

2020-21

Annual Report

Community information
wherever you live



*We want to live in a world where all Australians
can find services and activities they need to
improve their health, social and economic
wellbeing*

Our vision is to see a generation of better health and social outcomes across Australia through improved access to high quality community information. **Our mission** is to provide all Australians with access to the information they need to improve the health and wellness of their communities on a local, regional and national level.



Our Achievements

2,955,600

visits to our site over the last 12 months

67,107

hours on our website equivalent to over 28 full time staff at the same time!

10,000+

public service visitors per month (from .qld.gov.au, .wa.gov.au)

4 Websites & 1 App

www.mycommunitydirectory.com.au and www.mycommunitydiary.com.au,
www.mygivelocal.com.au, www.accessmycommunity.com.au and download the app on your iOS or
Android device.

With our 5 key partners

1. **Volunteering and Contact ACT** - Volunteering and Contact ACT provides information to a wide range of stakeholders across the ACT.
2. **CheckUP** - Checkup has been an important partner in helping people find health services in Rural and Remote Queensland.
3. **Centre for Participation** - The Centre for Participation has a real vision for social change and has been an important part of our work in Victoria.
4. **APM - Disability** - APM's Local Area Co-ordinators across Queensland and Northern Territory assist in identifying services and organisations to be included within the platforms across the local areas they work.
5. **Wellways - Carers Gateway** - Wellways Contact Centre provides assistance to carers throughout Queensland and Southern NSW. They access our custom dashboard to deliver information to their clients to connect them locally.

we support

45 Local Government Members (8 new) in QLD, NSW, VIC and WA.

8 Hospital and Health Service Members across QLD, publish and find services close to home.

5 PHN Members across QLD and WA, promote the services and the providers they fund.

1 Mental Health Commission promotes Mental Health and Drug and Alcohol Support Services.

200+ Health Providers publish visiting Health Services across Rural and Remote Queensland.

3000+ Carers and people with a disability find and connect with local support.

Our New Partner



Thanks to Club Southside - Together we are supporting every club in Brisbane

Shared Data



Spotlight - Community Information Exchange

The **Community Information Exchange** is a secure platform where information can be accessed. It is focused on reducing duplication (and the value of shared data) and enables information to be displayed and localized on various platforms and used to help the community sector.

Spotlight - My Give Local

A new volunteering platform to connect volunteers with positions available within their community.

FREE to list if you're a My Community Directory member with an existing listing and providing an easy way for volunteers to connect with opportunities.

A volunteer widget can be embedded on other websites to capture and display local volunteer positions.

Spotlight - My Community Info

My Community Info is an online hub which brings together all of the platforms that we provide to local communities as an easy entry point to access. My Community Info is all about what is happening in the local community. My Community Info is a local hub of information including where you can choose your path.

- Are you looking for services or information about local clubs and groups
- Are you looking to get involved, attend an event - My Community Diary
- Are you looking to volunteer within your community - My Give Local
- Are you looking for a health provider near you - Access My Healthcare

Spotlight - Access My Healthcare

Access My Healthcare is an online calendar of health and community services and events. The platform provides individuals, clinicians, health practitioners, health service providers and planners with useful information and access to services when and where needed.

We have successfully rolled out the Access My Healthcare platform in many of our Hospital and Health Service regions across Queensland. We will continue to expand and engage with health and wellbeing service providers including Primary Health Networks, Aboriginal Medical Services and other not-for-profit organisations.

Spotlight - My Community Directory

My Community Directory is an online directory of local health, social and community services. Free for the community to use and search, and free for eligible service providers, organisations and clubs and groups to list. The My Community Directory Platform continues to grow and become a key resource of information across local communities. Our members have access to many tools and features within their Member Dashboards to make sharing information and connecting people to information within their local communities easier and quicker.

Spotlight - My Community Diary

My Community Diary is an online events platform to find your local events, activities and programs. Free for community to use and find what's on near them, and free to add events for organisations that are listed on My Community Directory. My Community Diary continues to grow with significant enhancements in the way events are displayed and provides the user the ability to share event information on other platforms.

My Community Diary can link information into widgets so that it can be displayed in other places too.

Connected Communities Changes Everything

From the Executive Director

As people try to understand the new living with COVID-19 world, there have been some important changes in the way the Health and Community Sector are willing to work together.

In what should have been the biggest lesson from COVID-19 for individuals, communities and governments, ie when we work together we achieve more (such as the rapid development of the vaccine) instead we have focused on the conversations that have divided us.

Now is the time for change. For the past 10 years, we have been talking about the value of shared data, how it allows people to work together on some of the most complex problems. Now that people are starting to talk about the value of shared data it's time to start telling a different story - one of hope.

Shared data is **Magic Pudding**. By working together the benefits can be never-ending.

We're looking forward to using shared data to solve some of the challenges from 2021 and beyond.

Brentyn Parkin B.A. B.Ed MSc

Chair & Executive Director

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The **Magic Pudding**, first published in 1918, tells the story of Albert, the never-ending **pudding**, and his owner's constant battles against the low-down puddin' thieves.

Although the impact of COVID saw a **significant decline** (24%) in users compared to the same period in FY2019, this year, we have returned stronger and better than ever.

- **630,500+ (or 38%) increase** in users since FY2020

- almost **700,000 (or 44%) increase** in users since pre-COVID times

Our council members



Our health and community members



Get in touch

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