# MEDIA RELEASE

City of GLEN EIRA
GLEN EIRA CITY COUNCIL

## Calling out local issues just got snappier

After a five-year partnership, Snap Send Solve and Glen Eira City Council are collaborating on an innovative technology project that will improve how residents can communicate with Council.

Snap Send Solve has been providing communities around Australia and New Zealand with a fast, convenient and accurate app meaning they can report issues that they see quickly, and on the spot. Now, Snap Send Solve has partnered with Council to make community reporting even faster and more accurate through the innovative use of QR Codes.

From now, residents in Glen Eira will be able to use QR codes, visible on popular community assets like public toilets, rubbish bins and water fountains, to report issues directly to Council with just a few taps. For those eager to report without using the app, the QR code technology has now made this possible — a first for Snap Send Solve.

Glen Eira Mayor Cr Jim Magee said Council is committed to providing clean and attractive streetscapes, parks and facilities.

"Snap Send Solve research indicates that 74 per cent of people notice issues in their local communities, but only 31 per cent report them," Cr Magee said.

"We hope that by providing an easier way for the community to report issues to Council, we will hear about community concerns faster, resulting in quicker action."

CEO of Snap Send Solve Danny Gorog said the use of QR codes allowed customers to report common issues quickly and easily, without worrying about sending it to the right contact or downloading the app.

"It's terrific to see one of Australia's most innovative and customer-centric councils trial the updated platform to enhance the customer experience and improve trust with the community," Mr Gorog said.

Initially, QR codes will be available in Caulfield Park and Railway Reserve in Carnegie, but Council will look to broaden this across the municipality if the platform is used effectively to report issues.

To find out more about Snap Send Solve, head to https://www.snapsendsolve.com/
To get snapping anywhere across Australia and New Zealand, simply download Snap Send Solve via the App Store or Google Play.