



Community Engagement

Consult24

By

ViceVersa

CONSULT24

COMPREHENSIVE END TO END FORMAL COMMUNITY CONSULTATION SUBMISSION MANAGEMENT

OUR COMPREHENSIVE END TO END SUBMISSIONS MANAGEMENT SYSTEM ALLOWS YOUR COUNCIL TO CONTROL THE WHOLE SUBMISSION PROCESS IN ONE PLACE, REMOVING COMPLEXITY, SAVING TIME AND REDUCING COST.

Specifically designed for local government, it caters for unique requirements such as reporting, recording of responses (from multiple digital channels), recommendations and decisions, and outputs ready for the council agenda or for public viewing.



Multiple types & sizes built for scale

The solution has been designed to handle various consultation types, multiple users, and large submitter numbers.

Systems integration

Consult24 integrates with systems used by local government, including Authority (Civica), Pathway (INFOR), TechnologyOne suite, Objective ECM and HP/TRIM to manage documents and access customer details.

Notified consents

Our solution can incorporate both the local government area, regional government area (including further submissions), notified consents and survey submission processes.



- All submission processes in one system
- Capture consultation document detail
- Capture submissions, comments and feedback
- Record responses and recommendations
- Hearing scheduler
- Agenda documents
- Data analysis
- Record council decisions
- Notify submitters by letter
- Notify submitters by email
- Various consultative types
- Online submissions styled to comply
- Designed for multiple users
- Built for large submitter numbers
- Integration into document management system
- Bulk responses
- Response Letters Management
- Flexible reporting
- Geo-code submissions to map

Top Benefits of Consult24 according to Councils:

- Customer facing portal allows direct submission entry against items for consultation;
- For RMA processes, Consult24 links submissions and further submissions which makes reporting easier and more effective;
- Has the ability to enter in Planners' recommendations, draft decisions from Commissioners, and the Council decision into the database, which makes it easier and more efficient to advise submitters of the outcome of their submission.

VICEVERSA, AIMING TO SUPPORT RESPONSIVE COUNCILS

In addition to our **People. Process. Technology.** approach to project delivery, we've developed a three-phase client engagement model, designed to focus on continual improvement.

Inside every interaction you have with Viceversa we are *ALWAYS* looking for ways to **discover, empower** and **support** you and your team.

discover

One of our core values is curiosity. By choosing to be curious (instead of jumping straight to problem solving) we have the best chance of discovering where teams can achieve their next level of performance improvement. Only after we fully understand *all* the factors impacting **people, process** and **technology** can we start to work with you and your teams to design a solution that's right for you.

empower

We are all about equipping and empowering individuals and teams to embrace change and achieve tangible outcomes. We focus on the successful roll-out and rapid adoption of the new processes and technology.

support

We provide ongoing account management, consultative services and technical support so you always have an expert at your disposal to ensure continual adoption and improvement.