SpacetoCo™

Connecting communities by simplifying bookings

- *Empowering venue teams*
- *Transforming booking journeys*
- *Built for councils*
- *Trusted by IT*
- *Loved by your communities*

Smart Tech for Smarter Bookings

For Local Authorities, Housing Associations and Community Venues
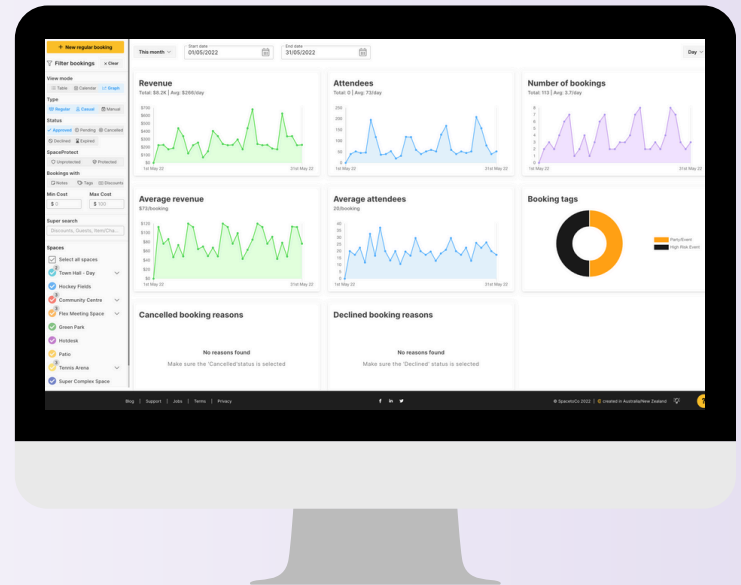
platform.spacetoco.com

More time for what matters

Council facilities are like Harry Potter's local rooms of requirement. They play host to birthdays, sports teams, after-school care, family counselling and so much more. They are a fundamental part of our civic infrastructure, helping bring people together, creating a sense of local connection and belonging.

Yet, the process to book and manage these spaces is often manual and time consuming and a frustrating customer journey for both hirers and venue teams.

Our mission is to help people create their communities in your local spaces. That's why SpacetoCo is purpose-driven and purpose-built for the realities and complexities of managing busy venues, facilities and other shareable resources.

Simple, powerful and innovative automation, modern, secure booking journeys and the ultimate flexibility to make the software work for your unique needs, means that your teams and hirers can get their time back to making magic happen in our local spaces and places.

It's not just software,
It's SpacetoCo

Provisioning and activating local community spaces is so much more than online bookings and back end processes, but that's what all other enterprise platforms focus on.

SpacetoCo is unique because we want to help you create local, bookable ecosystems to enable council to get far more social, economic and efficiency value from your software.

Grow local area economies

Any bookable space can participate in the marketplace, offering a way for local charities and businesses to create sustainable hire revenue and reduce reliance on council funding.

Agility and Innovation

It's easy to activate and trial new hirable spaces, like ex-retail, pop ups and new developments. Test and learn with your community and get measurable insights.

Collaborate with contractors, operators and the community

Most councils have venue assets, like peppercorn leases and rural halls that are operated by the community. SpacetoCo can be used independently by these assets so they can benefit from the same growth and efficiency gains. The community gets a consistent and easy booking service and council can get reliable data to inform resource allocation. Easily collaborate and securely share data with maintenance contractors and other third parties.

Futureproof your asset network

No matter who delivers your venue hire services or what new facilities are provisioned, SpacetoCo's unique architecture can flex to your operating model.

Designed for...

Community Venues

Purpose-built for busy and complex community centres, weddings, theatres, co-working, rural and town halls, and arts venues.

Handles casual, function-based, regular and internal hire users.

All the heavy lifting of bookings and payments is taken care of, with little details that delight and surprise end users.

