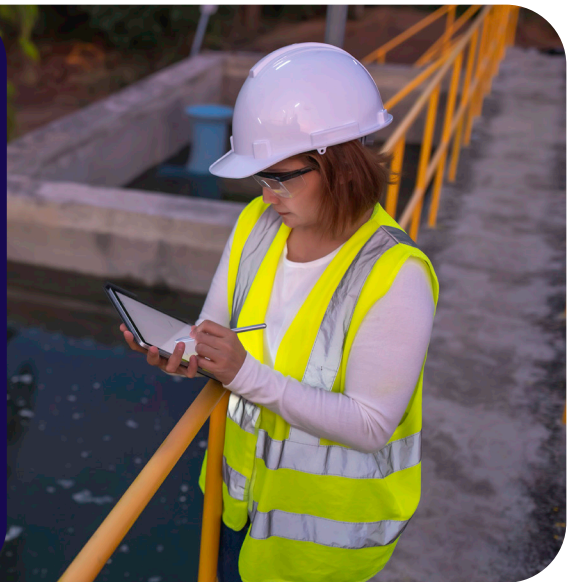




Case Study

Lismore City Council

Waste and Water Management



Introduction

Lismore City Council manages a diverse region in northern New South Wales, covering 1,267 square kilometres from North Woodburn to Nimbin and the Nightcap Ranges, and from Clunes to Bentley.

Located on the Wilsons River, Lismore is well-connected by the Bruxner and Pacific Highways, facilitating efficient asset management across utilities, parks, and extensive drainage, roads, and footpaths.

Council work crews regularly perform maintenance tasks such as concreting, pothole patching, and inspections to keep these assets operational. Traditionally, maintenance and field record-keeping relied on paper-based processes, which were inefficient and prone to inaccuracies. This outdated system required significant office time for staff to record and process data, creating delays and limiting productivity in the field.

Challenges

Lismore City Council's paper-based system posed significant challenges in tracking and managing fieldwork. For each task, field staff recorded data manually, which led to frequent errors and delays in transferring critical information.

Time spent on paperwork took staff away from essential field activities, reducing their ability to respond swiftly to maintenance needs.

In addition, the lack of real-time data meant that supervisors had limited visibility of ongoing tasks and staff locations, impacting overall coordination. Ensuring compliance with Work Health and Safety (WHS) standards was also challenging under this system, as manual form completion often left room for omissions or inconsistencies.



✓ Solution

To modernise field operations, Lismore City Council implemented a mobile solution through OneBlink's platform, enabling streamlined data collection for Water and Waste management. The pilot introduced digital forms, allowing staff to capture and submit data in real-time across any internet-enabled device.

Forms included critical areas such as pre-vehicle checks, work orders, risk assessments, and timesheets, all integrated with the Council's Mex application for seamless information flow. The backend was secured with a tailored controller, providing staff secure access to forms and enabling supervisors to track task completion remotely.

This end-to-end digital approach eliminated redundant paperwork, improved data accuracy, and allowed supervisors to focus more on field management rather than office coordination.

😊 Results

With the OneBlink solution in place, Lismore City Council achieved substantial gains in efficiency and compliance. Field staff are now able to complete all documentation on mobile devices, even in areas with limited connectivity, saving time and increasing productivity. WHS compliance reached 100% as digital forms ensured accurate and complete records, enhancing safety standards across operations.

Moreover, the automated system simplified record storage, as each form was instantly archived upon submission, reducing manual handling and ensuring data security. Following the success in Water and Waste, Lismore City Council has begun expanding the use of mobile forms across other departments, including Parks, Roads, and Building and Planning.

Features at a glance



Offline Mode

Launch and run forms with no reception.



Integration

Into LCC's Mex.



API Lookups

Driven from LCC's internal systems.



User Security

Integration with LCC's A.D.