



Memorandum of Agreement (MOA)

Participating Councils who have attended session two training would have last week received individual emails containing a copy of their Council's Memorandum of Agreement (MOA) to participate in the implementation phase of the Linking Councils and Communities Program. The MOA provides the details about the annual service fee to be paid by each Council as well as the amount and date of the first payment (pro-rata).

Additional copies of your Council's Memorandum of Agreement can be obtained by contacting Kylie Bartlett on (08) 9213 2016 or emailing kbartlett@walqa.asn.au.

Memorandum of Agreement – First Council signs up

The Linking Councils and Communities (LCC) Program this week received its first signed Memorandum of Agreement (MOA) from the Shire of Cuballing to participate in the implementation phase of the LCC Program. The signing of the Memorandum of Agreement marks the next stage in the Program and follows on from the initial Memorandum of Understanding to participate in the Education and Strategy phase of the LCC Program. Having signed the MOA, the Shire of Cuballing will now work closely with the LCC team to develop their website.

A number of other Councils have also committed to signing the MOA and will be working with the LCC team to design and develop their new websites as part of the Program. We look forward to working closely with these Councils in the long term as we assist them to develop and implement the other applications and shared services which will be offered through the LCC Program in the future.

Telecommunications Update

An additional telecommunications specialist has joined the LCC team with a specific role to guide interested Councils through the telecommunications subproject. Matt Hill can be contacted by any Council interested in finding out more about how to take advantage of the telecommunications services being offered as part of the LCC Program (contact Matt Hill on 9268 4569 / 0418 939 807 or email mhill@skm.com.au.)

Frequently Asked Questions

A number of common LCC questions have been raised at the regional training sessions in recent weeks. The answers to these questions are now provided below. We will continue to provide answers to commonly asked questions in each edition of Linkages.

1. What happens after Year 3 of the Program?

A primary objective of the LCC Program is for the development of sustainable web services and to assist Councils to deliver services online. The MOA is for an initial period of three years, after which it is expected that the value generated for Councils will be sufficiently demonstrated that Councils will continue to participate in the Program. The "roadmap" for the LCC Program includes the continued

development and rollout of new applications to support this objective. With respect to the web content management system (Portal Master), the basis for the vendor engagement is on a 3+2+1 year basis (six years).

2. Do Councils need to get a new domain name?

The *.wa.gov.au* domain naming convention is widely recognised by members of the community and is the recommended domain name for all Councils. The majority of Councils already follow this convention, and it is recommended that this not be changed. Therefore, Councils will not need to obtain a new domain name unless they wish to change from their current domain name or if they do not currently have one.

3. Can we keep the same look and feel from our old website?

If a Council wishes to maintain the "look and feel" of their current website, they will generally be able to do so. Several "skins" are available for selection and can be overlaid with Council graphics/logos/colours to maintain the look and feel of the website. Web design specialists will work with each Council to provide assistance in designing the new websites.

4. We have more than one office or have a depot what can the Telco program do for us?

The telecommunications project does not specifically address the issue of multiple Council offices (Admin & Depot buildings etc). However, the telecommunications specialists on the project may be able to suggest solutions that may be applicable for your Council even though these will not be made available through the LCC Program.

5. Will there be continual training for new staff?

The LCC Program will be providing continuing support for participating Councils. The Helpdesk can be used for simple "how to" types of questions and requests for assistance. The Extranet will also be used to provide a peer support network for Councils (through discussion forums and the ability to share knowledge, experiences and self-help types of services). The implementation of any new services will also include training and support services on an ongoing basis.

Linkages – distribution

The distribution list for *Linkages* has now been extended to provide copies for all Elected Members. This is part of our commitment to ensuring that Councils and Councillors are kept informed about the progress of the Program. Past editions of *Linkages* can be accessed on the news page of the LCC website at www.linkincouncils.com.



WESTERN AUSTRALIAN
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