



CASE STUDY LIBRARY

Staff Engagement the Western Bay Way

Providing all staff with a complete and transparent view of the organisation.

The redevelopment of **Western Bay of Plenty District Council's** intranet has been fundamental to improved staff engagement. Through enhanced design and functionality the intranet provides all staff with a complete and transparent view of the organisation.

From tracking progress of council's operational mission through to individual job descriptions, every staff member can easily **see where they 'fit'** and what contribution they're making to the organisation.

The addition of video, whether updates from the Mayor and CEO to what staff are doing to help out in the community also provides a sense of being part of a 'connected crew'. This integrated picture of the organisation is underpinned by easy access to all council's operational systems.

From HR management to performance reporting the intranet is at the heart of the Western Bay Way - **we know what we do, we do what we say**.

The redevelopment of the intranet was designed and implemented 'in-house' using the **Sharepoint platform**.

A **redemption project team** made up of staff across the organisation ensured all user needs were covered - from the executive team to staff 'in the field' eg animal services, building inspectors. Content champions were appointed and trained in each operational group and were responsible for originating and managing content.

The intranet also **consolidates multiple calendars** across the business to ensure all staff have a clear view of key events, meetings etc. It provides an external 'view' of how council is perceived by highlighting media coverage.

The intranet is the **front door to all key operating systems** that support staff i.e. it's fundamental to doing your job. By consolidating access to all key systems and information the intranet has saved staff significant time i.e. one-stop-shop.

ENQUIRIES

If you'd like to know more about Staff Engagement the Western Bay Way, please contact **Pete Hennessey**, (Western Bay of Plenty District Council) on peter.hennessey@westernbay.govt.nz

WWW.ALGIM.ORG.NZ



**Finalist for the 2014
ALGIM Web & Digital
Intranet of the Year
Award**

