



Community Information
Support Services

Annual Report

Combined: **2015 calendar year**
 2015/16 financial year

*We provide a comprehensive directory of health and community services
that gives easy access to community information for everyone.*

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Update from the Executive Director

This Annual Report combines reports of the 2015 calendar year and the 2015/16 financial year in order to align the organisation's annual report with its reporting requirements for the Australian Charities and Not-for-profit Commission and the Australian Taxation Office.

2015 was a busy year with a focus on growth in...

- data available in My Community Directory
- the number of visitors to the website
- the impact and breadth of our work in the community.

An important milestone was opening My Community Directory in the Australian Capital Territory in partnership with Volunteering ACT and with considerable cooperation of the ACT government that has fast-tracked and supported the inclusiveness of information and usage.

In Queensland and the Australian Capital Territory we are the primary source of high quality, health and community information about services to better link people to the help and support they may need. This is a significant achievement for the organisation, which in no small part is due to the dedication and hard work of the team at Community Information Support Services (CISS). Throughout the year we have continued to expand our reach, now operating in Western Australia with further expansion planned over the next 18 months.

In January 2015, CISS was recognised as a Health Promotion Charity and awarded Deductible Gift Recipient status. To achieve our mission we work closely with Community Data (communitydata.com.au) to support research and development of systems and processes to improve the flow of accurate and reliable information for the community sector. We are grateful for the support of The English Family Foundation and Endeavour Foundation who have continued to partner us in this work.

My Community Directory is a key piece of community information architecture. As an interactive online collection of local data, both capacity and scope have continued to grow. Listing on *My Community Directory* is free for all services that provide free, subsidised or low cost services to the community – and community members are supported to access services through the provision of information relevant for them to determine if a service is suitable without the need to make multiple time-intensive phone enquiries.

Our commitment and our byline is:

Health and community information when you need it and wherever you need it.

Our colleagues in government continue to engage with our platform with the use of *My Community Directory* at the Federal, State and Local Government levels continuing to grow in 2015 as a key part of health and community service planning and delivery.



Membership of My Community Directory provides organisations with a cost effective, reliable means of communicating with their communities through their own personalised directory, as well as valuable statistical information about service needs and provision within their region. Our Local Council Members cover over 40 per cent of the Queensland population, and it is our aim to reach 100 per cent!

Similarly, several large NGOs have found that My Community Directory is not only useful for telling the public about their services, but it also provides them with a reliable, up-to-date directory for their staff across Queensland – saving considerable administrative time and effort for internal communication.

Access My Community was originally set up to support people with a disability in Brisbane with limited mobility, finance and literacy. Information is packaged in a way that makes it easy to find all the services and public facilities available within a set distance from a given address. *Access My Community* takes a person centred approach and provides service and transport options close to the individual's current location; a simple but significant departure from widespread service centric databases. We have continued to listen to users throughout the year and given *Access My Community* a face lift based on feedback. *Access My Community* is now available across all locations and includes all service types.

We have grown partnerships for shared data with...

- Health Engine, to display the next available doctor's appointment at the Practice which community can book in real-time.
- Murawin, to give organisations a way to self-assess, find the gaps and be ready to provide person-centred service for Aboriginal and Torres Strait Islander people.
- The Open Data Institute Queensland to make community data easily available to the public.

Trials of **My Community Diary** show that it is a valuable piece of community infrastructure that makes it possible to coordinate events and activities in communities to minimise time and resource conflicts and maximise their value. Listings range from the regular delivery of services by Health and Allied Health Professionals to large community events. The diary will improve local, regional and strategic decision making about when to hold events and schedule services to increase participation and use. It will be rolled out early in the 2016-17 financial year.

Service Linker is an easily accessible online attendance register developed for people accessing community services in Australia to enhance person-centred care. It enables confidential case coordination, integrated services, service collaboration and better referrals within and across organisations and regions. Importantly participating organisations can visualise service patterns over time and use de-identified data in research, planning and reporting. [Service Linker](#) is sold under licence by Community Information Support Services.

