

Reducing Manual Work

How Infocouncil Helped the Shire
of Kondinin Recover Valuable Time
and Improve Compliance



Introducing the Shire of Kondinin

Situated in the heart of Western Australia's Golden Outback, the Shire of Kondinin is located 273 kilometres east of Perth and serves as the gateway to the iconic Wave Rock region. Encompassing the towns of Kondinin, Karlgarin and Hyden, the Shire is surrounded by agricultural plains, striking granite landscapes, woodlands and expansive salt lakes.

The region has a long and proud agricultural history, producing significant volumes of Western Australia's wheat and canola crops, as well as quality sheep and cattle for market. Known for its heritage shopfronts, community spirit and uniquely Australian country character, the Shire also hosts a range of local events, including Kondinin Gourmet in the Garden and the Wave Rock Weekender music festival.

Behind the scenes, however, the Shire's small team of around 30 employees recently faced growing pressure in managing council reporting and governance processes. Preparing agendas, compiling hundreds of pages of attachments, recording minutes and tracking actions was labour-intensive and time-consuming, creating operational strain and increasing compliance risk for the organisation.



Life Before Infocouncil

Like many small regional councils, Kondinin Shire operates with a lean workforce. Prior to implementing Infocouncil, reporting and governance processes were handled almost entirely manually. Agendas, reports, minutes, and action registers were created using standardised templates and compiled manually into large PDF packs, often containing hundreds of pages of attachments. As staffing capacity reduced, much of this workload shifted directly onto senior leadership.



For CEO Bruce Wright, the process had become unsustainable. Preparing council agendas and minutes could take two to three days at a time, often requiring late nights just to meet compliance deadlines. The manual approach also made it difficult to manage late reports, track actions consistently and maintain governance standards across multiple committees. With limited staffing resources and ongoing challenges attracting additional employees to the region, the Shire needed a solution to reduce administrative burden without adding complexity or cost.

“I’d get an agenda out within time, but at 2am or 3am in the morning. It was pretty labour intensive. The overarching risk with this was non-compliance. We needed to get out our agendas on time and in full and to have a reasonable buffer time in terms of getting minutes done, actions done, etc.”

- Bruce Wright, CEO, Shire of Kondinin



The Situation

- Meeting agendas prepared manually, including up to 400 pages of attachments in PDF packs
- Time-intensive reporting processes consuming multiple days of staff time
- Late-night work required to meet agenda deadlines
- Manually tracking actions and meeting outcomes increased the risk of delays and oversights
- Reduced administrative support placed additional pressure on senior leadership

Enter Infocouncil

Bruce had used Infocouncil in other councils and understood the platform's value. He approached Infocouncil looking for a solution that could centralise report writing, standardise formatting, streamline agenda creation, and simplify minute-taking across both council and committee meetings.

Infocouncil delivered an out-of-the-box solution tailored to the Shire of Kondinin's needs without requiring extensive custom development. The platform integrated with existing Microsoft Word workflows and existing IT infrastructure, which prevented the need for software upgrades or complex implementation projects.

The implementation process was straightforward and efficient. Infocouncil worked closely with the Shire of Kondinin to configure the system, provide training and support the rollout. Through a centralised repository, council staff can now prepare and review reports collaboratively, while built-in workflows improve accountability and consistency across documents.

"The implementation was very easy and it wasn't overly time intensive. If you set aside a couple of hours, you could quite easily gather the data Infocouncil require and send it through to help them with their system build."

- Bruce Wright, CEO, Shire of Kondinin



Life with Infocouncil

Since implementing Infocouncil, the Shire of Kondinin has reduced the administrative burden associated with council reporting and meeting management. Processes that previously required days of manual work are now handled in a single system.

The platform has enabled staff to prepare reports directly within a consistent framework, while leadership can review and compile agendas from a single location. This has improved governance processes, reduced compliance risks and freed up valuable staff time across the council.



“What Infocouncil has effectively done is enable officers to do their reports. It’s centrally collated. I can check it from my desk and prepare an agenda. I like the simplicity of it. It suits us to a T.”

- Bruce Wright, CEO, Shire of Kondinin

Infocouncil delivered measurable operational value for a small regional council where resources are limited and every hour matters. Bruce estimates the equivalent recovery of a full-time employee's capacity, allowing those hours to be redirected into other critical areas of council operations. The implementation also reinforced more collaborative and accountable reporting processes across departments.

“Time is probably one of our greatest commodities because no one’s got enough of it. We’ve effectively recovered a position, which is really valuable because we can deploy those hours somewhere else.”

- Bruce Wright, CEO, Shire of Kondinin



The Outcomes

- ✓ Reduced manual agenda and minutes preparation
- ✓ Recovered the equivalent of approximately 1 full-time employee in administrative capacity
- ✓ Improved compliance readiness with more reliable agenda, minutes and action tracking
- ✓ Centralised reporting and document management across council and committee meetings
- ✓ Enabled consistent formatting, peer review and accountability across reports

Conclusion

For the Shire of Kondinin, Infocouncil has improved how council meetings, governance, and administrative processes are managed across the organisation. By replacing labour-intensive manual workflows with a centralised, user-friendly solution, the Shire has reduced staff pressure, improved operational efficiency, and regained valuable time.

If your council is still relying on manual meeting processes and time-consuming governance workflows, now may be the time to explore how Infocouncil can help modernise your operations and free up valuable staff time.



If your council is still stuck in 'the old ways' it might be time to follow the lead of Trish and her team at GDC and get in touch with Infocouncil for a free demo and experience the 'game-changing' impact Infocouncil can have on your councils operations.

Book a free consultation

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