



Case Study

Ballina Shire Council streamlines developer contribution management

Overview

Ballina Shire is situated in the Northern Rivers region of New South Wales's far north coast. Ballina Shire Council services a population of more than 46,000 residents over an area of 485 square kilometres.

Problem

Ballina Shire, like many areas in Northern NSW, has seen an increase in population in recent years. As a result, there has been an increase in development activity and the need for improved management of developer contributions*.

Developer contribution management is a complex task and has traditionally required various manual processes and cumbersome spreadsheets to manage.

ERP activities required for developer contributions also require manual execution.

Solution

Ballina Shire council chose Novoplan to manage their developer contributions, enhanced by CIBIS' integration middleware.

Novoplan provides end to end development contribution management including development contribution calculation and invoicing. All these features can be integrated with Civica Altitude/Authority and Content Manager when utilising CIBIS middleware.

Outcomes

Thanks to Novoplan and CIBIS, Ballina has radically improved the time it takes to manage development contributions, reduced the likelihood of errors from manual task management and double entry, and reduced the costs involved in managing developer contribution by redeploying skilled workers to other tasks.

* Developer Contributions: Also known as local infrastructure contributions, are payments made by developers to local councils or state governments to help fund new infrastructure and services needed to support new developments. This ensures that new development doesn't strain existing infrastructure and helps create liveable communities.

“Before using Novoplan, we spent a lot of time managing developer contributions due to all the steps involved. We were doing a lot of double entry in spreadsheets and Authority. The combination of Novoplan and CIBIS middleware has eliminated the need for the manual steps and dramatically improved the developer contributions management process.”

Stewart Littleford
Manager, Information Services