Our service to the community

Community Information Support Services is mission driven. Our passion to improve health and community outcomes through better flow and more intelligent use of information drives us to work with many partners, across many disciplines to understand and solve problems. Our team relishes the “too hard basket” and revels in innovative ways to make the digital world fulfil its promise of improving the lives of many people who have for so long been marginalised.

We can see that reliable, comprehensive information is increasingly needed in a commercial health and community service environment that depends on the user to know what they want and what is best for them. Our



Community Information Support Services



services are designed to support the businesses providing the services with very narrow margins and the vast array of workers and service users trying to make the right choices so that they get the best value for money.

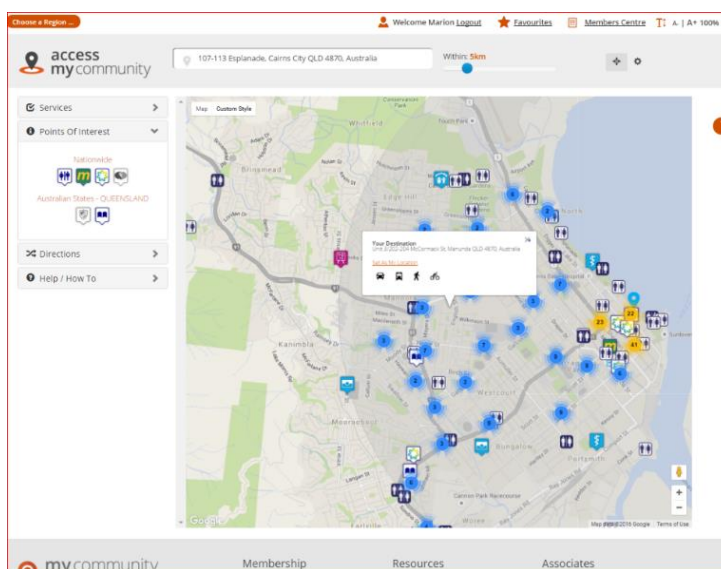
Community Information Support Services encourages, supports and educates the government and community sectors to take advantage of growing access to digital information for communicating, planning, monitoring performance, evaluating and better decision making to match needs and services. Along with increased access, comes the responsibility of all organisations to share data to create better understanding of the sector as a whole.

We wish to thank the many community leaders and partners who work with us and encourage us to go the extra mile, and we acknowledge the high level of energy and expertise that our staff contribute to achieve our goals. We believe that with a little bit of the right help, everyone can take part in their community and enjoy the benefits of and from their contribution. We are proud to lead the way in facilitating the flow of information and communication as an essential component to the effective delivery of health and community services.