Parks & Recreation

Robust and flexible enough to handle the most tricky multi-use sporting facility seasonal hire availability and pricing requirements.

Works for all facilities including pitches, courts, ovals, parks, BBQs, gazebos and playspaces.

Measurably increase active well-being opportunities and sports participation.

And more...

Campgrounds, accommodation, transit parks.

Share bookable resources, such as waste trailers, beach wheelchairs, buses, event kits, and market stalls.

Award Winning GovTech

iAWARDS	The INCITE Awards	WESTERN AUSTRALIA INNOVATOR OF THE YEAR	PARKS & LEISURE AUSTRALIA	PARKS & LEISURE AUSTRALIA
2021 NATIONAL iAWARDS Winner of the for Government and Public Sector Solution of the Year	2021 INCITE AWARDS Merit Award for Innovating Government & People's Choice Award	2021 WA INNOVATOR OF THE YEAR Semi-Finalist	2023 WA PARKS AND LEISURE AWARDS Finalist - Best Use of Technology	2024 WA PARKS AND LEISURE AWARDS Winner - Best Use of Technology

Preferred Supplier Status

- Local Buy (QLD)
- LGAT (TAS)
- WALGA (WA)
- LGASA (SA)

Pre-Qualified provider with SCM0020 for the NSW Government.

A trusted partner to 70+ councils

SpacetoCo is the only truly end-to-end marketing, booking, finance and reporting tool for local authorities

Marketing & SEO
Reduce marketing spend and grow bookings revenue with in-built promotion of spaces through dedicated web pages, marketplace listings and SEO optimisation.

Bookings Management
A smart and intuitive booking platform that can reduce processing times by 80%. Grow capacity in your venue teams whilst growing your bookings.

Integrations
Compatible with most finance and ERP systems (e.g. Tech One and OneCouncil) Automated access and utilities control. Microsoft 360 and Enterprise Login. iCal.

Document Management
Manage and automate renewals of key customer documentation such as Public Liability Insurance, Permits, and Risk Assessments. Customise unlimited forms and docs to meet your policy requirements.

Reporting and Dashboards
All your data at your fingertips, schedule reports, CSV downloads, customisable tables, customise and tag your data and fully automated and comprehensive finance and reconciliation reports. Securely share and receive booking data from third-party operators.

Finance Automation
The only solution that automates payment collection, debtor management and reconciliation by simplifying revenue collection down to one lump sum a month. Transformational efficiency gains, debt reduction and liability reduction. Compatible with finance and ERP systems.

Game-changing features

Beautiful booking journeys

A modern, simple, accessible booking journey for one-off casual or regular hire bulk bookings. Works on web, mobile, kiosks and QR codes.

Automated Security Bonds

Take and return security bonds in two clicks and ditch the interdepartmental requests to move money back and forth.

No code customisation

Manage complex availability and space set-up, historic, custom and variable rate cards, multi-use spaces, sell additional items, services, set permissions, and policies by user and space.

Organisation page

Showcase all your internal and externally managed venues and spaces in a searchable, branded booking experience.

Seamless transactions

Empower venue teams to cancel, refund, add, remove, and edit bookings in real-time with all payments, invoicing, tax and receipting handled and tracked by the platform.

User management and collaboration

Unlimited users, tagging, notes. All activity is tracked and auditable.

Online availability

Live availability for hirers. Customisable booking calendars, bookings and customer super-search, publish iCal feeds. Outlook integration.

Messaging & Announcements

Manage customer comms with ease. Hundreds of automated emails and notifications. AI messaging support. Segment customers for easy mass comms.

All types of bookings

Handles all the nuances that come with the specific needs of casual, regular, seasonal and internal hirers.

