



MEDIA RELEASE

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Council introduces innovative chatbot on new website

Huon Valley Council is pleased to announce the introduction of an innovative chatbot as part of the new website. The chatbot is designed to enhance community engagement and streamline access to Council services.

Mayor Sally Doyle expressed enthusiasm about the new digital tool, stating, “We are excited to offer our community these enhanced online services. The new website and chatbot are part of our ongoing commitment to improving accessibility and engagement with our residents. We believe this tool will make it easier for everyone to connect with Council and access the services they need.”

The new website, which can be accessed at www.huonvalley.tas.gov.au, features a modern design, improved navigation, and a user-friendly interface. It aims to provide residents with easier access to important information, services, and resources.

The chatbot is available 24/7 to assist residents with their enquiries. It is designed to provide quick and accurate responses to common questions, helping to reduce wait times and improve overall customer service. Key benefits of the chatbot include:

- **Instant assistance:** Provides immediate answers to frequently asked questions, such as waste collection schedules, Council meeting dates, and more.
- **24/7 availability:** Accessible at any time, offering support outside of regular Council office hours.
- **User-friendly interaction:** Easy to use, with a conversational interface that guides users to the information they need.

Council invites all residents to explore the new website and take advantage of the chatbot for a more efficient and convenient way to interact with Council. The chatbot is new and evolving, so please be patient and if you have suggestions or issues please let us know by emailing hvc@huonvalley.tas.gov.au

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