

Government of South Australia select Citizen Space

Client: South Australian Dept. for Families and Communities

Type of process: Ongoing consultation and engagement

App used: Citizen Space

Project snapshot

The South Australian Department for Families and Communities selected Citizen Space as the best tool to centralise their consultation activity online. Delib deployed the system to the client's servers and customised the Citizen Space platform to make it more specific to the Department's existing online identity. The Department have benefited from improved quality in community engagement practices as a direct result of choosing Delib's Citizen Space platform.

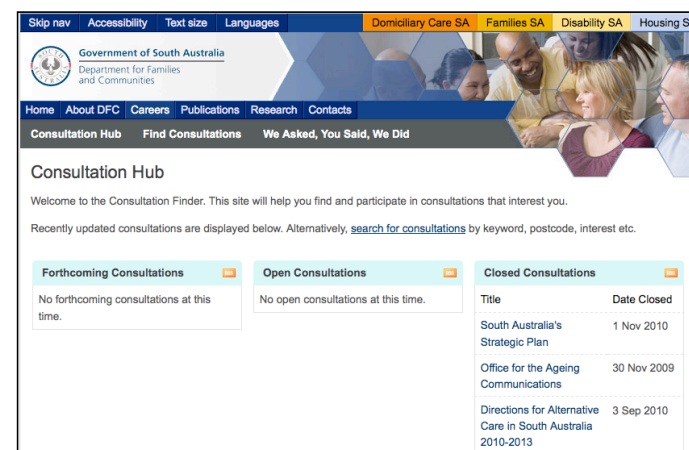
Project detail

The South Australian DFC wanted to adopt an online system to co-ordinate all of their consultation activity across the department and to promote their engagement activity to the public. The Department chose Delib's Citizen Space as the most appropriate platform owing to it being open-source and the accompanying flexibility that this brought to the system. In addition, Delib installed the system directly onto the DFC's own servers, allowing them to maintain and support it themselves.

Whilst Citizen Space covered all the Department's consultation requirements, they requested specific modifications to the system - specifically to match it to their existing branding and navigation. This enabled residents to navigate to and use Citizen Space seamlessly within the Department's own website.

Fergus Hogarth, Manager at Department for Families and Communities, said that "...*Citizen Space's design encourages good community engagement practice. For example the 'We Asked, You Said, We Did' feature promotes transparency, by providing a simple way to respond to people who took the time and effort to share their views with the Department*".

For more information, visit: www.citizenspace.com or <http://consult.dfc.sa.gov.au/>



“ *Citizen Space's design encourages good community engagement practice* ”

Fergus Hogarth
Manager of Knowledge Systems, South Australian DFC

