

COMMUNITY Engagement



Connect With Your Community

Community Engagement provides organisations with a dedicated platform to communicate directly with residents, citizens, and ratepayers.

It makes it easier to manage communication across large communities while maintaining control over messaging and updates.

Real-Time Communication

Community members can subscribe to follow organisations and receive important news, updates, and push notifications instantly - keeping everyone informed and connected.

Faster Issue Reporting

Residents can quickly report local issues such as graffiti or vandalism directly through the platform. This helps organisations become aware of problems sooner and respond faster than traditional channels like phone, email, or letters.

Simple and Accessible

Designed for everyday mobile users, Community Engagement makes it easy for the public to interact with organisations.

Key Features

Notices & Alerts

- Send important notices and alerts to the community.
- Schedule notifications in advance.
- Target notices by location or user interests.

Issue Reporting

- Residents can easily report issues directly to the organisation.
- Administrators can review, approve, reject, or archive submissions.
- Approved issues integrate with the MAGIQ Service Request system to generate an SR number.

News & Updates

- Publish news and updates for the community in one central location.
- Administrators can manage, update, or restore published news items.

Organisation Management

- Organisations are configured with custom branding, including logos and colours.
- Allow users to follow the organisations and topics that matter to them.
- Personalise content by location, interests, or preferred homepage view.

User Accounts

- Secure user accounts with password management and profile settings.
- Users can control their preferences such as notifications, locations, interests, and subscribed organisations.

Administration

- Manage users and roles.
- Maintain audit logs for transparency and oversight.

Integration

- Integrate with MAGIQ Documents (for Community Documents) and MAGIQ Performance (for Insights and Transparency)
- Integrate with MAGIQ Service Requests to streamline issue tracking.

Insights & Transparency

- Provide ratepayers with visibility into organisational financial information.
- View financial data across multiple years.

Community Documents

- A secure gateway for Clients, Councillors and other authorised users to access nominated MAGIQ Documents and folders without having direct access to MAGIQ Documents.