

# HOW BASS COAST SHIRE COUNCIL CREATED TORI: AN EMPLOYEE-CENTRIC INTRANET



## THE CLIENT



[Bass Coast Shire](#) is a municipality situated 130 kilometers southeast of Melbourne, Australia. Home to 36,000 people and spanning 860 km<sup>2</sup>, it is a unique combination of unspoiled coastline and picturesque rural hinterland. Bass Coast Shire Council is a local government agency employing over 400 staff responsible for building regulations, public health, waste disposal, and more.

## THE PARTNER



[Prometix](#) is an Australian-based IT Consultancy with customers in the private and government sectors, servicing Australia's largest brands and household names. Specialising in delivering cloud solutions, business applications, and integration projects – Prometix focuses on SharePoint, Power Platform, Dynamics 365, Office 365, and everything Microsoft. They are a Microsoft Gold-certified partner company.

## THE PROJECT

Bass Coast Shire Council had an outdated, on-premises intranet that required a VPN connection. Intranet content was stale due to a lack of content creators with the necessary expertise, training, or permissions to add or update content. Overall, the platform was clunky, rigid, and difficult to use.

## WHY POWELL INTRANET

Bass Coast chose Powell Intranet because of its clean and easy-to-use interface. A key requirement of the project was the ability to self-manage the intranet once it was up and running, and Powell Intranet would allow just that.

The Council also appreciated that Powell Intranet is built on SharePoint Online, leveraging the full Microsoft Office 365 suite.

## OBJECTIVES

1

Connect people: Share news & spark conversations that lead to collaboration

2

Easy to use: Provide a simple platform that departments could self-manage

3

Decentralised: Lessen the reliance on the Comms team

# IMPLEMENTATION PROCESS

The implementation process took around four months.

First, Bass Coast had internal workshops to define what employees wanted and set up an internal project control group for decision-making. Johanna Radford, Transformation Officer, and Nicola Glassey, Business Transformation Lead at Bass Coast Shire Council, spearheaded the project with Prometix.

The first 6 weeks of the project were demanding and decisions had to be made around the design of the site structure of the intranet. This was done to ensure project success, laying out the correct foundation.

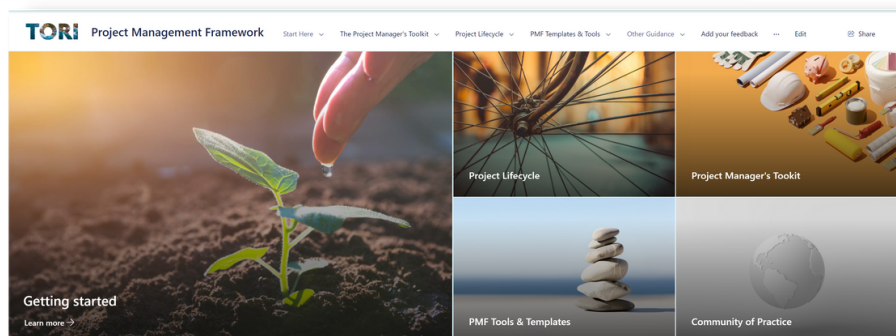
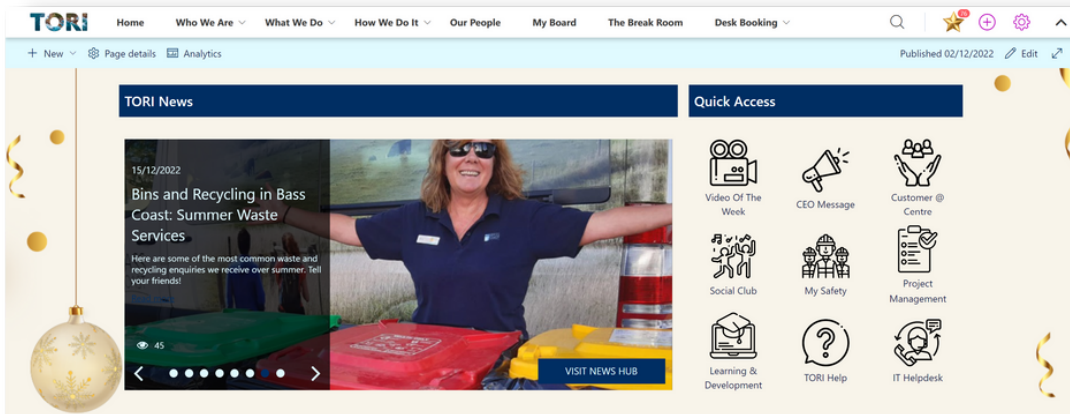
From there, Bass Coast gathered content and started to build the first iteration with Prometix.

## TOP TIP



"Listen to what people want, your project will be a success if you can deliver what was asked for"

Johanna Radford,  
Transformation Officer at  
Bass Coast Shire Council



## CHALLENGES

There was some resistance to change, which the team overcame by gathering employee input and making every decision with the end-users in mind.

The next hurdle was to gather content, such as user headshots and department content, to populate the new intranet.

Finally, the Business Transformation team had to change the perception that the intranet needed to be 100% ready on the launch date. They understood that the intranet would be a living space that would develop over time and not just a 'launch & leave' project.

## WHAT BASS COAST ACHIEVED

Bass Coast Shire Council now has a centralised intranet portal that everyone is proud of. Feedback from employees has been excellent, and adoption rates are greater than expected. Bass Coast describes the intranet adoption as "fast, natural, and straightforward."

Powell Intranet and Prometix were able to answer Bass Coasts number one need – an easy-to-use intranet that allowed anyone to be a contributor. Five months after launch, departments were still eager to add content, with 55 new articles from 38 contributors in one month alone.

