



Case Study

Greater Shepparton City Council

PDF and Eforms Consolidation



Introduction

The City of Greater Shepparton, located in northern Victoria's Hume region, is a major agricultural and manufacturing hub with a population exceeding 50,000. Serving as a central point for the Goulburn Valley irrigation network, the city relies heavily on efficient council operations to manage its infrastructure and services. Over time, Shepparton's Council accumulated more than 14 different software packages, each designed for specific data capture or management tasks.

Many of these applications included limited form-building capabilities, but each presented unique interfaces and requirements. This variation created a burdensome technical environment, placing strain on the Council's small IT team and impacting the consistency and accessibility of services for staff and residents. Recognising the need for a unified digital solution, the Council sought to streamline its form management processes.

Challenges

With multiple form-building tools, Greater Shepparton Council faced significant operational inefficiencies. The array of software systems created complex workflows, requiring diverse technical skills for each form type and resulting in inconsistent user experiences. Staff and citizens often encountered confusing processes due to variations across platforms.

Additionally, a lack of integration with existing Council systems made data management and analysis challenging. The IT team struggled to maintain these fragmented systems, leading to technical debt as knowledge gaps emerged over time. Business users were frustrated by the inconsistent functionality across form packages, especially regarding critical requirements like managing approvals, workflows, and scheduling, which were essential for efficient service delivery.

✓ Solution

Following a thorough evaluation, the Council selected OneBlink's Low-code Solution (LcS) as its standardised platform for digital forms, delivering consistency across departments. OneBlink's platform offered a seamless blend of no-code tools, empowering non-technical staff to create forms autonomously, while the IT team could focus on advanced integrations and system alignment.

The platform's data capture capabilities were integrated directly with Shepparton's existing systems, including Content Manager, ensuring secure and accurate data processing. With an intuitive user interface, LcS allowed staff across departments to collaborate on form creation, streamlining the development and deployment of applications.

In a pilot phase, the Council introduced LcS to enhance child care and early learning services with six tailored forms, capturing crucial data such as registrations, attendance, and privacy sign-offs.

😊 Results

Since implementing OneBlink's LcS, Greater Shepparton has transformed processes across multiple departments, including Building Maintenance, Event Management, and Parks and Recreation. Staff can now interact seamlessly with council forms, leading to improved data accuracy, enhanced user experiences, and compliance.

Submissions have exceeded 1,000 per month, making LcS an invaluable asset to Council. The platform's ease of use has driven digital engagement, supporting Shepparton's goal of efficient, citizen-focused services. With over 50 forms now in active use, OneBlink's LcS has set a new standard for how Shepparton manages its digital services, ensuring all future projects consider the benefits of an integrated, user-friendly form solution.

Features at a glance



Embedded Forms

Deployed to Council's existing digital assets.



Approval Workflow

Automating business processes.



No-Code Dev

Reducing dependency on IT teams.



Bespoke Apps

Apps created for specific activities.