



Community Information Support Services

2021-22 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



Community Information
Support Services

Our vision

is to see a generation of better health and social outcomes across Australia through improved access to high quality community information.

We Support

48

Local Government Members (7 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.



Community Information
Support Services

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 Progress

2,955,600

visits to our site over the last 12 months

76,353

hours on our website equivalent to over 38 full time staff at the same time!

10,000+

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

5 Websites & 1 App

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

Benefits of Membership

(everyone wins)

Productivity

- **Saves time and effort** – My Community membership costs less than 30% of the average investment in managing information.
- **Simplified data management** –share the burden of keeping data up-to-date with your constituents, while maintaining administrative control.

- **Reduces waste (through online usage)** – Information is equally available on desktop or mobile; downloaded as PDFs or shared via SMS or email.

Technology

- **One database for all community resources** – We provide a simple one stop shop approach to accessing and managing contacts across each of your portfolios.
- **Outsources and streamlines IT contact database** – Outsourcing to My Community reduces the impact on your IT staff and systems

Community

- **Strengthen your community interaction** – The community sector is interested in two-way communication with local government. The My Community Directory platform provides the communication tool to connect community, council and health providers.
- **Supports the community sector by reducing duplication** – they need access to the same data..

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 localised to help Consumers, and the Community.

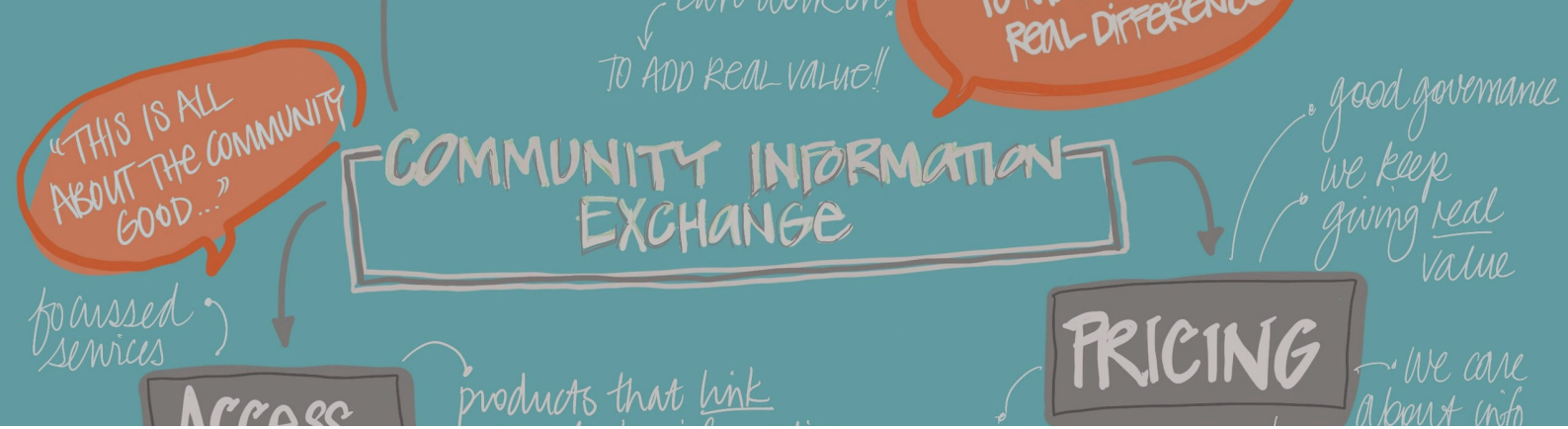
The Governance Group

Thank you to the following members of
the Community Information Exchange
Governance Group

Thanks to our Governance Group
Sponsor



Andrea Kanaris	Andrew Brown (Chair)
Ann Maree Liddy	Brentyn Parkin
Clacy Fatnowna	Darren Hopkins (Sponsor)
David Lovell	Karen Hale-Robertson
Lemm Ex	Linda Lavarch
Maree Adshead	Marion Norton
Mark Brough	Michelle Wicks
Peter Cummiskey	Rachel Watson
Sam Burgess	Sergey Sorokin
Tracey Johnson	



Data Sharing Partners

Freddy Match are on a mission to match volunteers with volunteer opportunities better. By using the Community Information Exchange, volunteer opportunities that organisations advertise on My Give Local can be included in the matching process, providing more opportunities locally. Organisations can use Freddy Match, and their opportunities will be automatically published to My Community Listing.