It ticks all the boxes

ISO27001

No upgrades, customisation, change requests or ongoing maintenance required

Bookings Management

- ✓ End-to-end encryption (TLS 1.2/1.3) for all data transfers.
- ✓ Encryption of data at rest. (AES-256 & RSA-2048).
- ✓ PCI Level 1 Service Provider certified through Stripe.
- ✓ Application Security Review by CyberCX, including penetration testing and vulnerability scanning.

Reliable & Scaleable

- ✓ High availability ensured by load-balanced, auto-scaling server cluster.
- ✓ In-house development team.
- ✓ 99.9+% uptime with live status monitoring available.

Compatible and Accessible

- ✓ SpacetoCo Enterprise login for easy user provisioning/de-provisioning via integration with various Identity Providers (IdP).
- ✓ Supports SAML, OpenID Connect, Google Workspace, Microsoft Azure AD, ADFS (Microsoft) & Active Directory/LDAP.
- ✓ Ability for administrators to switch into user accounts for support and troubleshooting.
- ✓ WCAG.

Data Privacy Compliant

- ✓ AUS & UK data stored onshore.
- ✓ Adherence to privacy laws in AUS and NZ.
- ✓ Separation of data across councils.
- ✓ GDPR.

See our full FAQs for IT teams here

Case Study

Situation

In 2022, the City of Cockburn sought a new booking system, choosing SpacetoCo for its:

- Superior debtor management.
- Online space availability and booking requests.
- Instant payments, refunds, and bonds.
- Flexibility for the City to update space information.

The SpacetoCo system was implemented in 5-6 weeks.

Outcomes

The City now has more time to focus on developing new community support initiatives, aligning with their vision of enhancing residents' quality of life.

- 25% growth in bookings: SpacetoCo's SEO-friendly marketplace and real-time availability improved user access.
- Zero debt: The new system eliminated outstanding booking debts and freed staff from chasing payments.
- 70-minute time savings per booking.
- A 62% reduction in calls transferred to the Recreation Services Team further cut down administrative tasks.
- Reduced admin allowed staff to focus on community outreach and engagement initiatives.
- In 2024, the City and SpacetoCo won the "Best Use of Technology" award at the WA Parks and Leisure Australia Awards.

"*Over the course of a year, we're talking hundreds, thousands of hours in terms of savings and that's with the biggest and most efficient use of our facilities ever. We're taking more than we've have, and we're spending less time doing it and making more money doing it.*"

James, Business Systems Manager

Councils love what we do...

"The finance team just about had a heart attack when they saw how easy finance and reporting works."

Rebecca, City of Mitcham, Adelaide, South Australia

"Matamata Piako District Council has been using SpacetoCo for 3 years now. It's easy to set up and the support given when setting up is awesome."

Lisa, Matamata Piako District Council, New Zealand

"We share the vision with SpacetoCo of connecting people with spaces. The availability of our amazing spaces on the SpacetoCo platform is an exciting way for Local Government to respond to what our customers want. It's allowed us to move way beyond the old way of doing things."

Michael, City of Vincent, Western Australia

And so does your community...

4.8 ★★★★★ on Google

"Love this service! Makes booking, managing bookings so easy! I honestly don't remember how we managed without this service!!!"

Naomi B, Auckland

"Seriously how great is this website! I found it really easy to find the space I needed. It was simple to make a booking and the payment process was smooth. Sure beats ringing around trying to find a suitable space and then manually filling out forms before I can book."

