

# CIVICA

## Cultivate Stronger Connections with **Citizen Central**



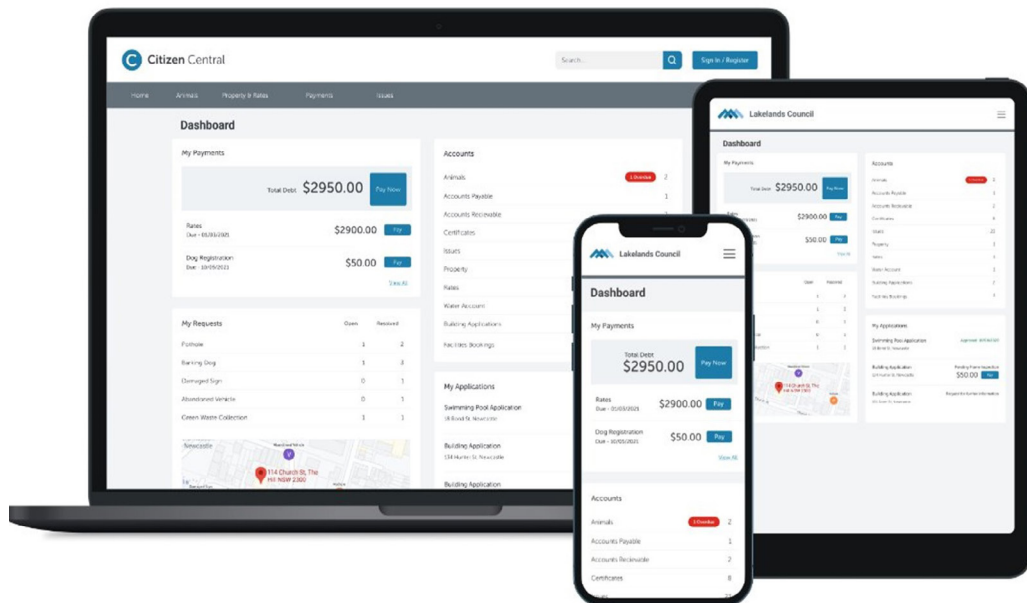


## Make local government services more accessible for your residents with Authority's Citizen Central

Our solution delivers a smooth online experience while providing 24/7 access to your council services. Whether it's requesting permits, making rate payments, registering pets, or submitting requests, your residents can do it all on Citizen Central – whenever they need.

### Smarter way

Residents will no longer need to wait on the phone or travel to their local town hall to perform their council-related tasks – they can opt to use Citizen Central's self-service option. Automated workflows mean that once the resident fills in the required fields, there's no re-keying of data – freeing up staff to get on with more meaningful work.



Citizen Central Brochure



### Benefits for everyone

With Citizen Central, both your council and residents can enjoy a host of features that promote satisfaction and trust in council services. Here are some of the features we think you'll like:



**Self-Serve & Navigation:** Empower citizens to access council services directly with intuitive, easy to use, self-serve options making navigation a breeze.



**Fully Configurable:** Customise the portal with your council's branding, colours and logos for a user-friendly experience.



**Centralised view:** Provide citizens with a comprehensive dashboard that tracks everything in one place for their interactions with Council.



**Free Up Council Resources:** Enabling citizens to self-register and validate their account against the Council's Name and Address Register (NAR), frees up valuable staff time.



**Responsive design:** Easy and quick access to council services for everyone on any device via a web browser – no app download needed.



**Enhanced Security:** Use of latest security measures, like multi-factor authentication and secure sign-ups, to ensure a safe environment for accessing public services.



**Improved Payment Experience:** Provides councils with convenient payment processes, while offering citizens modern payment options such as email receipts, downloadable records, etc.



**Accessibility for All:** Meets all regulatory standards including WCAG-level AA compliance to ensure accessibility for everyone.



**Faster upgrades:** As a cloud-based service with Altitude, it provides automated upgrades, ensuring you always have the latest features.

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Ready to bring the **future** of public participation into your work?

Scan the **QR code** to know more

