

## Wellington Shire Council - Employee Kiosk

Allowing all employees to access payslips and leave entitlements from their phones – anytime, anywhere

Wellington Shire Council is a progressive organisation that depends on innovative information systems to deliver easily accessible information for both their citizens and employees.

As part of the council's forward-looking approach, workers at Wellington Shire Council enjoy a high level of flexibility within their workplace. Employee Kiosk – a module available on the Authority Connect mobile app, supports this initiative by giving employees access to their holiday leave or payslips within seconds on their phones.

### About Wellington Shire Council

The local government area of Wellington Shire Council is situated in eastern Victoria. Borne out of an amalgamation of four neighbouring shires in 1999, it covers a vast area – from the Great Dividing Range all the way down to Bass Strait and the Gippsland Lakes (10,817 km<sup>2</sup>). The Shire's 42,000 residents work mainly within the agricultural, tourism and mining industries.

**"The feedback from employees so far is that it is fantastic."**

Mat Dyce,  
Coordinator Business Transformation,  
Wellington Shire Council

### Transitioning to apps through collaboration

Mat Dyce joined Wellington Shire Council 15 years ago and has recently taken on the position of Coordinator Business Transformation. This new role was created to facilitate the council's current transition from on-premise Authority applications to a SaaS platform.

"We have been using Authority for 20 years now, ever since the amalgamation," Mr Dyce said. "We use it for all our financials, payroll and most of our day-to-day operations. Given how much we all use Authority, it is important to us that Civica not only welcomes customer feedback but also allows us to have input into how Authority evolves. Part of our collaboration, along with other councils, has enhanced many Authority modules and recently brought about the development of the Employee Kiosk module".

As Wellington Shire Council pushes out the Authority Connect mobile app along with the Employee Kiosk module to different employee groups, it has quickly become apparent that no change management process or training schedule is necessary.

"The feedback from employees so far is that it is fantastic," Mr Dyce said. "Our employees who are not tech savvy can use it easily. When I checked in recently with staff to see if they needed any help with downloading the Authority Connect app, the response was – 'already done that'. It is just straightforward. The Employee Kiosk app behaves exactly as it was designed to – intuitively.

### Key outcomes:

- Near paperless
- Easy to use, no training necessary
- Co-design session via user group
- Reduces employee error when calculating leave

# 100%

of employees now have access to everything related to pays and holiday leave



## Giving all employees access

Authority Connect is enabling Wellington Shire Council's depot workers access to Authority for the first time. Making up most of the workforce, these dedicated offsite workers help maintain the Shire's footpaths, roads, parks and gardens.

"We are so pleased to be able to give 100% of our employees access to everything related to pays and holiday leave," Mr Dyce said. "For the first time, anyone from our organisation will be able to access Authority on a secure device remotely without having to be part of the Wellington Shire network. It has completely altered our understanding of using Authority. We no longer think of our Authority users as office people sitting in an office with a computer and a desk. This will help us facilitate our huge shift towards creating a more flexible workplace for everyone."

The Employee Kiosk module has many advantages over the old system. Doctor's certificates can be uploaded directly onto the app - eliminating double handling and making the process paperless. Managers instantly see the certificate on their phones while Authority records the certificate seamlessly into the Authority payroll system.

"All the information just flows through," Mr Dyce said. "Before, employees who don't normally come into the office would have to make a detour to drop off the doctor's certificate. Another benefit is that we no longer run the risk of having this type of highly personal information inadvertently viewed by colleagues."

## Catering for the modern workforce

The Employee Kiosk app caters for the modern workforce where an individual may work

across multiple departments that have different pay rates and conditions.

"We have employees who work in the library two days a week while working the other three days in the finance department," Mr Dyce said. "Having the flexibility to work within any combination avoids a lot of the headaches that come with multiple profiles for one member of staff."

Viewing leave entitlements within the app gives employees the option of seeing both the current leave available and the projected leave at the time of the intended holiday. This prevents employees making errors while trying to estimate the leave they will be able to use.

## Civica collaborating with users to take Authority to the next level

Civica's Authority user groups are well known for their lively discussions. More recently an initiative called Authority Altitude has taken enhancements suggested by users to the next level, utilising the best practice co-design development methodology to bring about the innovative developments councils dream of.

"I have attended many user groups over the years on many different facets of Authority and always find them rewarding," Mr Dyce said. "But I especially enjoy participating in the co-design sessions with other councils facilitated by Danny Roberts. They are really good. When we get together for these sessions, we are encouraged to focus on the most critical change needed to improve a specific area of Authority while at the same time coming to a final agreement with the representatives from other councils. The structure used by Danny is perfect for bringing together special interest groups and finding a common purpose."

## Game changer

Authority Connect – Employee Kiosk is aligning Wellington Shire Council closer to their goal – to give all their employees the flexibility expected in our digital age.

"This is a game changer for us," Mr Dyce said. "Accessing information instantly via an app is now the norm. I am looking forward to shifting many more Authority modules in this direction. During these times - when we don't know what is around the corner, it is a huge benefit to be ready for anything that comes our way, adding to our overall capability to keep all our employees safe."

## "The Authority Employee Kiosk Module does exactly what it needs to do without being complicated"

Mat Dyce,  
Coordinator Business Transformation,  
Wellington Shire Council

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