

## Moira Shire Council optimises business operations with Civica's Business Process Alignment Service

Moira Shire acknowledged the importance of modernising their internal processes to address staff turn-over issues and inefficiencies, leading them to engage the Civica Business Process Alignment Service

Moira Shire Council is responsible for managing an area of 4,045 square kilometers in northern Victoria, Australia. The council delivers a wide range of local government services to its residents, and to carry these out effectively, it relies heavily on its internal business systems and processes.

However, over time, the council faced challenges in understanding internal processes and identifying unknown tasks performed by staff members.

To address these challenges, the council engaged Civica's Business Process Alignment (BPA) Service to streamline operations and improve communication and efficiency within the organisation.

Natalie Tubbs, Senior Business Analyst at Moira Shire Council, stated that a major challenge was understanding the various processes and tasks going on in the organisation. Different departments and individuals had their own approaches, leading to inefficiencies and redundancies.

### Gaining process clarity

By involving the team in Civica's Business Process Alignment (BPA) Service, the council encouraged ownership and ensured consistent language and understanding among staff members.

"We were looking to understand the internal processes that people were using and try to pull out those unknown processes. Tasks that people do and don't realise are part of the overall process," Natalie said. "Due to a high turnover rate among our staff, we recognised the importance of ensuring clarity in our expectations and procedures. We took steps to clearly communicate the tasks and steps required for each role to ensure that all staff understood what was expected of them and could perform their duties effectively."

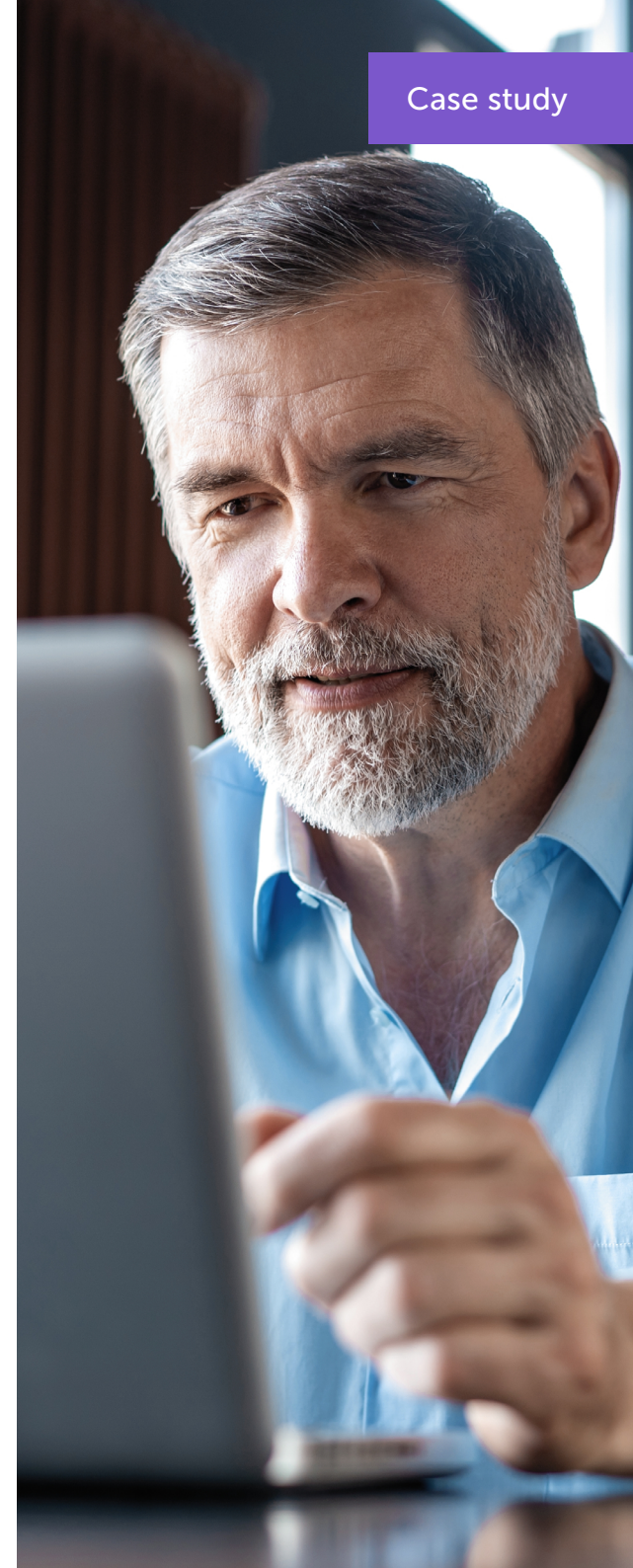
Although the full implementation and measurement of time and efficiency savings are still in progress, Natalie anticipated shorter turnaround times

for applications and reduced back-and-forth interactions with clients.

By ensuring staff members were aligned in their processes, the council aimed to improve staff retention, service delivery, and customer satisfaction.

"It was great to see the team taking ownership over the process, not just following a process from five years ago. It's something we have learned. We'll probably organise teams' process review every few years because systems change, legislation changes, and people change."

**Natalie Tubbs,**  
Senior Business Analyst,  
Moira Shire Council



## Key outcomes

- Increased efficiency and agility to adapt to market shifts
- Enhanced communication and collaboration among staff
- Comprehensive understanding of end-to-end processes across departments
- Improved documentation and organisational outcome
- Streamlined operations and procedural consistency
- Aligned internal processes
- Increased profitability and sustained growth

## A commitment to operational excellence

Moirra Shire Council intends to continue utilising similar services to maintain alignment, improve operations, and achieve consistent service delivery.

The Business Process Alignment Service has aided Moira Shire Council in developing a strategic roadmap to maximise the value of their business systems. Based on Moira Shire Council's experience with Business Process Alignment, they would recommend this service to other local councils.

The independent and comprehensive review of processes allows organisations to identify gaps, improve documentation, and enhance communication and collaboration among staff members.

