

RIAMS

Intelligent Service Delivery Through a Web Based Knowledge System

Presenter: Sean La Fontaine

RIAMS

Only One of Its Kind

Using innovation and open
source software

Scalable for global application
and
adaptable for each State

Leading to positive regulatory
and social impacts

Supporting regulatory
professionals through practical
challenges and financial squeeze



RIAMS

Background

RIAMS is a knowledge management system

Enables professionals to do their job with up to the minute information

Consists a team of specialist authors

RIAMS acts as a front end for back office applications and databases 'Stand alone'



RIAMS

Scope

Coverage:

Animal Management
Parking Management
Litter
Permits
Fire Prevention
Abandoned Vehicles
Legal Processes



RIAMS

Scope

Coverage:

Animal Management

- Animals at large
- Injured Animals
- Animal Registration
- Destruction of Animals
- Animal Nuisance
- Seizure, Impounding & Release of Animals
- Restricted Breed, Dangerous and Menacing Dogs



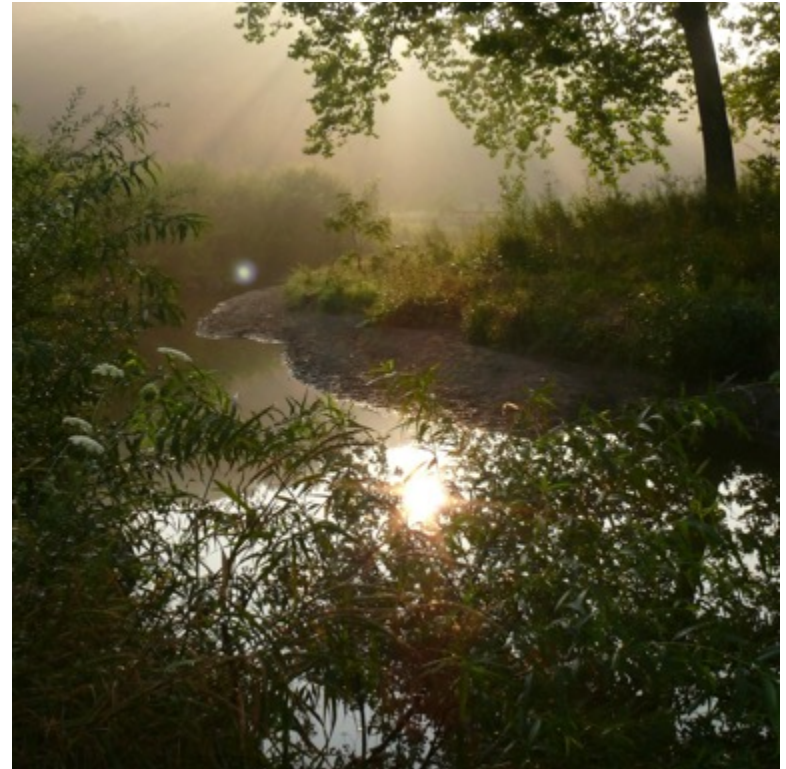
RIAMS

Application

Adding capacity to front line
and middle office

Supporting Continuous
Professional Development
(CPD)

An ecosystem with
everything in one place



RIAMS

The Problem – Australia

Concerns regarding
consistency (VCEC Inquiry
– Vic, IPAR - NSW)

Interpretation of Legislation

Risk Management

Competency and process

Variance in capacity of local
authorities



RIAMS Solution

Documents are local and relevant

Low-cost

Easy to adapt in real-time to fit
the organization and local
conditions

Fully customizable with:

- Local documents
- Local folders
- Document sharing



RIAMS

Deliverables

Procedures
National/State Policy and
Guidance
Letters
Forms
Public Information
Legal Notices (and more...)

Shared Best Practice
Local documents
Local folders
Technical forums
On Line Training



RIAMS Deliverables

The screenshot shows a web browser window with the address bar displaying `https://signin.riamsau.org/`. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The page title is "RIAMS | Dashboard".

The dashboard layout includes a top navigation bar with links: Home, Help, News, More, Contact, and Sign Out. On the left is a large RIAMS AUS logo. The main heading reads "Welcome to RIAMS Australia". Below this is a search bar labeled "Search RIAMS" with a "Go" button. A link for "Advanced Search" is located below the search bar.