Jemma G, Perth

A partnership in community

Unlimited training and support

Your teams get ongoing access to our training to help upskill new team members. Customer service is available through phone, email and live chat 7 days a week. Extensive documentation is available. Online response times are less than 60 seconds on average.
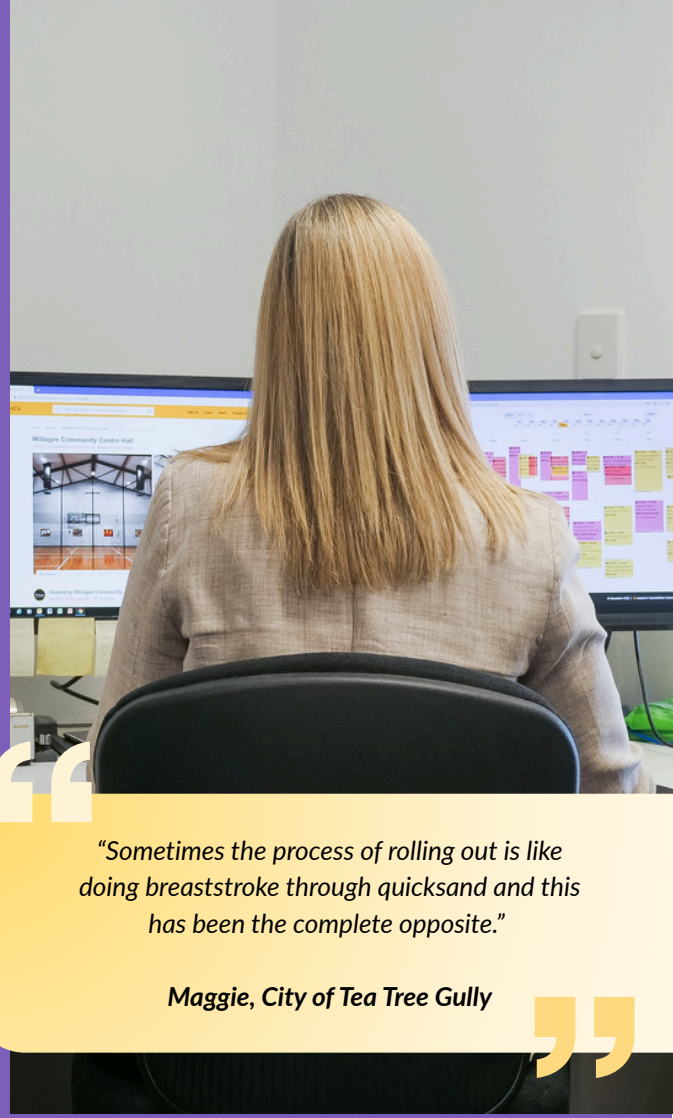
Your customers are our customers

Because we're also a public marketplace, our customer service is available to your hirers, helping reduce the burden on council support lines.

Dedicated customer success

You'll get a dedicated account rep, and regular reviews. Plus you will be part of our Co-mmunity of councils, to help you make the most of the platform and give us feedback for new features.

We're invested in your growth

Our unique model means we're incentivised to help the council grow revenue and activate your spaces.

"Sometimes the process of rolling out is like doing breaststroke through quicksand and this has been the complete opposite."

Maggie, City of Tea Tree Gully

Hassle Free for IT Teams

SpacetoCo is one of the lowest Total Cost of Ownership solutions for council bookings

Low and Fixed Upfront Costs

- Less than $10K (usually) to onboard and deploy.
- No hardware or hosting required.
- We've never had a change request!

Ease of Deployment

- 8-12 weeks to rollout.
- Online training and bespoke rollout consultation.
- Change management support for council and hirers.
- No disruption to existing systems.
- Minimal IT resourcing required.
- Plug-and-play compatibility with existing tools and platforms e.g. Tech One.

No Maintenance Required

- Regular, automatic updates with no downtime.
- High flexibility & configurability means no customisation required.
- Built for scale, can handle high demand for peak bookings.

Effortless User & Customer Management

- Unlimited spaces, and users - no licence management required
- Support for single sign-on (SSO), LDAP, etc.
- Intuitive UI/UX reduces the need for support.
- In-built auditing, reporting and secure customer data management.

Direct Procurement

SpacetoCo is so unique that it qualifies for Single Quote Acceptance, reducing time and cost to procure and getting best value for rate payers.

Scan to find out more

A trusted partner to 70+ councils

Looking for a booking system?

Let's talk!

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See it in action