Class Bento is a community of makers and artists who share classes and/or kits with a broader audience. By using the Community Information Exchange, Local classes appear on the My Community Diary. Artists can use the Class Bento platform to support by promoting and helping manage events.

CheckUP is dedicated to better health for people and communities who need it most. CheckUP works with partner organisations and health providers to create 180 healthier communities across Queensland and the Northern Territory.

The Australian Tourism Data Warehouse (ATDW) is Australia's national platform for digital tourism marketing in Australia.



A Health Promotion Charity

Community Information Support Services is social enterprise (and health promotion charity) that is all about bringing people together in local communities using the power of technology.

As a Not-for-Profit, social enterprise we focus on projects that support the health and well-being (and the alleviation of poverty) of Australians through the use of community information with a bold vision.

We collaborate with health and community sector organisations, government agencies, including Hospital and Health Services/ Districts, and professionals from various fields to help prevent and manage diseases in Australian communities.

The Community Information Exchange powers our work

We provide local information through the My Community Directory, My Community Diary, My Give Local websites.

We coordinate access to care via the Access My Healthcare website which was established through visionary staff in Queensland Health who have supported a joined-up health system.

We provide place-based connections through the My Community Info website.



Every Australian every month should be able to explore and find local information wherever they live.

How we work

We are...	We Believe in...
<h2>Remarkable</h2> <p>We are nothing less than remarkable.</p> <p>We use our experience and understanding of our clients' needs to uncover and develop specific solutions and efficiencies that surprise and delight them in ways they could not have imagined.</p>	<h2>Agency</h2> <p>We provide the ability to take the initiative and take control.</p> <p>Our solutions provide the right information as well as the understanding needed to use it effectively. By democratising the power of traditional gate keepers we allow people to connect with their communities directly, at pace, and with confidence.</p>
<h2>Transparent</h2> <p>We're an open book.</p> <p>Maintaining clarity in all we do creates an understanding of the process, which builds trust. We deliver the kind of transparency people expect – technology that does its job without being felt.</p>	<h2>Simplicity</h2> <p>If it's not simple, it's not finished.</p> <p>After development, learning, use, and refinement, simplicity is the ultimate as the final test. People instinctively move towards complexity because they believe that this is the way to solve complex problems, but it is simplicity that leads to reliability.</p>
<h2>Tenacious</h2> <p>We work to find a way, no matter what.</p> <p>Tenacity doesn't rely on being overwhelmed, but being relentless when tackling overwhelming issues. We know there are limitations and gaps, but there's also the potential and opportunities for ourselves, and the people we work with.</p>	<h2>Adaptability</h2> <p>As communities and technology evolve, we keep pace.</p> <p>Providing a variety of solutions, skills and experiences makes us and our customers more energetic and puts us ahead of those who only know how to do one thing. Our solutions work together, building on themselves to provide the right fit at the right time.</p>

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.

- ✓ Easily accessible information consumers, clinicians & community via the web/app
- ✓ Helps clinicians coordinate service delivery
- ✓ Significantly reduces the need for consumers to travel

Access My Healthcare lists visitings and local healthcare services



Jenny no longer needs to travel to access healthcare, she and her GP have found the services she needs locally.

2020 to 2022 Saving c\$5.5M

ROI \$2.14:\$1

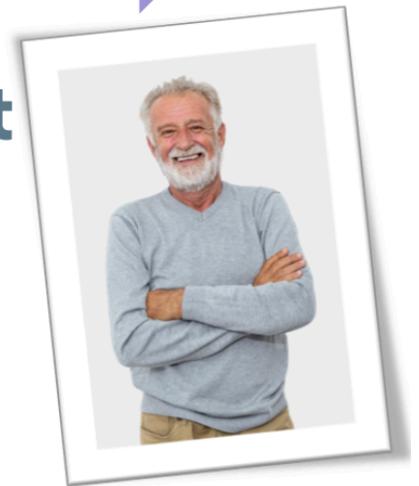
My CommunityCare

- ✓ Uses private and Not for Profit providers
- ✓ Provides clinical assurance, review, follow-up, and certainty of service provision
- ✓ Evidence based data monitoring to reduced preventable readmission to hospital



My CommunityCare provides an option for people to leave hospital sooner by making home visits (provided by Community Providers)

