



Community Information
Support Services

2023-24 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

49

Local Government Members (3 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

2,666,000

visits to our site over the last 12 months

68,116

hours on our website equivalent to over 34 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.

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 Civic Technology Institute

While progress has been slow in developing partnerships, that is dedicated to leveraging technology to transform societies and address societal challenges. It serves as a hub for innovators, thinkers, and doers who are passionate about using technology for positive change. The institute offers a platform for collaboration, learning, and growth, aiming to create a significant impact through civic technology

The institute supports various initiatives, including access to health and community data, promoting products and services through platforms like www.mycommunitydirectory.com.au, and providing resources for developing new ideas. They also focus on building a shared digital infrastructure to enhance the accessibility and effectiveness of civic technology.

For more information, you can visit the Civic Technology Institute Website at www.civictechnologyinstitute.org.au

Artificial Intelligence

Everyone is talking about how Artificial Intelligence (AI) is revolutionising database maintenance by automating and optimising various tasks, ensuring efficiency, accuracy, and security.

In the past 12 months, we have used AI in several parts of our operations, but we need to exercise some caution.

We have implemented the following projects:

1. Enhanced Data Quality

AI-driven tools can detect and correct inconsistencies in data, ensuring higher data quality and reliability. This is crucial for maintaining the integrity of the database.

2. Predictive Analytics

AI's predictive capabilities enable businesses to forecast future trends and behaviours based on historical data. This helps in strategic planning and decision-making.

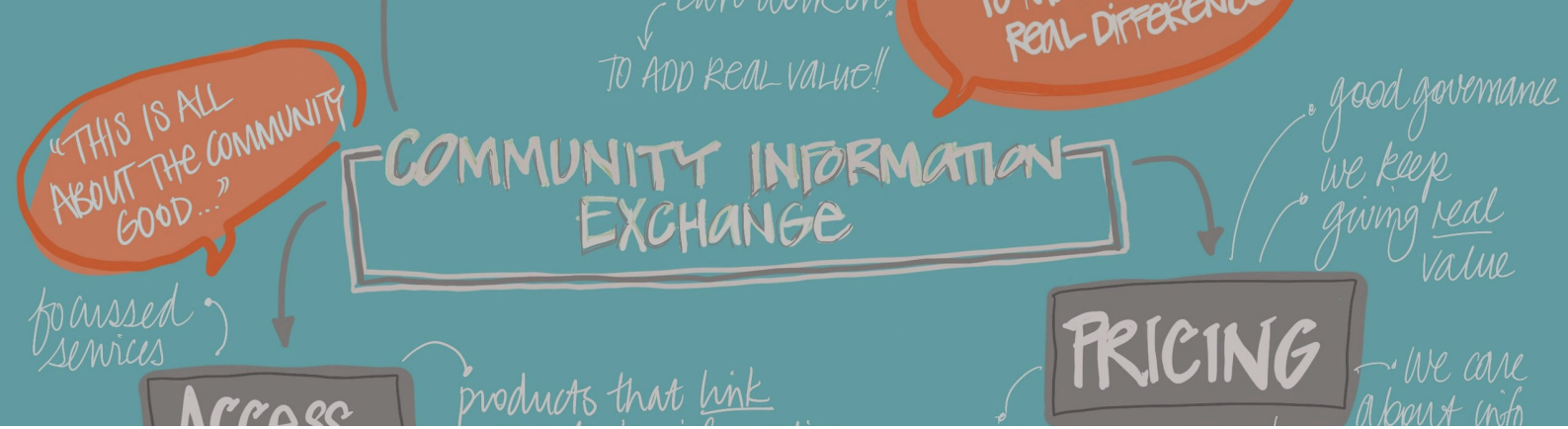
3. Anomaly Detection

AI can identify unusual patterns in data that may indicate inconsistencies or security breaches. This allows for proactive measures to maintain data integrity and security.

4. Scalability

As businesses grow and data volumes increase, AI can help manage larger datasets more efficiently, ensuring that database operations remain smooth and error-free.

By integrating AI into database maintenance, businesses can achieve greater efficiency, accuracy, and security, ultimately enhancing their overall data management practices.



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.



Welcome to Access My Healthcare

Find health services in your local area. If you're looking for fixed or a visiting outreach service, you'll find it on Access My Healthcare.

Local health services are a
click away

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.

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 2026 is a donation platform to make local giving easier.

My Community Info



Home List for FREE Member Centre

Login

Register



Everything you need
local is [a click away](#)

Welcome to My Community Info

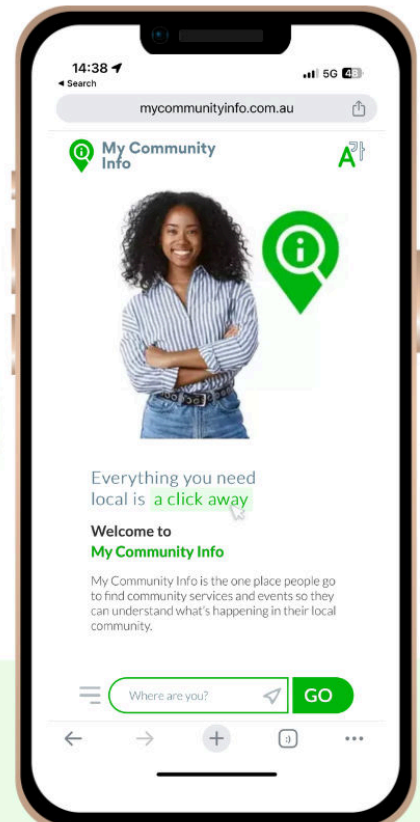
My Community Info is the one place people go to find community services and events so they can understand what's happening in their local community.

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**

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



[Home](#) [Create an Event](#) [Member Centre](#)

[Login](#)

[Register](#)



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

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

Where are you?



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 services & the Future

For over 20 years, place-based service delivery has been a topic of discussion. It's about providing the right information at the right time, in the right format.

This year, we have continued to develop www.mycommunityinfo.com.au – a platform for 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, creating agency, identity, and belonging, which has positive physical and mental health benefits.

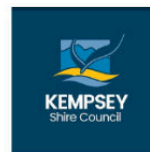
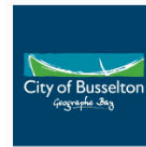


We are #aslocalasyou.

As we move forward, we are committed to investing in infrastructure to realise the potential of place-based service delivery. We call on the Community Sector, Councils, and government to work together because everyone can benefit. 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

Our Members



My Community



As Local as you

+

Get in touch!

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