



Westland District Council
WEBSITE UPDATE PROJECT

July 2021



Project Team

- Project Sponsor
 - Lesley Crichton
- Project Leader
 - Emma Rae
- Project Team
 - Diane Maitland
 - Natasha Morris
 - Richard Morris
 - Peter Oliver
- Project Partner
 - Pattern Limited

Kia ora

What can we help you with?

POPULAR LINKS

- [Rates](#) →
- [Facilities](#) →
- [Cemeteries](#) →
- [Citizen ceremonies](#) →
- [Have your say](#) →
- [Recreation](#) →
- [Dog registration](#) →
- [Elderly housing](#) →
- [Cycle trails](#) →
- [Request a service](#) →



[Cemeteries](#) →

Information on cemetery record search, plot locator, interment and cemeteries in the Westland District.



[Community support and resources](#) →

Read about our community groups, awards, grants, local elections, citizen ceremonies and medical services.



[Dogs and animal control](#) →

Find out about dog registration and micro-chipping, and responsible dog ownership.



[Facilities](#) →

Find out about Westland District's libraries, museum, airport, community halls, schools and public computer access and free WiFi.



[News and events](#) →

The Coast is alive with news, events and happenings. Read on below for all of our upcoming events in the wider West Coast region.



[Recreation](#) →

The Recreation and Community Service portfolio covers parks and reserves; community grants, funding assistance, NZ citizenship, and more.



[Public notices](#) →

Check out water notices, council meeting updates, road closures and new vacancies.



[Rates](#) →

Rates information for Westland District.

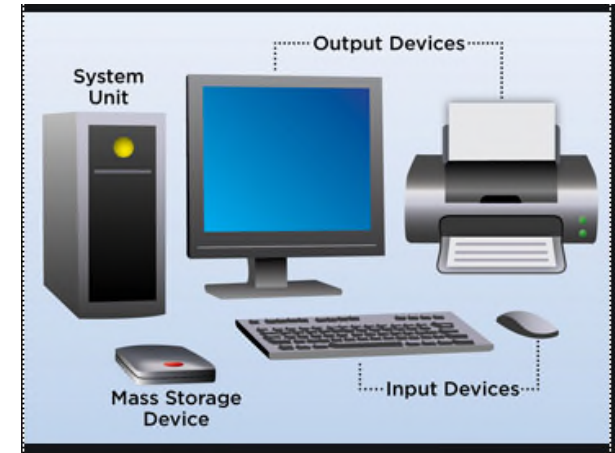


Requirements

- Inviting landing page
- Enhanced search functions
- Easy to navigate around the site
- Mobile friendly
- Future focused
- Easy to update content
- Moderated content posting
- Banner for emergency announcements
- Inclusion of Library and Museum sites for consistency
- 'Do-it-online'
- Accessibility
- Dual language availability
- Customer Portal (future work)

Do-it-online

- Currently PDF's are available to download and email.
 - inefficient double handling
 - current payment system requires accounts team to manually match payments to invoices
 - Direct Debit form is printed at a cost and possible delays where information is missing

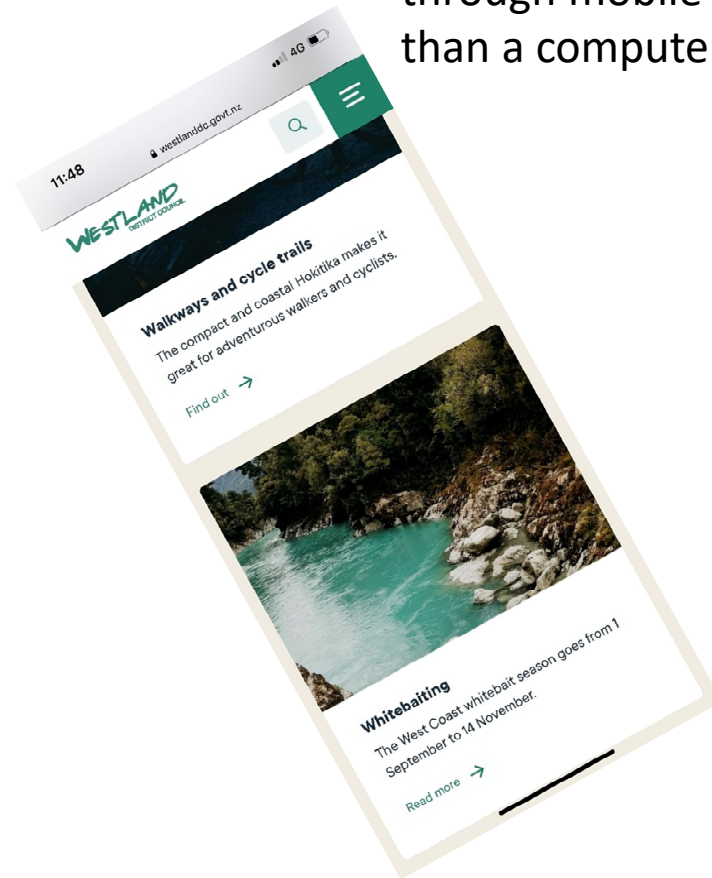
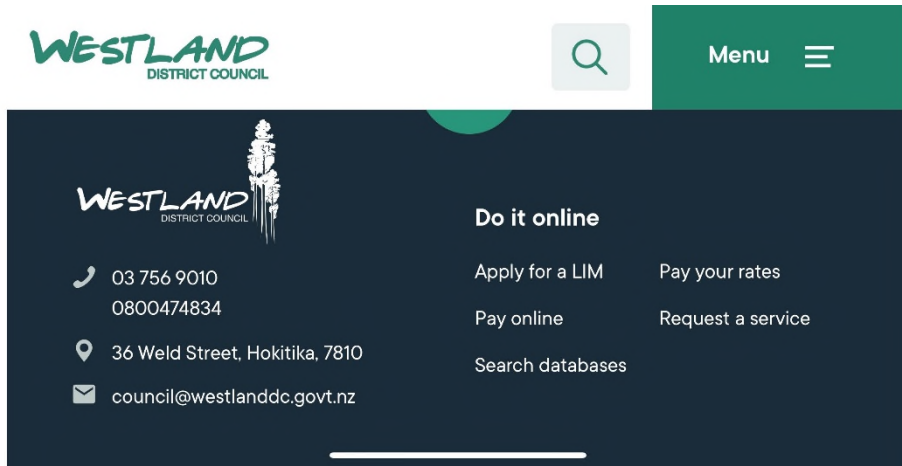