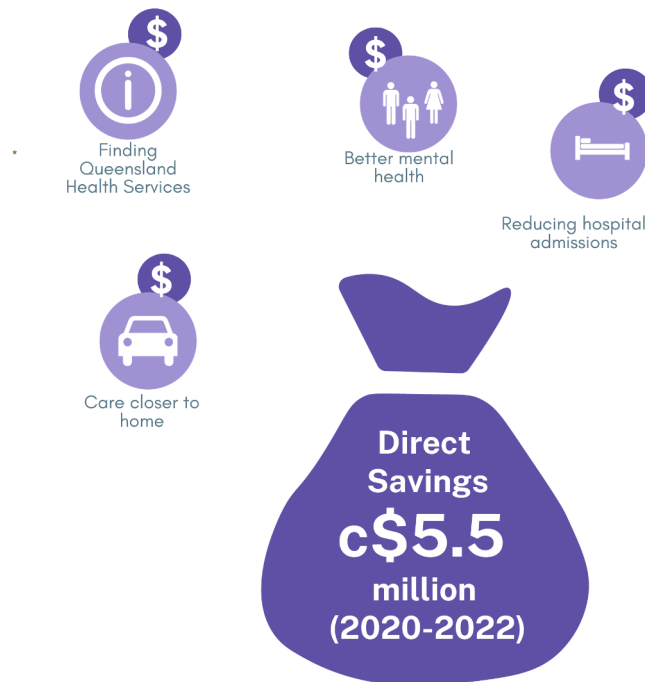
**Sarah's dad
(Richard) is living at
home after a
serious fall
rather than waiting
in the hospital**



Modelling based on % of admitted patients 1% = savings c\$51.2M pa
(cost c\$13.2M) 5% = savings c\$203.4M pa (cost c\$65.8M)

ROI \$3.09:\$1

Queensland Health Policy and Community Savings



State and National Strategy and Policy Alignment

Our platforms support a focus on Person-centered care; Connected communities; Preventative health strategies; Health literacy; and Integrated care all of which reflect key state and national strategies and policies

- Unleashing the Potential: an open and equitable health system
- Queensland Digital Health 2031
- National Preventative Health Strategy
- Australia's Primary Health Care 10 Year Plan 2022-2032
- 2020–25 National Health Reform Agreement (NHRA)
- National Digital Health Strategy and Framework for Action

- The Fifth National Mental Health and Suicide Prevention Plan and Vision 2030

Key Health Projects

National Health Projects

Australian Impact Framework supports establishing a standardised data collection and evidence approach to funded projects.

SHIFT Framework - The Shared Health Information Framework and Terminology to make information sharing across the Private and Public Health systems in QLD to be completed by December 2023.

Mental Health in Western Australia

Launch of the new My Services Website which includes services funded by the Mental Health Commission and the WA Primary Health Alliance.

Queensland Health Projects

Launch of the new My Services Website which includes services funded by the Primary Health Networks, and Hospital and Health Service organisations

Australian South Sea Islander Linker

The key objective of the Linker is to support South Sea Islanders in accessing Health Services to reduce the burden of Chronic Disease, identify gaps in health services and advise health pathways to support Australian South Sea Islanders.

South West Primary Health Care Project

Service mapping, differently, creates tools that give back and strengthen local Communities.

Community Resilience

Richmond QLD, Hughenden QLD, Ravenshoe QLD, Doomagee QLD

PiPPy Network

Support for Youth Persistence Pain Professional network

CQ Youth Connect

A Youth Service Directory for the Central Queensland Region

Our Publishing Partners



Thank you

Queensland Health for your support long term commitment.



Queensland Government
Queensland Health

My Give Local



[Home](#) [Create Volunteer Position](#) [Member Centre](#)

[Login](#)


[Register](#)



Everything you need
local is **a click away**

**Welcome to
My Give Local**

Provides an easy way for you to list and find
a local volunteer opportunity.

 [GO](#)

We need your location to provide local information



Start looking for volunteering positions around you.

My Give Local is the one place Australians can find local volunteering opportunities.

A local giving platform to people with causes.

Giving time or money is a way many people support their communities. Phase 1 connects volunteers with positions available within their community.

Phase 2, Planned in 2024 is a donation platform to make local giving easier.

