



The Customer : Strathbogie Shire Council

The Challenge : Complying with the Road Management Act

In 2003, the Victorian Government drafted a Road Management Bill to make all Victorian Councils accountable for their road asset infrastructure. The Bill required transparent documentation of all maintenance and inspection activities performed on road assets with annual audits for compliance against a series of local standards.

Strathbogie Shire Council's Director Asset Services, **Ken Hughes**, recognised the need for Council to meet this legislation. Mr. Hughes felt that to achieve this all customer requests, work orders and inspections relating to road assets

would need to be captured in a computerised system. By mid-2003 an evaluation panel was formed by Strathbogie Shire Council and vendors invited to demonstrate their systems.

Huefner Management Systems (**HMS**) was selected as the vendor for Council's **Work Management System** and **Defect Logging System**.

By the time the Road Management Bill was officially enacted on 11 May 2004, Strathbogie Shire Council had been running their systems for some 6 months.



The Outcome : Compliance and Traceability

"We are very pleased with the information we are getting from the system," said Ken Hughes, Director Asset Services.



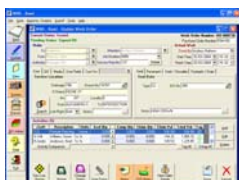
In the 2004/05 financial year some 15,000 Work Orders were entered into **WMS**, with some 20% of these generated directly from customer requests or defect inspections. *"The whole package gives us traceability and assurance of works,"* explained Strathbogie Shire Council Infrastructure Systems Coordinator, Gary Washusen. *"The service **HMS** gives is timely, efficient and professional; a pleasure to work with."*



Chief Executive Officer, **Kevin Hannagan**, has developed a philosophy that integrates the input of people together with financial performance. **"The Shire is a business that uses local ratepayers', state and federal government funds and, therefore, it should provide best value services,"** explained Mr. Hannagan.

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To enable the delivery of efficient, quality and responsive services to the community Mr. Hannagan described that Council is **"introducing technically world class systems, that are practical and everybody can use them effectively."**



The Key to Success

The primary focus of the **HMS** strategy has been to understand the specific business requirements of its customers and provide software tools that enable them to better do their business. The outcome is a more efficient organisation with measurable time, labour and cost savings.

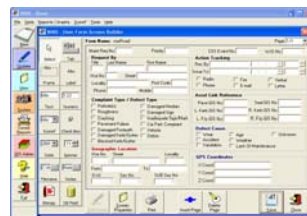
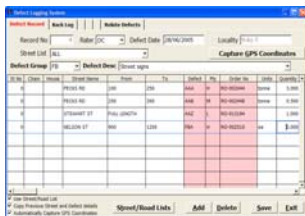
According to **HMS** Business Development Manager, **Chris Malone**, the company's strength is providing solutions that are able to be readily enhanced as legislation is introduced or becomes better understood by all stakeholders. **"We receive very positive feedback from our customers who place great value in software that can be readily customised without them having to commit large sums of money or await head office approval,"** remarked Mr. Malone. **"We think we're very reactive to their needs and we appreciate their involvement."**

Strathbogie's Direction for the Future

Strathbogie Shire Council is continuing to expand the role of the Work Management System and Customer Service System in Council. Since 2005, Work Orders have been generated directly from Customer Requests (using **HMS CSS**) and Defect Inspections (using **HMS DLS**).

For more information about Strathbogie Shire Council's leading approach to compliance with the Road Management Act contact Bob Foster, Works Superintendent on (03) 5795 2010 or visit www.strathbogie.vic.gov.au.

Strathbogie Facts & Figures : Established in 1994, Strathbogie Shire Council services six rural communities with the shire office located centrally in Euroa situated within 2 hours of Melbourne. Strathbogie Shire Council provides services to a growing population of nearly 10,000 residents and a series of key businesses that include automotive component supply, wool, grain, cattle, wine, horses and timber.



About Huefner Management Systems

Huefner Management Systems has successfully developed and supported software for local governments in Australia and New Zealand for nearly 20 years. The **HMS** Team comprises IT professionals and engineers with local government backgrounds who combine technology, engineering and a customer focus to deliver solutions to meet exact customer requirements.

For more information about what **HMS** can do for your organisation contact Chris Malone on (08) 8342 4288 or visit www.huefner.com.au to download a fully featured 30-day Evaluation System.

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