

Case Study

Wollondilly Shire implements integration with NSW Department of Planning portal

Overview

Wollondilly Shire is located southwest of Sydney at the foothills of the Southern Highlands. It covers 2,560 square kilometres and is well known for its natural beauty and rural pastures. Wollondilly Shire has a population of 59,782 residents, a number which is increasing due to its proximity to the ever-growing Sydney area.

Rapid growth means more development and the pressures that brings, especially with the NSW Government's ongoing push for more housing.

Problem

The NSW government has been proactive around providing integration for development applications and certifications with the NSW Planning Portal.

This integration allows councils to track development applications and related activities much more efficiently but requires a software solution to utilise, ideally one integrated with council CRM or ERP platforms.

Wollondilly Shire's ERP platform vendor, CIVICA doesn't provide integration, so a third-party solution was required.



Solution

CIBIS provided its middleware solution to integrate the NSW Government Planning Portal API with CIVICA's Authority ERP system.

This integration provides two-way synchronisation between the Planning Portal and Wollondilly Shire's Planning team providing automated management of development applications and certifications.

Outcomes

Wollondilly Shire's issues were resolved by implementing the CIBIS middleware solution.

Wollondilly Shire now benefits from the efficiencies that this integration provides and the time saving achieved through manual data input and the great ongoing Customer Service from CIBIS.

“ We recognised the need to have seamless integration between Authority and the Planning Portal. We asked around and found that CIBIS's solution was widely used and reliable, so we went with it. It's lived up to its promise and we couldn't be happier with the outcome.”

Wendy Spear

Development Services Coordinator