

# Interview with Melissa Huell

Executive Assistant to the  
Chief Executive Officer  
Melton City Council



## Technology that offers a complete solution

Dataworxs' solutions are built around the way an organisation operates. Melton City Council's needs and business goals were identified during the initial planning process and a customised end-to-end solution provided. Dragon Professional voice recognition software, Professional Olympus dictation devices and transcription workflow and playback software work in combination to deliver a truly integrated solution.

When backed by expert installation, training and support, council staff like Melissa benefit from the lasting value this technology brings to their workplace.

DICTIONATION

TRANSCRIPTION

SPEECH RECOGNITION

WORKFLOW

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Case Study



**'IMPROVED EFFICIENCY'  
...MADE EASY**



## Melton City Council uses Dataworxs' solutions to save time and improve efficiency

Melton City Council in Melbourne's outer western suburbs has realised the benefits of using Dragon Professional Speech Recognition technology integrated with professional dictation recorders and transcription solutions.

Home to a vibrant and dynamic community, over 70% of Melton's residents are under 45 years of age, with over 80 spoken languages and 70 countries represented. Responsible for supporting the growth of this diverse and youthful municipality, Melton City Council saw the benefits of using technology that would allow council staff to work quickly and more efficiently.

Since introducing Dataworxs' voice recognition, dictation and transcription solutions, the Council has discovered how easy it is to speed up document turnaround and reduce time spent on unnecessary paperwork.

### Simple to learn

When Melissa Huell, Executive Assistant to Melton City Council CEO, was first introduced to the concept of using dictation and voice recognition she was concerned about how long it would take for staff to learn the technology.

"I'd heard that voice recognition could take hours of training to recognise your voice."

It soon became clear to Melissa that this was an outdated perception. "The learning was quick and easy – all I had to do was speak into the microphone for one minute and from there it created my profile with near perfect accuracy."

Additionally when the CEO makes a voice recording and downloads the audio file, the device recognises his voice and transcribes the audio based on his profile. It's as simple as docking the dictation device and letting the system generate the transcription.



"All the questions we had about using the technology were answered in the training that Dataworxs provided. Now when a new staff member joins our team, they can get up to speed quickly by referring to the practical user guides supplied by Dataworxs."

## Adds value and improves processes

One of the whispers Melissa used to hear from staff was the worry about jobs becoming redundant if the task of typing disappeared.

"As it happens, nothing could be further from the truth. The hours each day that a personal assistant would have spent typing are now used in other more valuable areas of the business. It enriches rather than takes away from the work we do."



It's not only personal assistants that benefit; anyone that can free themselves from time wasted on typing. Melton City Council staff can work three times as fast by dictating reports, minutes, correspondence, memos, and internal communications.

Dataworxs' voice recognition, dictation and transcription solutions are used by several divisions of the council, including Legal, Family, Housing, Maternal and Child Health, Risk and Planning. Maternity nurses and other council staff that travel offsite are enjoying the convenience of using a recording device to dictate their case notes. When back in the office, these notes are either transcribed or put through voice recognition software.

The Planning General Manager, previously a 'one finger typist', is one of many Melton Council staff who report a significant improvement in work efficiency.

"As more people come to realise its benefits, the technology has spread through the council," Melissa shares. "Word travels that it is a smarter way of working and we can produce our documents in a lot less time."