## OVERVIEW
Moreton Bay Regional Council (MBRC) worked with OpenCities, now by Granicus, and Centrelink to develop an agile digital application process to provide financial aid to residents impacted by COVID-19.

## SITUATION
Leaders at Moreton Bay, Australia’s Regional Council, announced a $15 million stimulus package for eligible residents experiencing financial difficulties. The information and communication technology (ICT) team was immediately challenged to create an intuitive, scalable, and smart digital application process that would ensure all residents could easily check their eligibility, apply, and meet the expected demand of MBRCs 460,000-person community.

## SOLUTION
Leveraging OpenForms, now by Granicus, the ICT team simplified the customer experience by integrating between several systems, including MBRCs financial systems, and the external social security and payments services system powered by Australia’s Centrelink agency. Because the ICT could configure so much of the customer journey without coding, the entire solution was created, tested, and launched in under one week.

## IMPACT
The automated online application process significantly reduced impact on the customer service and rates staff and gave them time to respond to other COVID-related inquiries. From initiating submissions, verifying them against Centrelink, and applying the financial rebate to the customer rates assessment in less than two days, OpenCities—now by Granicus—provided an efficient and successful outcome for the Moreton Bay region.

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### FULLY AUTOMATED
Digital application process

### 460K
Residents have access to application system

### <ONE WEEK
Solution was developed in under a week

### NEW APPLICATION PROCESS
Relieved customer service and rates staff

To read the full story, visit [cutt.ly/moreton-bay-council-success](http://cutt.ly/moreton-bay-council-success)