My Community Info

Everything you need local is **a click away**

Welcome to My Community Info

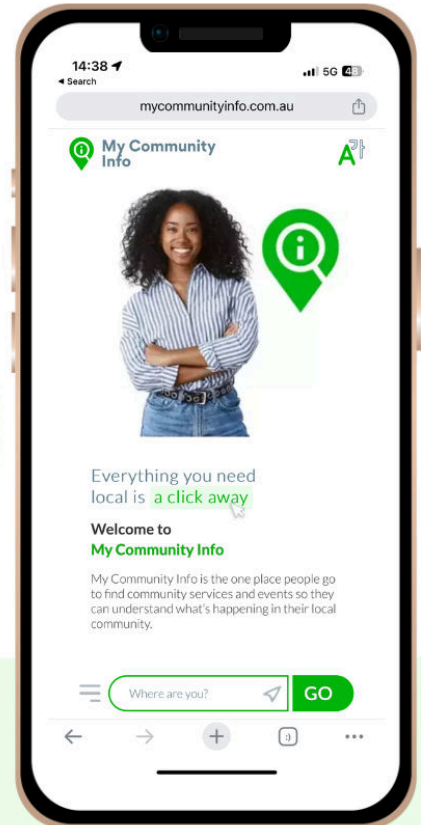
My Community Info is the one place people go to find community services and events so they can understand what's happening in their local community.

Where are you?



GO

We need your location to provide local information



My Community Info

The place to go if you're looking for services, clubs, events or other community information near you.

My Community Info is an online information hub which brings together place (town) based information.

- 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

My Community Directory



[Home](#) [List for FREE](#) [Member Centre](#)

[Login](#)

[Register](#)



Everything you need
local is **a click away**

**Discover Your Local
Community Directory**

Where are you?



GO

We need your location to provide local information



Welcome to
My Community Directory


My Community Directory is the one place people go to find community services and events so they can understand what's happening in their local community.

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, clubs and groups to list.

My Community Diary

Looking for something to do?
Find an event near you.

Events, clubs, activities and groups are only [a click away](#)

 [GO](#)

Find your local Community Diary



Welcome to [My Community Diary](#)

My Community Diary is the one place Australians find quality community event information. If you want to know "what's on in my community" we can help you. To find events near you, discover upcoming events, or to search for events by type, My Community Diary is the one place to search.

My Community Diary is where you can find your local events, activities and programs.

Place-based service delivery has been discussed for more than 20 years. It's about providing the right information at the right time, in the right format. However, to achieve this, significant investment in shared digital infrastructure is required. The mantra "**Right information, right time, for the right person**" getting the information **right** is still fundamental in the development of Agency, Identity and Belonging.

We have focused on continuing to find ways to provide information in **the right format**. We see that across both the Health and Community Sector we see "information dumping" or providing too much information, which can create a sense of confusion and can lead to disengagement and a sense of hopelessness.

Recently, I was again reminded about the power of information when I spoke to John in Rural WA.



While my memory isn't as good as it was, I am spending time (with mates) down at the bowls club which gives my wife a break.

This year, we have discussed this with our members and how it can be achieved. This year 2022/23 marks a turning point for us and the sector as we venture into implementing new place-based services. We know this is only the beginning, but, based on feedback, we have launched www.mycommunityinfo.com.au – Events, services, and other local information at a local government level.

We are focused on ensuring people can find help and get involved in their community. It creates agency, identity and belonging and has positive physical and mental health benefits.

We have learned a lot working with Queensland Health with some remarkable results. We have introduced place-based services at specific hospital sites and launched town-based outreach diaries that help people find visiting services. Our ongoing partnership with CheckUP has allowed us to link over 200 organisations and the health system on a single platform. Queensland Health has extended their commitment to continue supporting our work and together we can make information more accessible to Consumers, Clinicians, and the Community. This commitment creates stability and supports all providers, public and private a significant step towards creating a joined-up health system. Access My Healthcare, which now features a planning and workforce tool. They have invested in building a shared data platform across the state.

So, as we move forward, we are committed to investing in infrastructure to realise the potential of Place-Based service delivery. If you are a provider, philanthropist or community leader who wants to be involved in building national infrastructure, we would love to hear from you.

Brentyn Parkin B.A. B.Ed MSc
Chair & Executive Director

Where we work



Our council members



My Community



As Local as you

+

Get in touch!

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support@mycommunitydirectory.com.au