

Consider the essential content for your **council website?**

Introduction:

Welcome to the "Council Website Development Checklist."

This comprehensive document has been crafted to assist councils in planning and executing successful website builds or rebuilds. A well-structured and user-friendly website is a vital asset for local governments in Tasmania, serving as a direct channel of communication with your community and a showcase of your commitment to transparency and innovation.

In today's digital age, having an effective online presence is non-negotiable. This checklist is designed to guide council professionals, web developers, and project managers through the crucial steps and considerations needed to create an impactful council website. Whether you're starting from scratch or looking to enhance your existing digital platform, this document provides valuable insights and actionable recommendations.

It's important to emphasise that the "Council Website Development Checklist" presented here comprises valuable considerations rather than rigid prerequisites for success. In fact, the list's effectiveness can significantly improve when it's fine-tuned to the specific needs and nuances of your community, a process informed by thorough research. Your community's distinct characteristics and preferences should guide the customisation of these considerations, making them a precise fit for your website development. This checklist serves as a strong starting point, offering insights and best practices, but it's the depth of your community research that will truly refine and enhance the success of your website project.

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General Information

- About the Council
- Contact Information
- Office Hours and Locations
- Council News and Updates
- Mayor and Council Members' Profiles

Community Services

- Recreation and Events Calendar
- Parks and Facilities Information
- Local Community Groups and Organizations
- Emergency Services Information
- Public Transportation Information

Resident Services

- Residential Permits and Licences
- Waste Collection and Recycling Schedules
- Housing and Property Information
- Noise Complaints and Reporting
- Community Health Services

Business Services

- Business Registration and Licensing
- Economic Development Resources
- Information for Entrepreneurs
- Business Grants and Incentives
- Zoning and Land Use Information

Online Payments and Forms

- Rates Payments
- Utility Bill Payments
- Parking Ticket Payments
- Online Forms for Various Services
- Fee Payments for Permits and Licences

Governance Meetings and Documents

- Council Meeting Agendas and Minutes
- Public Records and Document Archives
- Meeting Live Streaming or Recordings
- Boards and Committees Information
- Open Data Portal

Planning and Development

- Planning and Zoning Information
- Development Application Submissions
- Building Inspection Scheduling
- Land Use and Development Plans
- Historic Preservation Information

Transportation and Infrastructure

- Road and Street Maintenance Updates
- Public Transportation Schedules and Routes
- Report Potholes and Street Issues
- Traffic Alerts and Road Closures
- Infrastructure Projects and Updates

Health and Safety

- Public Health Advisories
- Emergency Preparedness Information
- Fire Department Services
- Police Department Information
- Non-Emergency Reporting

Education and Libraries

- Library Services and Catalog
- School Information and Resources
- Educational Programs and Workshops
- Adult and Continuing Education

Environmental Services

- Recycling and Waste Reduction Tips
- Environmental Programs and Initiatives
- Water Conservation Information
- Air Quality and Pollution Updates
- Green Initiatives and Sustainability Resources

Cultural and Arts Resources

- Cultural Events and Exhibitions
- Arts Grants and Funding Opportunities
- Cultural Heritage Information
- Local Museums and Galleries
- Performing Arts and Theater Schedules

Online Surveys and Feedback

- Resident Feedback Surveys
- Public Opinion Polls
- Feedback Forms for Services
- Suggestions and Complaints Submission

Accessibility Services

- Information for Individuals with Disabilities
- Accessible Facilities and Services
- Requesting Accommodations

Social Services

- Welfare Assistance and Programs
- Senior Services and Programs
- Youth Services and Activities
- Mental Health Resources
- Substance Abuse and Addiction Services

Language Accessibility

- Multi-Language Translation Services
- Information in Indigenous Languages if applicable
- Accessible Formats for Documents

Productive features worth consideration with your council website;

1. **Online Chat or Help Desk:** Provide a live chat feature or help desk for immediate assistance and inquiries.
2. **Online Forms and Applications:** Streamline processes for various permits, licences, and applications by allowing residents to submit them online.
3. **Economic Development Resources:** Offer resources for local businesses, including information on incentives, grants, and business development programs.
4. **Community Engagement Tools:** Provide tools for residents to engage with local government, such as forums, discussion boards, and feedback mechanisms.
5. **GIS Mapping:** Interactive maps for property information, zoning, parks, and other geographical data.
6. **Emergency Alerts:** Allow residents to sign up for emergency alerts and notifications.
7. **Social Media Integration:** Links to the council's social media profiles for news and updates.
8. **FAQs and Knowledge Base:** A section with frequently asked questions and informative articles to assist residents.
9. **Aesthetic and User-Friendly Design:** Ensure the website is visually appealing, easy to navigate, and mobile-responsive.
10. **Accessibility Compliance:** Ensure the website complies with accessibility standards to accommodate all users.
11. **Privacy and Security:** Implement robust security measures to protect user data and privacy.
12. **Feedback Mechanism:** Provide a way for users to report issues or offer suggestions for website improvement.
13. **Language Localisation:** If applicable, offer the website in multiple languages to serve a diverse community.
14. **Search Functionality:** Include a robust search feature to help users find information quickly.

Thank you for taking the time to review this checklist. We hope you've found it valuable. If you have any suggestions or questions, please don't hesitate to reach out to us. Your feedback is highly appreciated, and we're here to assist you in any way we can.