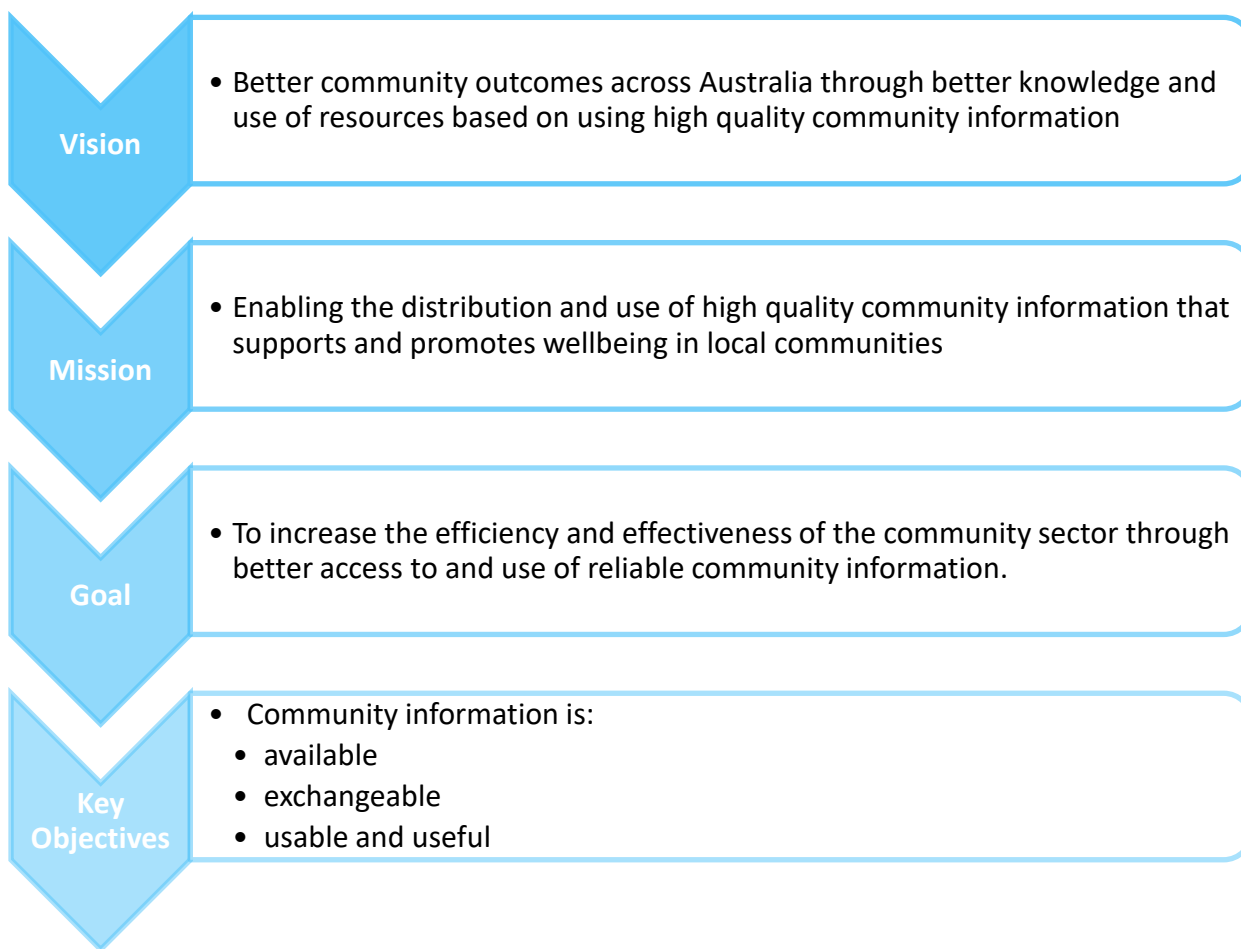
We look forward to working together across the sector in 2016/17.

Regards

Brentyn Parkin
Executive Director



Our Strategic Plan



Our Target

By 2020 – every Australian will access health and community information to meet their needs and interests.

Our Products and Services

- My Community Directory
- Access My Community
- My Community Diary
- Training
- Support
- Advocacy and Leadership



Community Information Support Services



Our People

Directors and Advisors

Robert Hannaford (Chair) (Commencement May 2016)
Brentyn Parkin (Executive Director)
Marion Norton
Cathy Wilson
Garth Morgan (commencement May 2016)

Staff

Jasmine Brell, Administration and Data Quality Officer
Andrew Brown, Chief Innovation Architect
Leighton Blyth, Graduate Developer
Tina Connell-Clark, Health Outcomes Consultant
Caleb Connor, Project Officer
Cyleece Feher, Health Outcomes Manager
Andrew Ferguson, Operations Manager
Brentyn Parkin, Chief Executive Officer

Marion Norton Executive Officer
Tiana Rubenstein, Trainee
Jason Shanks, Membership Manager
Rosie Signorini, Health Outcomes Officer
Janelle Smith, Administration Trainee
Chris Tansell, WA State Engagement Officer
Gerard Van der Linden, Application Developer
Lee Webb Executive Officer
Lauretta Wright, Community Information Advocate