The dashboard is divided into three main content sections:

- Knowledge Areas**: A list of categories including Environmental Health, Local Laws, Animal Management, General Matters, Glossary of Terms, Health & Safety, Legal Processes, Parking Management, and School Crossings.
- What's New**: A section for recent updates. It includes two entries: a "System Update 06.10.2015" regarding a RIAMS User Alert and a "System Update 29.08.2015" regarding RIAMS Version 2. It also features an "Environmental Health 14.09.2015" update about new procedures for undeclared allergen investigations and an "Environmental Health 07.09.2015" update about new PHWA complaint procedures. A "More Updates" button is provided at the bottom of this section.
- My Account**: A section for user management, listing Sean La Fontaine as the user. It includes links for My Account, My Organisation, My Favourites, My Recents, My Notifications, RIAMS Australia, Our Subscription, Our Collections, Our Index, and Our Users.

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https://signin.riamsau.org/modules/view/1732 🔍 🔒 🔑

RIAMS | Animal Management ✕ Investigation of Dog Attacks

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RIAMS_{AUS}

Local Laws

Animal Management

Search RIAMS

Go

Advanced Search

Home > Local Laws > Animal Management

Knowledge Areas

▶ Environmental Health

▼ Local Laws

Animal Management

General Matters

Glossary of Terms

Health & Safety

Legal Processes

Parking Management

School Crossings

▶ Information about this module

Add folder

Animals at Large (2)

Add sub-folder

Animal Nuisance (8)

Add sub-folder

Animal Registration (17)

Add sub-folder

Destruction of Animals (1)

Add sub-folder

Injured Animals (4)

Add sub-folder

Legislation (6)

Add sub-folder

Restricted Breed, Dangerous and Menacing Dogs (30)

Add sub-folder

My Account

Sean La Fontaine

My Account

My Organisation

My Favourites

My Recents

My Notifications

RIAMS Australia

Our Subscription

Our Collections

Our Index

Our Users

Request New Content

View Archives

RIAMS Deliverables

https://signin.riamsau.org/modules/documents/17

RIAMS | Animal Management

Investigation of Dog Attacks

▶ Environmental Health

▼ Local Laws

Animal Management

General Matters

Glossary of Terms

Health & Safety

Legal Processes

Parking Management

School Crossings

Sort Forms By

Title

Add folder



▶ Control of a Dangerous Dog LAMP2V

Procedure/Guidance



▶ Control of Menacing Dogs LAMP3V

Procedure/Guidance



▶ Control of Restricted Breed Dogs LAMP4V

Procedure/Guidance



▶ Declaration of Dogs LAMP5V

Procedure/Guidance



▶ Declaration of Menacing, Dangerous and Restricted Breed Dogs LAMP6V

Procedure/Guidance



▶ Investigation of Dog Attacks LAMP1V

Procedure/Guidance



▶ Investigation of Dog Attacks on Stock LAMP7V

New
Procedure/Guidance

Sean La Fontaine

My Account

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HUME CITY COUNCIL

Hume engaged consultant to review/update procedure base every 3 years – cost \$50,000 AUD (\$46,250 USD)

Change in National Immunization Guidelines resulting in \$8,000AUD (\$7,400 USD) fees + 6 weeks to update

RIAMS updated content in 2 weeks; No Cost to subscriber

Hume now subscribes to RIAMS for \$5,500 AUD p.a. (\$5,000USD); \$16,500AUD for 3 yrs (\$15,000USD); cost benefit of \$33,500AUD (\$31,250USD) OR 0.5 EFT resource



SOUTH GIPPSLAND SHIRE COUNCIL

Council recently audited by external auditors
(Crowe Howarth)

Required to produce/update 40+ procedures
in response to auditor findings; 6 week
turnaround with only 4 staff to
develop/update

Limited funds v short timeframe v finite
resources

\$50,000AUD (\$46,250USD) for a consultant
OR \$3,500AUD (\$3,250USD) for RIAMS



WEST WIMMERA SHIRE COUNCIL

Remote location; 0.5EFT resource

Junior EHO + ZERO EH experience at Management level

No procedures – no confidence ‘in the dark’

No \$50,000 for consultants!

RIAMS \$3,000AUD all inclusive

Accesses RIAMS multiple times a week for procedures/guidelines/docs



RIAMS

Wales: Rural Council Case Study

1,800 km²
78,000 population
3 satellite offices

£120k (\$240,000 AUD) saving on
budget of £250k (\$500,000 AUD)

37% improvement in response
times

90% improvement on consistency

50% improvement in confidence

Now used in 100% of Welsh LA's



Are Council's able to take staff off line to develop/maintain content?

What support tools are provided to Regulatory professionals in the field?

Its not about the platform but what's inside it.

Content is the product, RIAMS is the service.



Thank You

Sean La Fontaine, Business
Development Manager, Kernow
Environmental Services

www.riamsau.org