliance obligations.

This partnership has also been a key driver in evolving the RelianSys® software capabilities to meet the unique requirements of Local Government in WA.

The Compliance Audit Return Challenge

The onerous task of compiling the Compliance Audit Return (CAR) was the catalyst for The City of Wanneroo to seek a compliance software solution.

The governance team identified the need for a system to introduce critical control and a clear line of sight for management as the existing process had become overwhelming and inefficient:

- Using spreadsheets was no longer fit for purpose.
- A lack of centralisation meant those involved did not always have clarity on the status of their assigned obligations
- There was no certainty that legislative obligations were up-to-date and a risk that not all obligations were being dealt with.

The Solution - RelianSys® Governance Suite

RelianSys® Compliance Module

The Compliance module was the first step for the City of Wanneroo in improving how they managed their compliance requirements.

The module delivered immediate results in completion of the Compliance Audit Return, by enabling easy access to centralised and up-to-date legislative content to simplify the process.

Everyone involved now has complete visibility of the obligations they are responsible for, and the management of the status at any time, with the assurance of automated reminders and escalations if requirements have not been met.

A key component in the City of Wanneroo transforming their compliance was integration of the Local Government Act and Regulations (WA) as well as other Commonwealth and State legislation available within the Compliance software.

RelianSys® have built up a library of 30 WA Acts and Regulations, that are monitored and Legislative Update Bulletins issued when any amendments are made. This service has allowed the City of Wanneroo to tailor the RelianSys® Compliance solution with internal registers to meet their specific requirements.

RelianSys® Monitor – Compliance Calendar

Being one of the largest Councils in the State, the City of Wanneroo employs a significant number of permanent as well as casual employees to deliver services to the community.

The Monitor compliance calendar has enabled the Council to more effectively manage their secondary employment, with greater visibility of contract renewal dates than when stored in a spreadsheet.

Centralising this function through the creation of a customised register and having automated reminders and escalations has been critical to keeping across the large number of contracts coming up for renewal at any one time.

The Council found set-up and assigning access to relevant records easy, value the centralisation of documents rather than these being stored across multiple departments, and like the safety net reminders provided so nothing gets missed.

Why City of Wanneroo Chose RelianSys®?

The Governance Specialist at the City of Wanneroo was a key decision-maker in software solution process and selecting the RelianSys® Governance Suite.

“The legislative content was a key driver in purchasing the first RelianSys® Compliance module, but we were also seeking a provider that offered a number of integrated solutions to enable us to improve our governance and productivity.”

“During the software evaluation we had a number of requests and the RelianSys® team were very responsive, and they have continued to be collaborative in determining solutions to meet our evolving needs which is something we value.”

RelianSys® is a leading Australian software provider of governance solutions to Local Government and other highly regulated industries.

Delivering best-in-class, cloud-based software, RelianSys® has helped more than 130 Councils across Australia successfully transform their governance and compliance management.

To learn more about how RelianSys® can help you transform your governance or to book a product demonstration, contact us via the details below.

RelianSys®
Transforming Governance

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