Associated Staff

Peter Caitens, Technical Product Manager

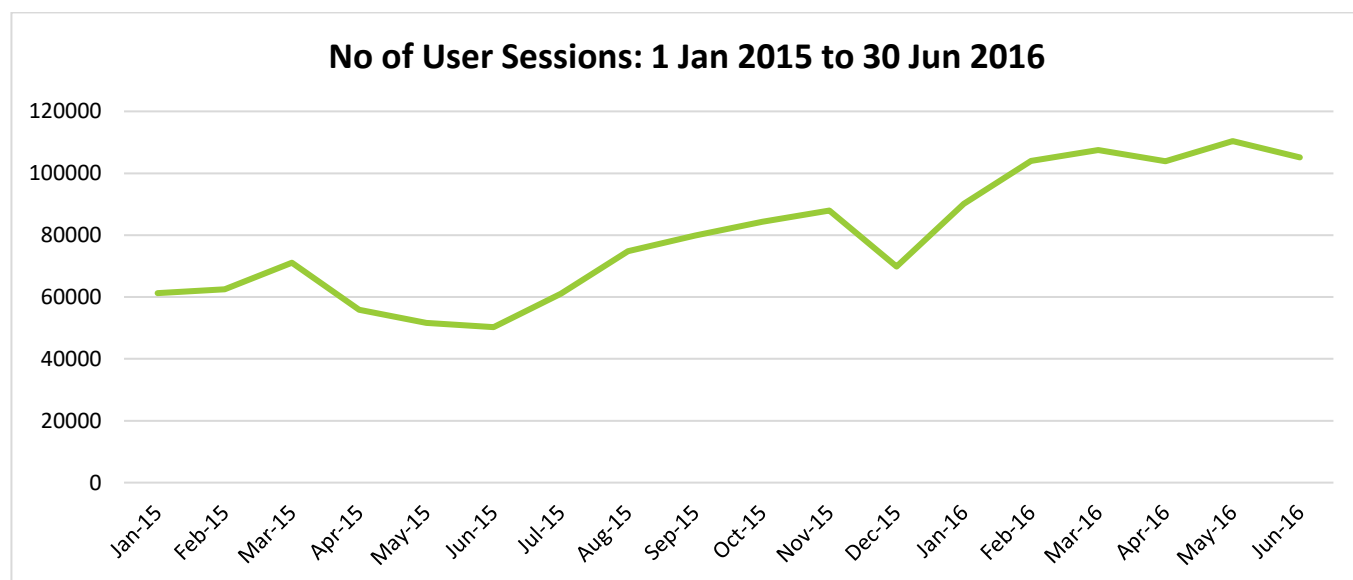
Norman Neubauer, *Intermediate .Net Developer*



2015 -16 Highlights

The Year in Numbers

<i>My Community Directory</i> <i>Website activity</i>	2013 (‘000)	2014 (‘000)	2015 (‘000)	2015 % change	2016 (‘000) (Jan to Jun)
Unique visitors	402	477	591	↑ 24	444
Total visits	542	644	811	↑ 26	621
Pages viewed	1205	1533	1894	↑ 27%	1437
Return visitors	28.5%	28%	26%		31%





Major milestones for Community Information Support Services

- recognised as Queensland's most comprehensive collection of Community Information with listed organisations increasing by 64%.
- expanded to the Australian Capital Territory to deliver My Community Directory in partnership with Volunteering ACT.
- expanded My Community Directory into Western Australia with the South West Metropolitan Partnership Forum
- adapted My Community Directory onto all mobile devices – Android, iPad, iPhone
- reached our target of 100,000 visits in 30 days!
- integrated with Vision6, a popular and powerful Australian communications platform that can send newsletters and community messages
- developed custom service directories (e.g. youth services in your region) in PDF format automatically updated daily, with offline search or booklet print format
- created holiday notice generator which enables multiple personalised service changes during public holidays.
- social media streams on organisation, location and/or listing integrating dynamic and targeted content from organisation's existing channels
- display of the organisation structural hierarchy
- better advanced search options and results ordered by best match
- many ways of using the favourites list to store and share information and searches
- self-assessments allowing organisations to promote their capacity to provide person-centred care with people who are often marginalised
- availability of a search widget to host My Community Directory in other websites
- a facility to book your next available appointment with your local GP straight from the directory
- extensive tagging of services for more targeted searching
- a service discovery solution targeted at those who cannot navigate a traditional directory with easy, conversational questions to guide them to the service they need.