TORI plays a key role in employees' day to day. It opens when staff logs onto their computers, and it is the primary source of information internally.

Employees have a better sense of connection and can easily find each other through the people directory.

### TOP TIP



"Focus on the things that will build culture, share news, and celebrate, see new joiners – anything that connects people."

Nicola Glassey,  
Business  
Transformation  
Lead at Bass Coast  
Shire Council



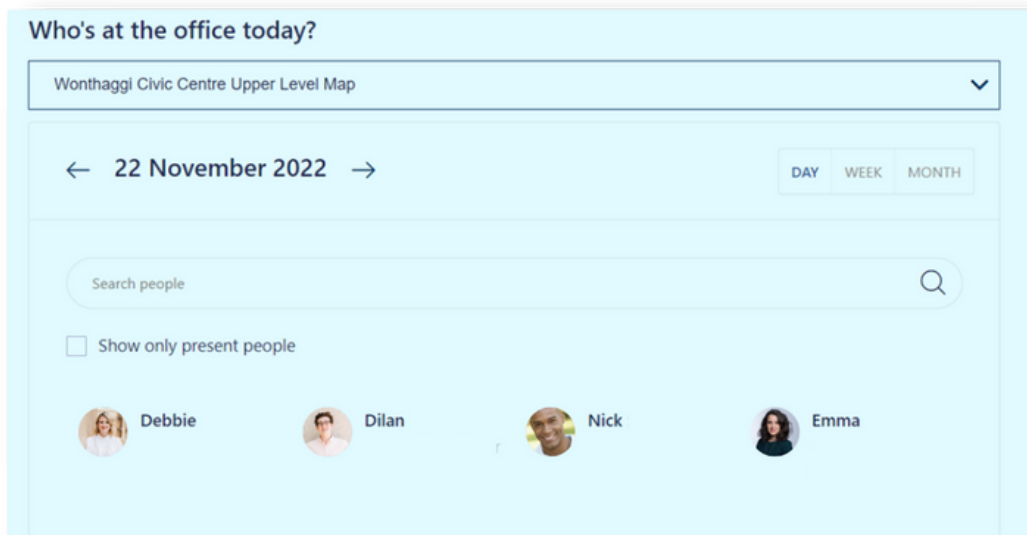
## THE STORY BEHIND THE NAME

Bass Coast received over 200 submissions when trying to name their new intranet. After shortlisting and putting the final 10 to a vote, the Council decided on TORI. Why TORI? This short name has a lot of meaning behind it!

1. TORI stands for Trusted Organization Resource of Information
2. TORI is also short for Victoria, where Bass Coast is located
3. Bass Coast Council is an advocate of the #PutHerNameOnIt campaign, which aims to address the under-representation of women in place names

## REMOTE & HYBRID WORKING


Like most organisations, Bass Coast moved to remote work during the initial lockdowns of the Covid pandemic. Now their policy is, "Work in the place that's best for you." Staff are empowered to make their own decisions about where they work best, so employees are spread between in-office and remote work. Therefore, it was important for Bass Coast to have a desk booking app, like FlexDesk, that allows employees to reserve a space in the office.



# THE TORI INTRANET IN PICTURES

## QUICK ACCESS LINKS


**Quick Access**

  
Video Of The Week

  
CEO Message

  
Customer @ Centre


  
Social Club

  
My Safety

  
Project Management

  
Learning & Development

  
TORI Help

  
IT Helpdesk

## TORI POLLS

**Tell TORI What You Really Think!**

What's your favourite season?

Winter

Spring


Summer


Autumn


Vote →


## SYSTEM LINKS


**System Quick Links**


  
IntraMaps

  
O365 Mail

  
Open Office

  
CMS

  
Doc Assembler

  
One Council

## NEWS REEL

**TORI News**


15/12/2022

### Bins and Recycling in Bass Coast: Summer Waste Services

Here are some of the most common waste and recycling enquiries we receive over summer. Tell your friends!

45

## MEGA MENU - WHO WE ARE


Home
Who We Are ^
What We Do v
How We Do It v
Our People
My Board
The Break Room
Desk Booking v

🔍
🌟
+
⚙️
^

**About**

- Locations
- Our History
- Our Values
- Reconciliation

**Council**

- Councillors

**Executive Office**

- CEO Office
- Executive Leadership Team

**Business Transformation**

- Governance & Property
- Transformation & Technology
- Financial Services
- People & Culture

**Partnerships, Economy & Culture**

- Communications & Customer Experience
- Economic Development & Investment
- Arts & Culture

**Place Making**

- Infrastructure Delivery
- Asset Management
- Strategy & Growth
- Major Projects

**Resilient Communities**

- Community Safety & Wellbeing
- Sustainable Environment
- Infrastructure Maintenance

## NEXT STEPS

Now that Bass Coast has TORI up and running, the next step is to add and utilise more of the employee engagement features Powell Intranet offers. For example, they will take the Kudos template and launch their own 'Shout Out' employee recognition space.

The Business Transformation team is also excited to launch a new onboarding program with their intranet. They will use the intranet to create a more interactive employee onboarding experience

## CHOOSING THE RIGHT PARTNER



Bass Coast worked hand in hand with Prometix to make their Powell Intranet. What made the partnership a success? Flexibility, openness to ideas, and continuous support from Prometix, especially in the final stages of the project.

### TOP TIP



"Bass Coast were very open to ideas and allowed us to make non-traditional suggestions. There was also patience, flexibility & communications which helped make the project a success!"

Rahul Sapre,  
Engagement Manager  
Prometix



Interested in learning how your organization could benefit from Powell Intranet?

We would be happy to discuss your needs and help get you start on your own digital workplace journey

[Start Your Intranet Project](#)

