



Objective Connect transformed our development application process allowing us to **reduce client response time from 7 days to 7 minutes.**



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Transforming the Development Application process

The Blue Mountains is one of only two cities in the world surrounded by a UNESCO-declared World Heritage National Park. By 2035 their vision is to be more sustainable environmentally, socially and economically. Going digital is one action that moves the City towards its goal.

The Objective Connect service has been successfully implemented as the secure information exchange platform between the City, its citizens and other stakeholder groups. The implementation commenced with transforming the development application (DA) process. Providing a two-way collaborative dialogue with applicants (citizens and developers) and their advisers.

This significantly improved information exchange and timeframes and benefits, including:

Digital transformation: from paper to digital in 2 years.

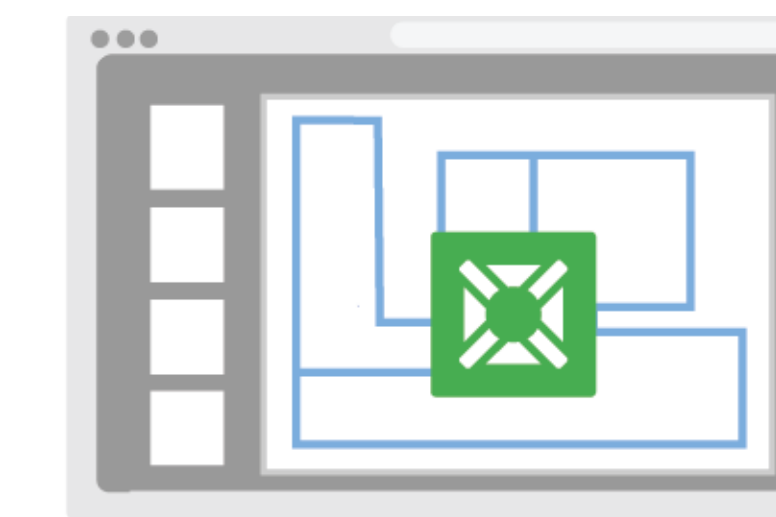
Team transformation: Objective Connect has empowered knowledge workers with flexibility and self-sufficiency. The solution has enabled staff development, enhancing skills and improving staff effectiveness.

Transparency: allowing users to perform all client interactions and collaboration tasks electronically using Objective Connect. Reducing effort and time on every development application

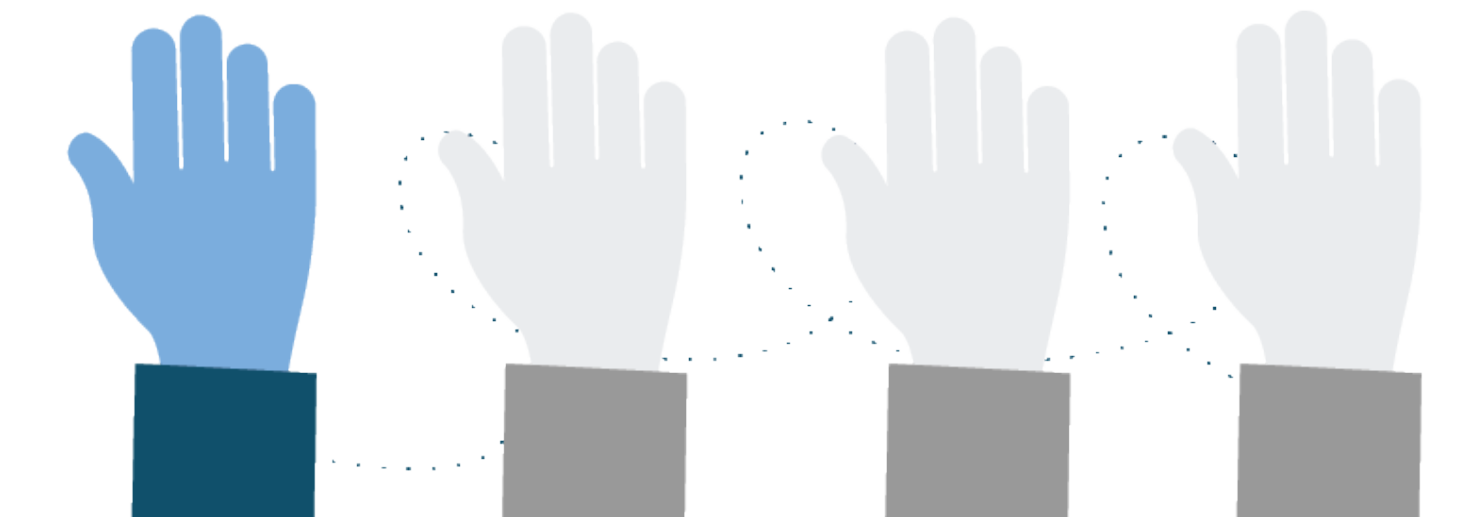
Productivity: Finding documents is easier, no need to print or scan. Wait time for paper or emails has been eliminated supporting the Digital in, Digital out strategy.

Security and compliance: The solution provides a secure two-way information exchange, produces a complete record in one place and supports records compliance.

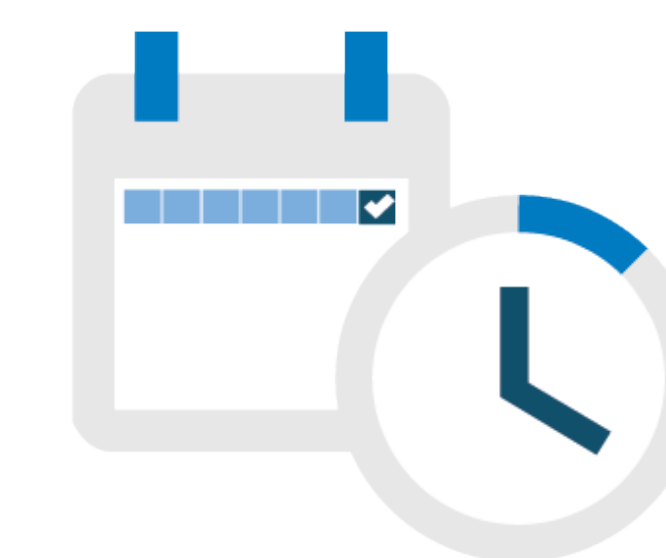
New processes: The use of Objective Connect has since been expanded to include a variety of application types; family day care, legal transmittals and city events, providing further productivity and reduced overheads.



46%
of DAs lodged electronically.
100% delivered electronically.



↓75%
Paper to digital reduces the number of times a document is handled.



7 MINS
to turn around a Request for Information,
previously 7 days.



TRIM
Seamless integration ensures single source of truth.