Health Outcomes Projects

Since August 2015, stakeholder engagement within the Health Sector demanded much of our attention. We continued our partnership with Metro South Health and Hospital Service (HHS) and worked with Primary Healthcare Networks (PHNs) to explore opportunities that will support strategies that deliver better health outcomes. Highlights of partnerships established within 2015-16 include:

- embedding My Community Directory data in care pathways on SpotOnHealth *Professional*, an online support tool for GPs and other health professionals, providing access to local and relevant information about health and health services. This enables coordination and integration of care for patients where they need it, when they need it.
- developing a widget on www.spotonhealth.org.au to enable staff to find community services to support their patients' needs.
- training over 150 staff from eight clinical groups across 10 Metro South Health locations, registering staff on My Community Directory and migrating Metro South Health data to support primary care.
- adding a feature for My Community Directory users to book the next available General Practitioner appointments through agreements with the Australian General Practitioner Accreditation Limited (AGPAL) and HealthEngine.

Find a service

Find support services, community groups, help lines, health services, and more.

Keywords

Location

Within


Search




General Practice/Doctor (Private)


Maryborough Clinic

Maryborough Clinic

 258 Bazaar Street, Maryborough QLD 4650


 (07) 4121 2238

 [Email](mailto:pracman@maryboroughclinic.com.au)