- Soon our Document Management System will be available externally to cut down on emails and paperwork.
 - creating efficient management
 - provide for a more self-service environment allowing staff to concentrate on value added activities
 - new payment gateway links directly into the Financial system
 - enforced use of the correct reference numbers will allow payments to be applied automatically without intervention
 - bank approved direct debit form completed online with mandatory information requirements
 - Captcha system 'I am not a Robot' stops bots from spamming the system



Mobile friendly

Statistics show that more and more access to online business is through mobile devices rather than a computer



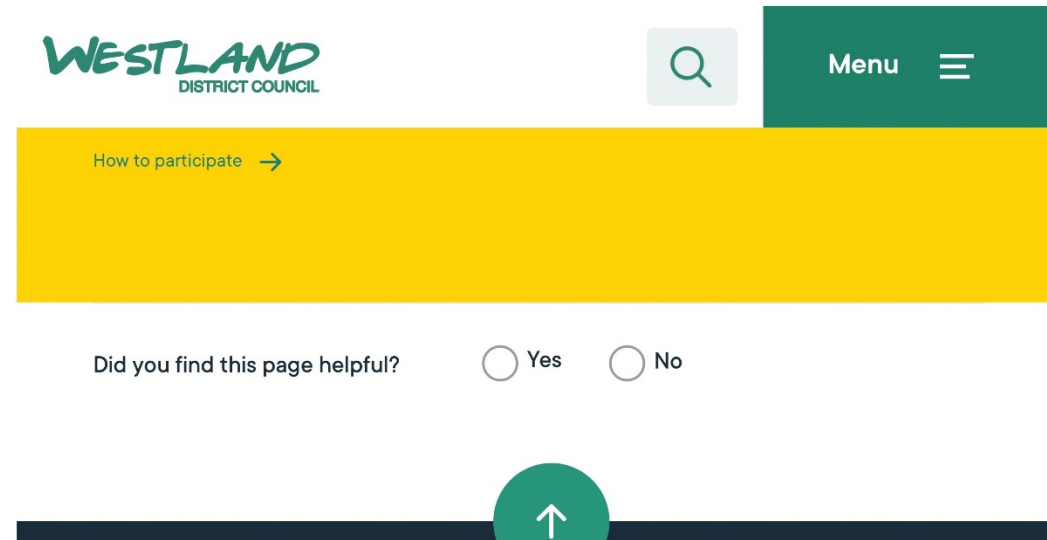
- Unless a website is setup to be used on a mobile device, it can be difficult and clumsy to navigate
- The new website is a mobile friendly site allowing for seamless scrolling and the same user experience as when using a computer



Feedback

Each page includes a feedback section.

Clicking yes or no opens up a free comment box





In the next few weeks

Library website is due to go live by end of July



Online Dog Registration available

Museum website in development





Into the future

Customer Portal

- will show all items under the customer, such as
 - Rates balances
 - Dog Registrations
 - Service request status
 - Make payments

One of the most time heavy requests for Customer Service Staff is the rates balances

Creates a self-service environment

- Self Service booths in the reception area with access to the website