

Public Forum Question and Response

Subject: E-Service at the Council

Question From: Mr Vincent De Luca

Meeting Date: 6 July 2004

Question:

Recently I had occasion to contact Manly Council regarding problems with a sporting field. I was able to do this online through their e-service. I received a substantive response by 10am the following day by Manly Council's Fenton Beatty. Could Warringah Council please investigate this most efficient and effective service with a view to implementing it at Warringah to improve community and customer relations?

Response:

The Administrator advised that Warringah Council has a similar system in place. The 'Contact Us' feature of the Warringah Council website serves the same purpose; enquiries are directed to the appropriate area of council and a reply forwarded to the customer. The Administrator acceded that timeliness of replies has been an issue in some cases, and stated that the Warringah Council website is in the middle of the field in regards to 'best practice'. It is currently informative rather than interactive; however, because approximately 70% of Warringah residents currently have connectivity either at home or at work with this statistic only expected to increase in the future, Council is looking at ways to make improvements to the service, to make it accessible and user-friendly to the community.