 Next Available Appointment
Sunday 9:00 AM


BOOK NOW 

POWERED BY HEALTHENGINE

 Location Manager & Service
Coordinator Dr Practice Manager



 (07) 4121 2238

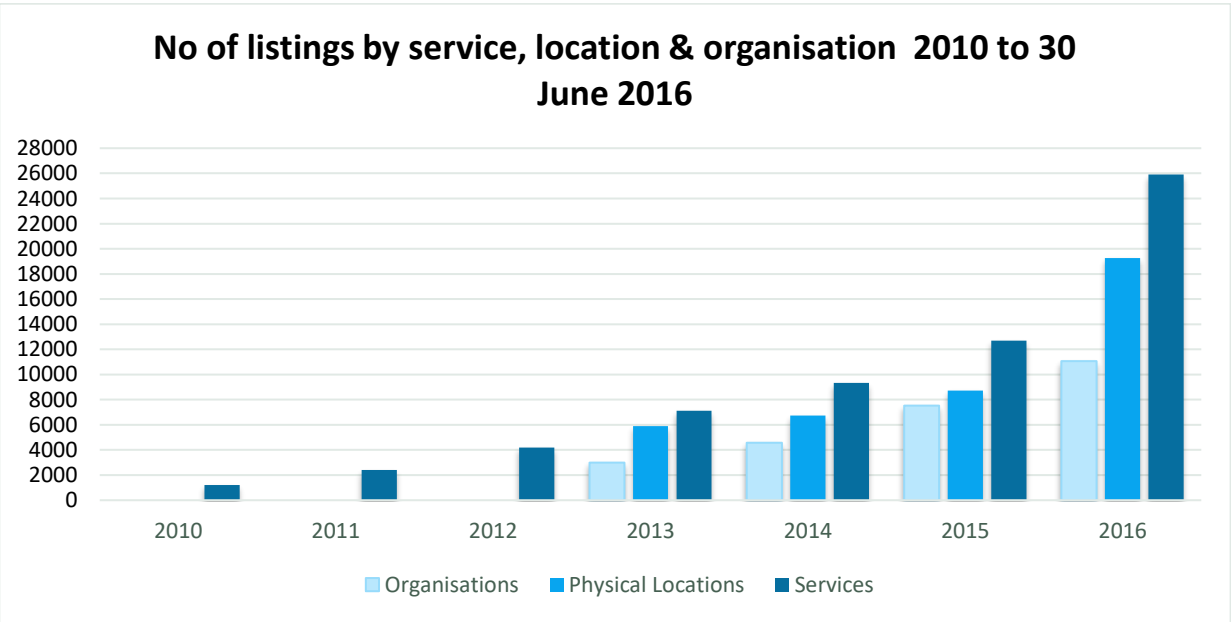
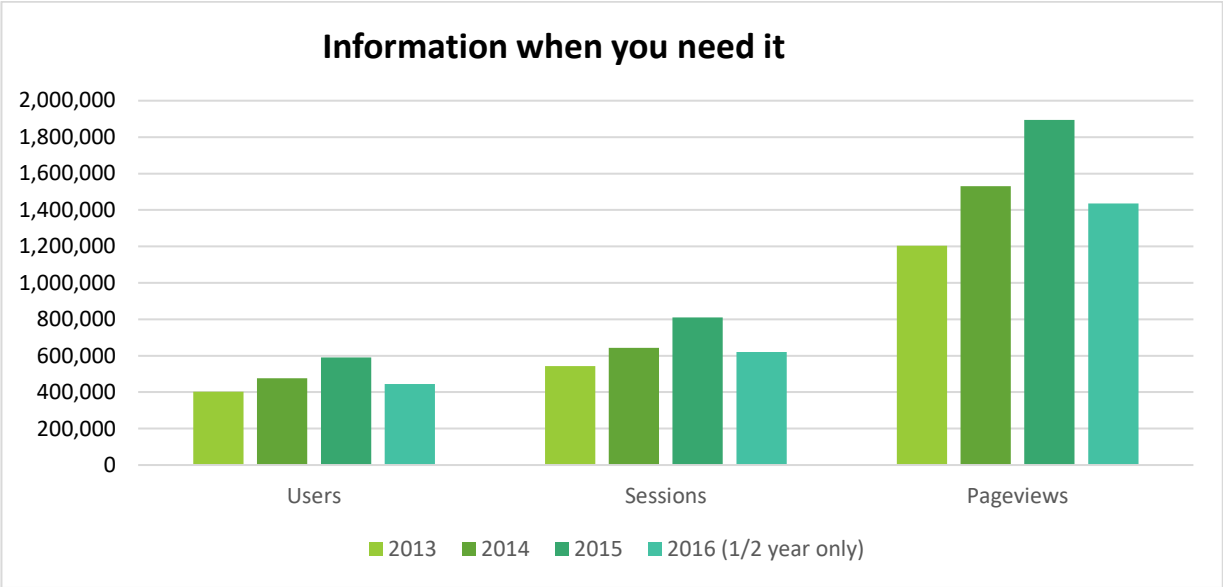
 pracman@maryboroughclinic.com.au





Improved quality

The depth, breadth, reliability and accuracy of the directory have continued to improve along with increased use, increased listings and increased locations



Research and development

Community Information Support Services and My Community Directory staff have worked closely on improving access to, flow and usability of community information, focussing on three big questions:

- Research Question 1: What data is required to help both the public users and community services interact with their community?
- Research Question 2a: Is internet infrastructure the key barrier to access data in the social services sector?
- Research Question 2b – What existing technology can be integrated into the platform in new ways to provide users with enhanced data quality?

Partners, Supporters and Funding Bodies

Thank you to our donors, supporters and funding bodies throughout 2015 and up to June 2016.

Our Council Members

Brisbane City Council
City of Armadale
City of Cockburn
City of Ipswich
Toowoomba Regional Council
City of Gold Coast
Central Highlands
Banana Shire Council
Western Downs Regional Council

Project Partners

Endeavour Foundation
South West Metropolitan Partnership Forum
Metro South Health
CheckUP
Playgroup Queensland
My Community Directory is provided in the
Australian Capital Territory by Volunteering ACT

Peak Bodies

